

Nueces County Poll Worker Training

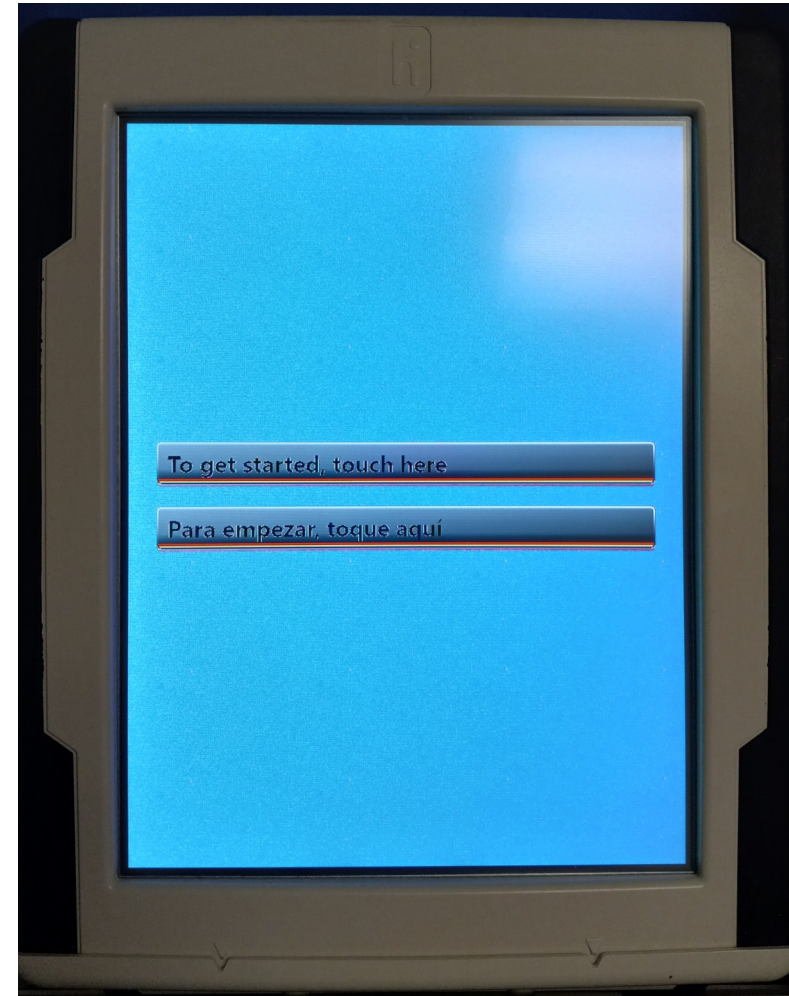
Part Three

August 19, 2026

DUOs: What Can Go Wrong?

Color Screen Goes Out Sometimes

**Solution: switch it out for another
DUO**



Equipment: DUOs Paper Feeding Correctly

If the blank paper “ballot” won’t feed into the DUO, flip the top paper feeder tray up and snap it closed again. This usually works to allow the paper to feed.

Equipment Issues: DUOs and Paper Jams

During set-up (and daily, if necessary), do these tests to prevent paper jams and make touchscreens more sensitive:

