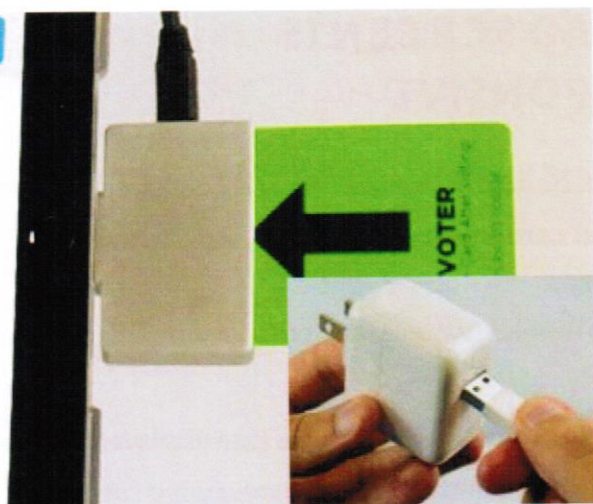


HELP DESK



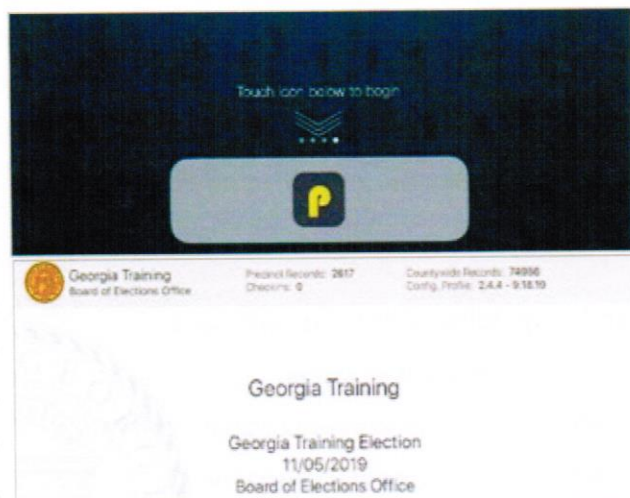
CHARGING POLL PAD WITH ENCODER

- 1 Plug USB end of power cable into power cube.
- 2 Plug power cube into an AC wall outlet.
- 3 Plug power cable into Micro USB port on the encoder.
- 4 Wait about five minutes for the Poll Pad to charge.
- 5 Once there is sufficient power, Poll Pad will autopower on.
- 6 Resume normal operations.

NOTE: To confirm your unit is charging, verify battery icon is green and lightning bolt is displayed.

OPENING POLL PAD

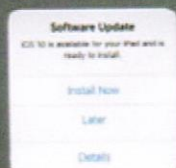
- 1 If application does not automatically launch when powered on, touch the Poll Pad App at the bottom of the Home Screen.
- 2 Verify the homepage displays on screen.



iOS SOFTWARE UPDATE

DO NOT perform a software update on the Poll Pad. In the unlikely event that an iOS update prompt displays on the device, perform the following steps:

- 1 Touch Later from the list of on screen options.
- 2 Press the Home button and verify Poll Pad app remains open.





POLL PAD SCREEN IS UNRESPONSIVE

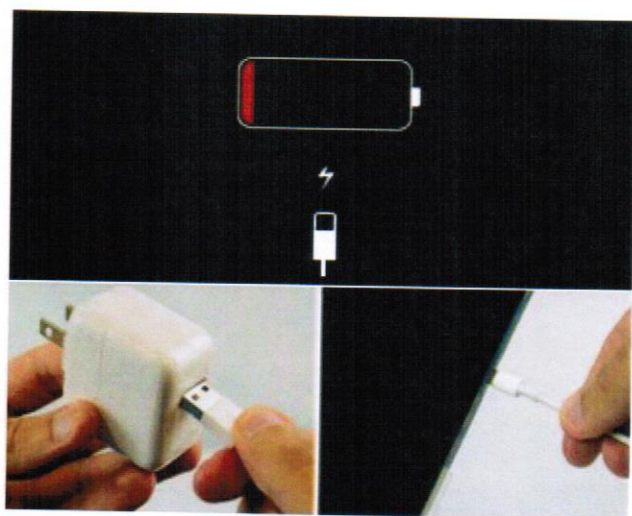
1 Unplug unit from power source (electrical outlet, battery, etc.)