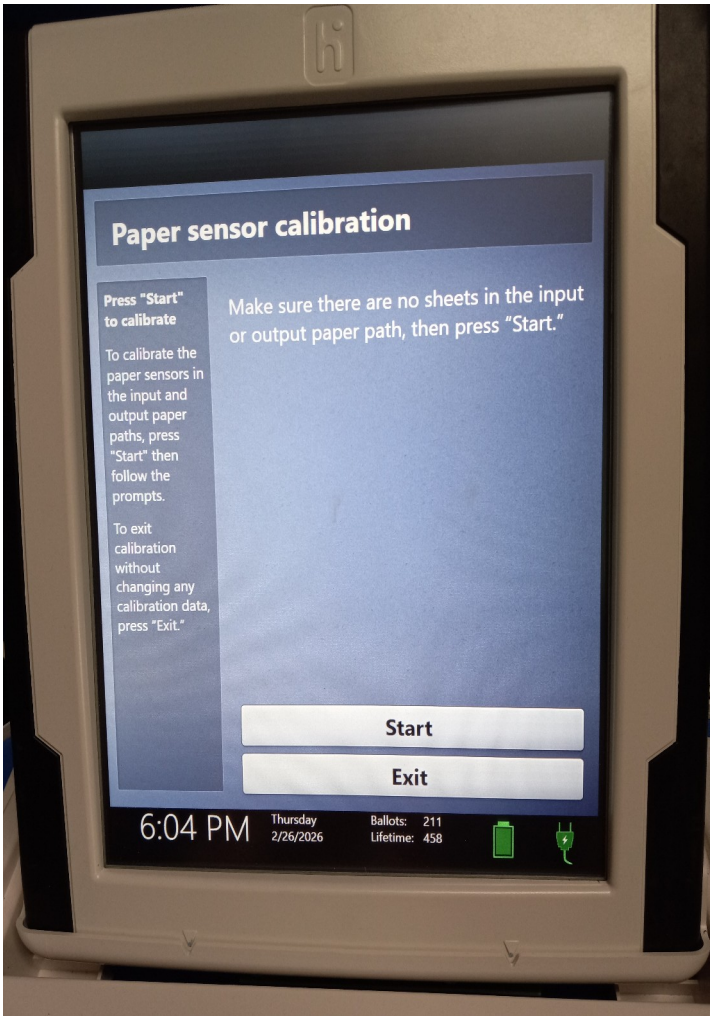
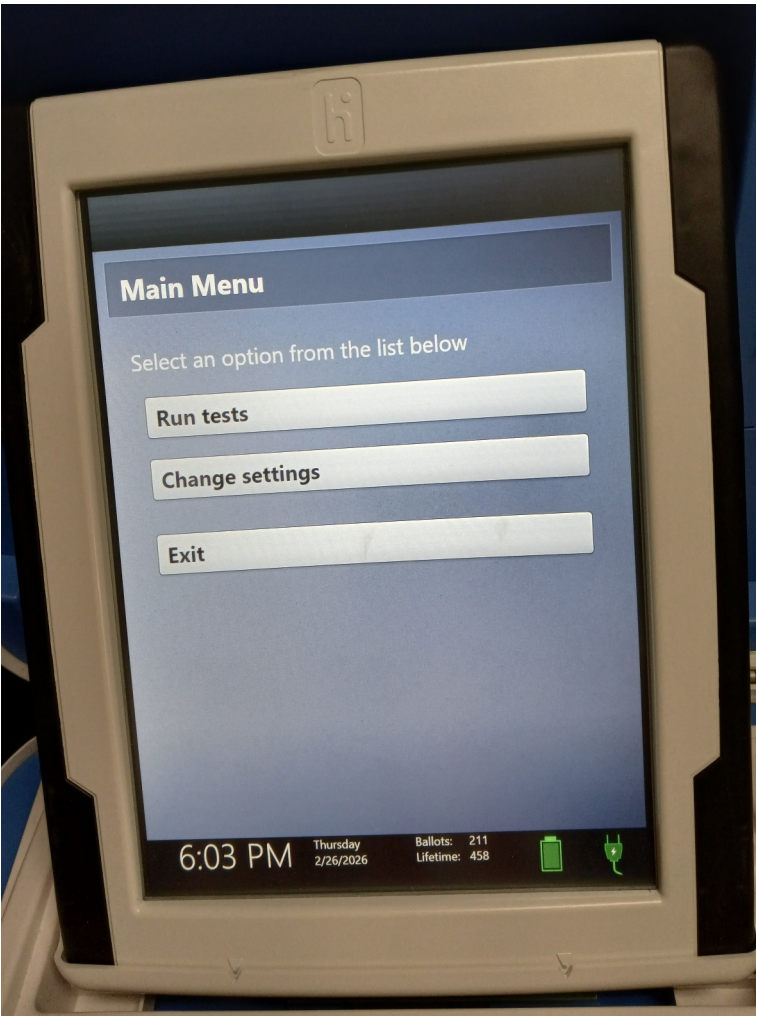
- **Conduct a calibration test**
- **Conduct a paper sensor calibration**
- **Conduct a touchscreen calibration test**

All DUOs require a poll worker's maintenance code in order to run tests. If six 1's don't work, then try six 2's, then six 7's. (Each DUO has been programmed for one of these codes, depending on the programmer.)

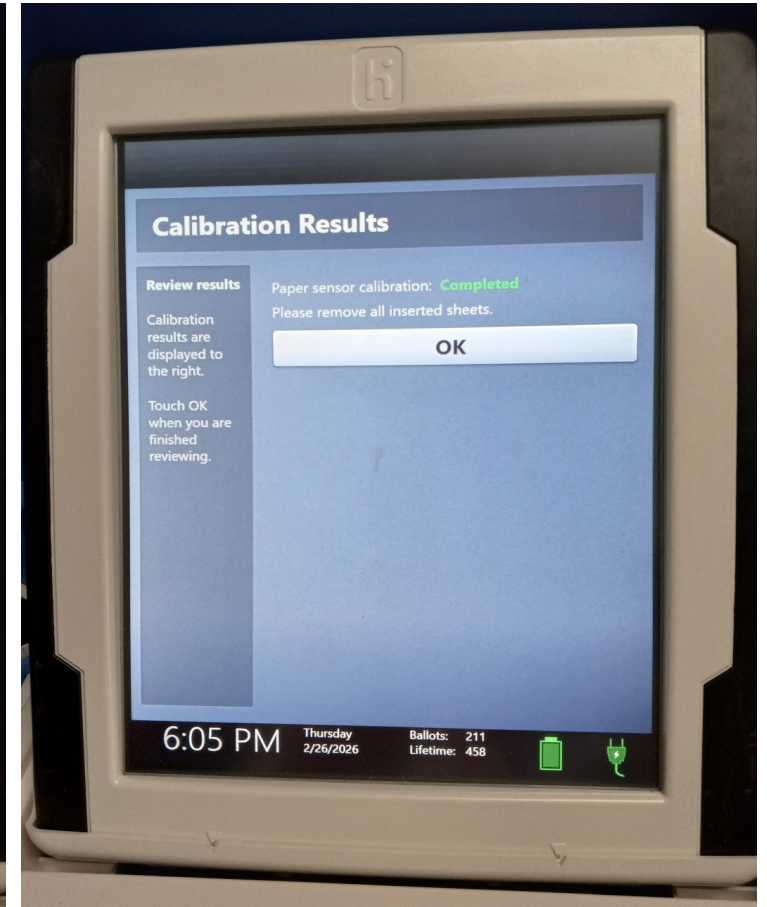
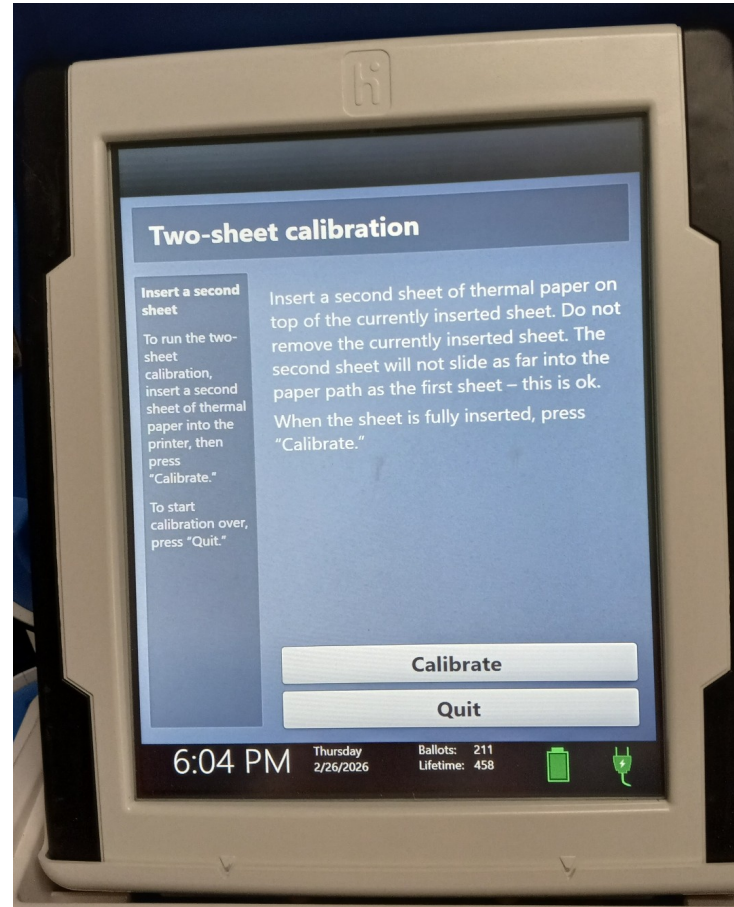