If the Poll Pad screen is unresponsive, perform the following steps:

2 Hold down the Sleep/Wake and Home buttons simultaneously.

3 Release both buttons once the Apple logo displays on screen.

4 After application launches, return to previous activity.



CHARGING POLL PAD IF BATTERY IS DEAD

If the Poll Pad battery is dead, the Poll Pad cannot be charged with the encoder inserted.

1 Plug USB end of lightning cable into power cube.

2 Plug power cube into an AC wall outlet.

3 Plug lightning cable into lightning connector on Poll Pad.

4 Wait about five minutes for the Poll Pad to charge.

5 Once there is sufficient power, Poll Pad will autpower on.

6 Reinsert encoder and power cord and resume normal operations.

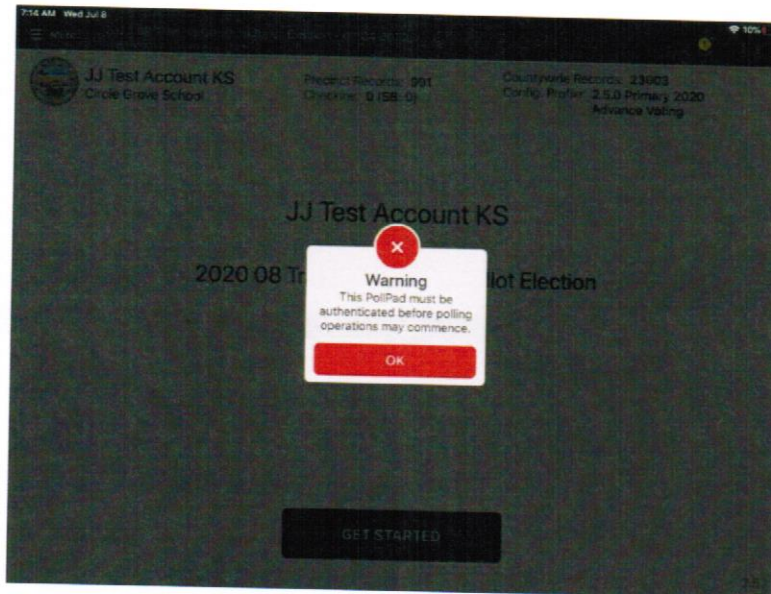
NOTE: To confirm your unit is charging, verify battery icon is green and lightning bolt is displayed.



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INNOVATIVE ELECTION SOLUTIONS

Authentication Troubleshooting Poll Workers Georgia

Issue: Poll Pad is requesting to be authenticated when opening the polls on Election Day.