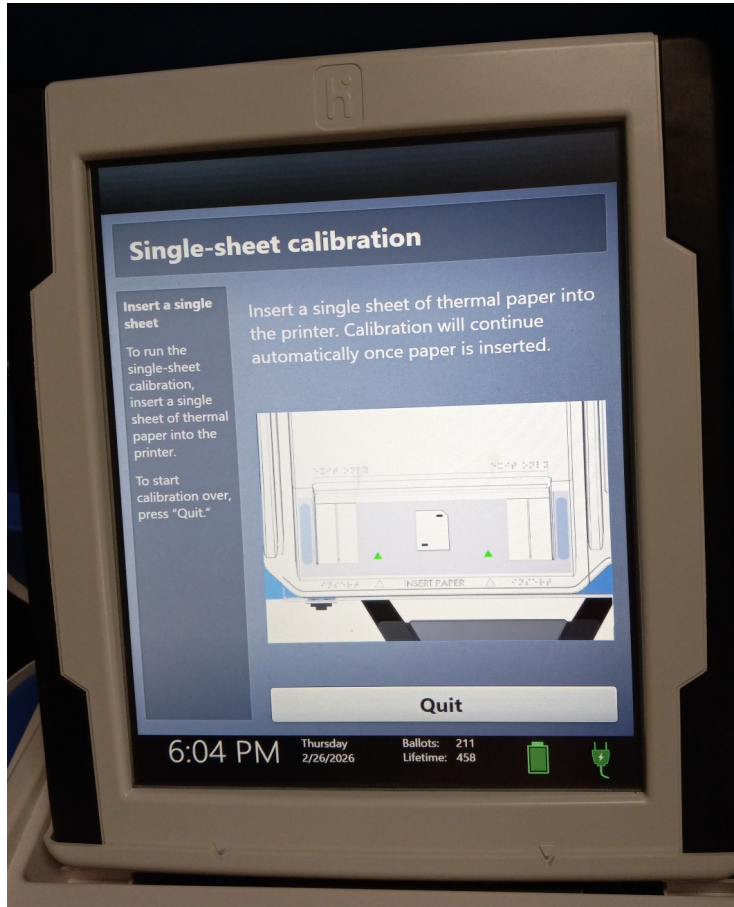
If Voter has already finished and the paper jams before printing:

- **Press the blue button, and enter the poll worker's maintenance code, then**
- **Try moving the paper forwards or backwards, whichever works**
- **Ultimately, if you have to reprint the sheet, put a new sheet into the DUO**
- **If it still doesn't print right, issue Voter a new access code on a new DUO, and document this on the daily envelope**

DUOs: Performing Touchscreen & Paper Sensor Tests to Improve Printing



DUOs: Performing Calibration Tests to Improve Printing/Prevent Paper Jams



Equipment: Scanner and “Black Box”

- Assemble the black box during set-up
- Secure the Scanner above it by locking it with a lever inside the box
- Insert the ballot suitcase into the black box
- Lock the black box. Zip tie seal the opening door to the black box, and document the zip tie seal number on the seal verification log. You will not remove it until the end of Early Voting. You will then put a new zip tie seal on the empty box because there are 3 days before ED.
- If you have to set up a new black box for Election Day, put a zip tie seal on it, and document it on the seal log. You will not remove it until the end of Election Day.
- Daily: lock and zip tie seal the Scanner on top of the black box, because if you remove the Scanner to put in the cage, you leave a hole available for someone to remove the ballots below!

Equipment Issues: Emergency Slot on the Scanner

Emergency Slot on the Black Box: ONLY USE IT if your scanner has completely failed to accept ballots and you have notified the Elections Department.

If the ballot didn't scan to begin with, it won't scan when it's later removed from the emergency slot!

Instead, issue a new access code to the Voter to use a different DUO to create a new vote record, and try to scan the new vote record. Sometimes just specks of liquid like sweat or ink on the sheet will prevent the scanner from recording the ballot.

Do not turn the ballot upside down or backward in order to get it to scan!

EV or ED Daily tasks:

When you arrive to work daily

- **Look at the Opening Day Check List provided to you**
- **Verify all equipment serial numbers; compare with those already entered on seal verification form**
- **Start turning on Controller, Scanner, Poll Pad and DUOs at 6am to be ready by 6:55am for a 7am opening, and 7am to be ready by 7:55am for an 8am opening.**
- **Check Controller and Scanner for correct date, time, polling location, and Zero count**
- **Run Zero Tapes on Controller and Scanner & have Judge/Lead, at least 1 Clerk and no more than 2 Poll Watchers sign**
- **Place Zero Tape in the Daily Folder**
- **At 7am or 8am, open doors and direct Voters to check-in table**

Closing at the End of the Day: Handling the Voters

- At closing time, ask all waiting Voters to line up inside Polling Place, if they fit.
- If people are waiting in line to vote **at closing time**, they must be **allowed** the opportunity to vote.
- If possible, **close and lock** doors to the Polling Place.
- Whether inside or outside the Polling Place, position a Poll Worker **after the last person in line**, or distribute numbered identification cards to people waiting in line.
- Judge/Lead prevents voting after closing time by persons who are not entitled to do so

AFTER VOTERS LEAVE, CLOSE THE POLLS

- On both Controller and Scanner. Take numbers visually on Controller, Scanner and E-Poll Pad(s). Document on Daily Envelope and Closing Spreadsheet.
- Run “Zero” **Reports** on Controller and Scanner, and tear them off.
- **Compare numbers** on Controller and Scanner to E-Poll Pad, and the number of Poll Pad Receipts you have. Document on Daily Envelope and Closing Spreadsheet.
- Judge/Lead signs, and at least 1 Clerk and no more than 2 Poll Watchers sign the Zero Reports.
- **EVERY DAY OF EARLY VOTING EXCEPT THE LAST DAY, CALL IN YOUR NUMBERS OR TEXT PICTURES OF YOUR CLOSING SPREADSHEET AND “ZERO” REPORT TAPES, AS REQUESTED BY ELECTIONS DEPARTMENT**
- **Bring in outside signs and remove signs from doors if necessary.**

Early Voting: Daily Closing Procedures

- **Lock all equipment (DUOs, Scanner, Controller) with keys and zip tie seals, and record the seal numbers on seal verification log**
- **Lock up all filled-out paperwork in the cage (daily envelope, canvas bags)**
- **Lock up the unused ballots in the cage**
- **Put the locked Controller in the cage**
- **Put the E-Poll Pad in the cage**
- **Lock the cage and Judge/Lead takes the key**
- **If a key to the Polling Place was provided to Judge/Lead, Judge/Lead takes the key, too**

Early Voting Last Day: Closing

- Pack up paperwork, Scanner, Controller, E-Poll Pad, Ballot Suitcase, and trolley. Put them in Judge/Lead's car to drive to courthouse.
- Lock up DUOs, seal with numbered zip tie seals, record the seal numbers on seal verification log.
- Lock the cage and Judge/Lead takes the key.
- If a key to the Polling Place was provided to Judge/Lead, Judge/Lead takes the key, too.

Example of Early Voting Closing Paperwork: Daily Numbers Spreadsheet



Nueces County Elections Department Early Voting - Daily Closing Numbers

Election: December 14, 2024 City of Corpus Christi Runoff

MUST BE COMPLETED DAILY BEFORE CALLING IN YOUR NUMBERS

Island Presbyterian Church	Office Epulse	Poll Pad Check-ins	Poll Pad Receipts	Cumulative Scanner Count	Controller Access Codes Issued	Canceled Booth or Expired Codes	Spoiled Ballots	Voters Canceled Mail Ballot at Polls	Provisional Voters
Monday, December 2nd		83+246=323	326*	322	313+11=324	0	0	1	3
Tuesday, December 3rd		291+280=571	249	572	261	0	0	0	0
Wednesday, December 4th		324+497=821	288	820	250	0	4	0	0
Thursday, December 5th		523+477=1000	180	999	181	0	0	2	1
Friday, December 6th		568+698=1266	266	1265	266	0	0	2	0
Monday, December 9th		741+755=1496							
Tuesday, December 10th									

COMPLETED BY:

Kimberly L. Young

KS20240805

* 3 are provisionals.
** ticket # 314 & 315 weren't printed - scanned, but no access codes produced - so they didn't register - froze

Early Voting Closing Paperwork:

Printing and Sharing Closing Tapes from the Controller and Scanner

You may be asked to text these images to the Elections Department, or you may be asked to call the numbers in, or both.

The image shows two printed closing tapes side-by-side. Each tape has a header section, a 'Suspend Polls Report' section, and a 'Ballot Count Summary Report' section. The left tape is from the Controller and the right tape is from the Scanner. Both tapes show the same election details: Constitutional Amendment Election, Election Date: 11/4/2025, Nueces County, EV Island Presbyterian Church, Early Voting. The left tape shows a Verity Scan with S/N: S2217432809 and Version: 2.5.2. The right tape shows a Verity Controller with S/N: C1700740105 and Version: 2.5.3. Both tapes show a Ballot Counter of 816 and a Lifetime Counter of 1022. The 'Suspend Polls Report' section shows the Date & Time Printed: 10/30/2025 6:59 PM for the Controller and 10/30/2025 7:01 PM for the Scanner. The 'Ballot Count Summary Report' section shows Qty Pcts/Splits Included: 238, Pcts/Splits Voted Total: 20, Total Ballots Cast: 816, Pcts/Splits Voted Today: 5, and Ballots Cast Today: 140. Both tapes have a section for Official Signatures with two signatures.

Election Header
Constitutional Amendment Election
Election Date: 11/4/2025
Nueces County
EV Island Presbyterian Church
Early Voting
Verity Scan ✓
S/N: S2217432809
Version: 2.5.2
Ballot Counter: 816
Lifetime Counter: 1022

Suspend Polls Report
Date & Time Printed:
10/30/2025 6:59 PM
Polls are Suspended

Ballot Count Summary Report
Qty Pcts/Splits Included: 238
Pcts/Splits Voted Total: 20
Total Ballots Cast: 816
Pcts/Splits Voted Today: 5
Ballots Cast Today: 140

Official Signatures

Election Header
Constitutional Amendment Election
Election Date: 11/4/2025
Nueces County
EV Island Presbyterian Church
Early Voting
Verity Controller ✓
S/N: C1700740105
Version: 2.5.3
Ballot Counter: 821
Lifetime Counter: 6271

Suspend Polls Report
Date & Time Printed:
10/30/2025 7:01 PM
Polls are Suspended

Ballot Count Summary Report
Qty Pcts/Splits Included: 238
Pcts/Splits Voted Total: 20
Total PVRs Printed: 821
Pcts/Splits Voted Today: 5
PVRs Printed Today: 142

Report includes a
total of 2 provisional ballot(s)

Official Signatures

Early Voting Closing Paperwork:

Example of the Daily Envelope

MAIN ENVELOPE – EARLY VOTING

EV Location: Is. Presby. Date: 12-2-24
Election: Bunoff 12-14-24

Fill out form below (instructions on back) and include in this envelope:

- ☐ Zero Report -Scanner & Controller (First Day of Early Voting)
Don't forget to initial
- ☐ Open/Suspend Polls Report Scanner & Controller Don't forget to initial
- ☐ Poll Pad Receipts
- ☐ SOR's, Reasonable Impediment, Voter Registration Cards
- ☐ Duo Seals

Verity Reconciliation Log – Early Voting (Scan & Controller)

OPEN POLLS
Enter the **Start of Day Ballot Count** from each device, from the Open Polls reports.

1. Scan Start of Day Ballot Count (from the Scan Open Polls report)	<u>0</u>
2. Controller Start of Day Ballot Count (from the Controller Open Polls report)	<u>0</u>

SUSPEND POLLS
Enter the **End of Day Ballot Counts** from the Scan and Controller Close Polls Report. Enter the **Number of Voters Checked In** using polling place records.

3. Scan End of Day Ballot Count (from the Scan Close Polls report)	<u>322</u>
4. Controller End of Day Ballot Count (from the Controller Close Polls report)	<u>#1) 313 (#2) 11 = 324</u>
5. Number of Voters Checked In (including provisionals)	<u>85 + 240 = 323</u>

CONTROLLER ACCESS CODE TOTALS

Access Codes Issued	<u>324</u>
Access Codes Voted	<u>322</u>
Access Codes Expired	<u>0</u>

SPOILED BALLOT TOTALS (from the Spoiled Ballot Log)

Ballots Spoiled	<u>0</u>
Replacement Ballots Issued	<u>0</u>

Comments: 1st controller # C1700736305 froze at 4:38 pm
after 213 voters
switched to 2nd controller C1700742505 printed
11 voter access

Signature: [Signature] Date: 12-2-24

Election Day Closing

- **ON ELECTION DAY**, turn off Controller, Scanner, E-Poll Pad and all DUOs. **PRINT 3 COPIES OF ZERO REPORTS**. Put 1 copy of its' own zero report in each Controller and Scanner, close, lock, and seal them. **Record the seal numbers on Seal Verification Log**.
- Put 1 copy of the zero report in your daily envelope.
- Judge/Lead keeps 1 copy of each.
- **Pack up paperwork, unused ballots, Scanner, Controller, E-Poll Pad, Ballot Suitcase, and trolley and put in Judge/Lead's car to transport to the courthouse**
- **No need to call in your numbers**
- **There won't be a cage, so tear down and put the DUOs, signs, and supplies together so that the Elections Department can easily come pick them up later**
- **If a key to the Polling Place was provided to Judge/Lead, Judge/Lead takes the key, too**

Early Voting vs Election Day: Differences

- **ED: Equipment:** there are always more ED locations than EV locations, so set up is required at some that weren't used for EV
- **ED: Political party pays Poll Workers, not County, so timesheet form is different**
- **ED: Required to post numbers on door every 2 hours**
- **ED: Required to post nearest voting locations in case Voters have a wait**
- **ED: Judge/Lead brings new equipment to be installed before ED: new E-Poll Pad, Controller, Scanner, ballot suitcase, and new blank ballots**
- **ED: Poll Workers have to take the Oath of Assistance again before polls open**

Poll Workers: Guard Your Keys!

BLACK BAND: unlocks the outer case to the Controller, Scanner, DUOs

PURPLE BAND: unlocks screens to Controller, Scanner, DUO & DUO-Go

YELLOW BAND: unlocks ballot box's front right and back locks

GOLD-COLORED KEY: unlocks ballot box's top lock

Poll Workers: Things to Remember

- Never leave Controller or E-Poll Pad unsupervised.
- Check machines regularly for items left behind.
- Compare counts frequently on **Controller, Scanner, E-Poll Pad** and **Poll Pad receipts**.
- Complete paperwork as it happens.
- Limit conversations while Voters are present. Talk softly, so Voters can concentrate.
- Don't discuss or speculate on number of votes received by any candidate or measure.
- Voters are not allowed to wear any clothing, hats, etc., with the name of a candidate, measure or party on the ballot.
- Voters may bring in voter's guides/sample ballots, but must keep in pocket/purse while waiting to vote.
- Do not share the names of ANYONE who has or has not voted.
- Don't panic! Call Elections Department if you need anything! We are here for you.

Things I learned the hard way...

- E-Poll Pad: Sometimes the Voter Registrar enters names **with or without a space**. Like “Mc Gregor” instead of “McGregor”, or “Delagarza” instead of “De La Garza”. If you can’t find Voter’s name in Poll Pad without spaces, look for it with spaces.
- E-Poll Pad: Under Manual Entry, when you select “Advanced Options” and then (for example) VUID, you have to **click “Search”** to see the results.
- E-Poll Pad: If you run 2 poll pads, you have to run **2 mifi’s**.
- E-Poll Pad: If you scan a TDL that has already voted, the regular screen won’t come up. Instead, it looks like the results of the search screen with Voter’s name highlighted with “Voted” in the middle.
- E-Poll Pad: If the blue light on the printer flashes red, change the paper.
- E-Poll Pad: If the Poll Pad arrives at your polling place with the **white cord not connecting the iPad screen to the Printer**, you have to remove the blue metal box and plug the white cord into the Printer, which is inside the blue metal box. The white cord plugs into the iPod on the right in the center, and plugs into the black box underneath.
- E-Poll Pad: if you need to reprint your E-Poll Pad receipt, look up the Voter manually, and next to the Voter’s name, click on the wheel and enter code “Texas” and it gives you the option to reprint. NOTE: you can’t reprint from a E-Poll Pad from which it didn’t originate.

More Things I Learned the Hard Way...

- **E-Poll Pad:** if you get a call from someone in Kara's office asking you to temporarily stop processing Voters and update the poll pad, PLEASE DO IT! Updates are necessary regarding voters' information and who has voted.
- **E-Poll Pad:** keep control of the Poll Pad receipt. It's necessary in an audit. It's easy for a Voter to walk off with it thinking it's their "receipt" or "access code". Instead of letting Voter hand it to Controller operator, have E-Poll Pad operator give Poll Pad receipt to Controller operator.
- **E-Poll Pad:** if Voter has moved and we don't have their current address, they're voting for races pertinent to their old precinct. Even if they fill out a Statement of Residence, that won't go into effect until the Voter Registrar updates their record.
- **Scanner:** has an emergency drop slot, on the top right corner of the black box, where you can drop the ballot(s) if the scanner loses power or is unable to scan. The bag accepting the ballots is separate from the bag that is accepting the previously scanned ballots, so you can easily access them to scan them once electrical power has returned.
- **Scanner:** if it doesn't read the barcode, try cleaning it first before you call the office. To do this, open the front lid and that exposes the scanning area. Only use a micro fabric cloth. Do not use a paper towel.
- **Controller:** if the Controller paper jams while printing Zero Report, change the paper. If it still doesn't print a whole copy, turn off power, unlock and re-dock DUO. Then lock DUO again, turn on power again and Zero Report will reprint.

Even More Things I Learned the Hard Way...

- **DUO GO:** The DUO GO printer needs to be **FULLY CHARGED** to allow the paper to be inserted and printed. While you are loading the DUO into the DUO GO (to take to the curbside Voter), keep the DUO GO plugged into the power cord. Otherwise, you use so much battery power that it won't print after the Voter votes.
- **DUO GO:** If the ballot fails to print, plugging it into the power cord won't make it print. The only way it will print is to let it charge for several more hours before using it again. That means that the Voter has 2 choices: return much later to vote curbside or come inside.
- Before the Voter tries to vote again, call the Elections Department to cancel their check-in, then process the Voter on the E-Poll Pad as you normally would.

Extra Training: Role Plays

- **Role-play resolving registration issues**
- **Role-play resolving identification issues**
- **Role-play interacting with Poll Watchers, Secretary of State inspectors**
- **Role-play with Voters checking in**
- **Role-play assisting Voters**
- **Role-play handling trouble at the polls**
- **Role-play resolving disability issues**
- **Role-play prohibiting cell phone use**

Helpful Names and Numbers

- **Nueces County Election Department: 361-888-0385**
- **Nueces County Voter Registrar: 361-888-0404**
- **Texas Secretary of State's Office: 1-800-252-2216, option 2**
- **Nueces County Republican Party: 361-452-5448**
- **Nueces County Democratic Party: 361-885-0095**

**Thank you SO MUCH for your work with
Nueces County Elections! We couldn't do it without you!**