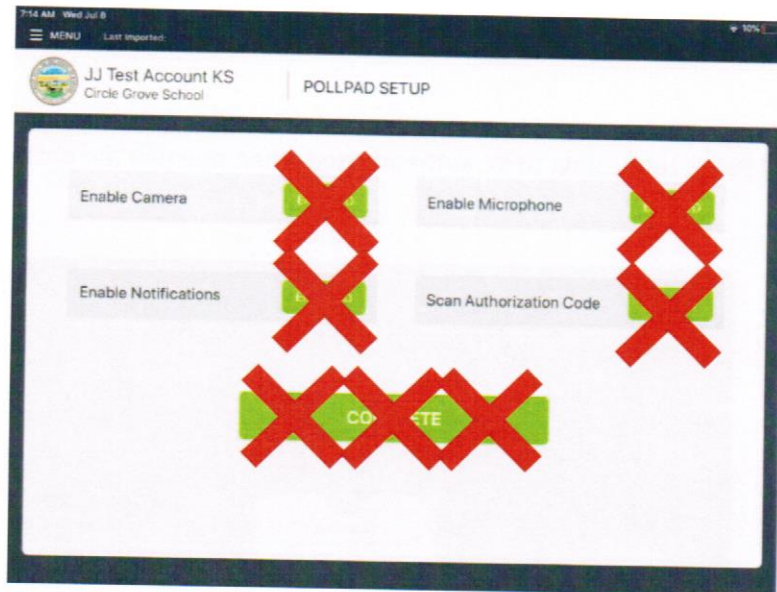


Warning: This PollPad must be authenticated before polling operations may commence.

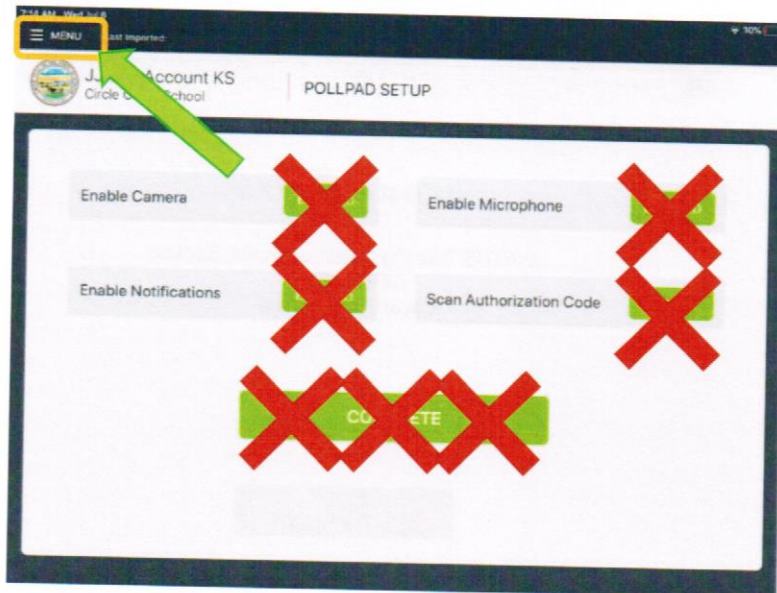
Resolution:

1. Press "OK" on the warning screen; you will return to the Authentication Screen shown below.

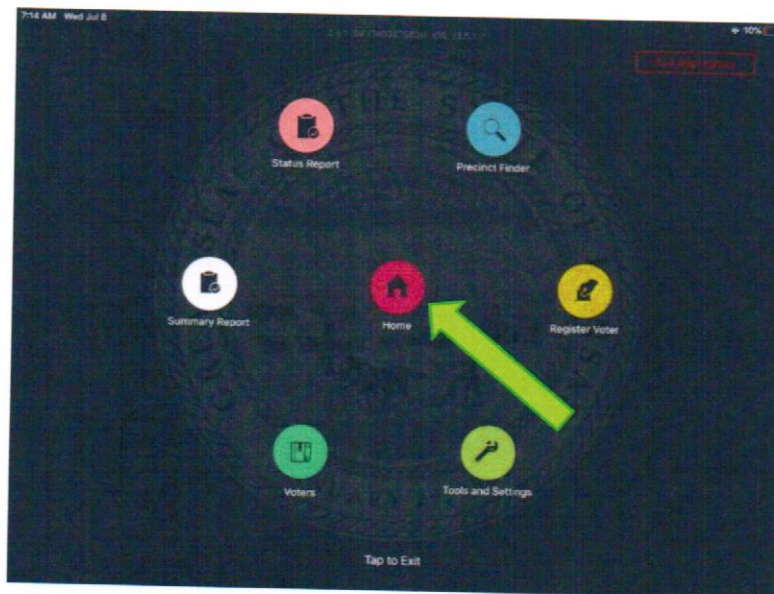
WARNING: DO NOT TOUCH ANY OF THE GREEN BUTTONS ON THE SCREEN BELOW



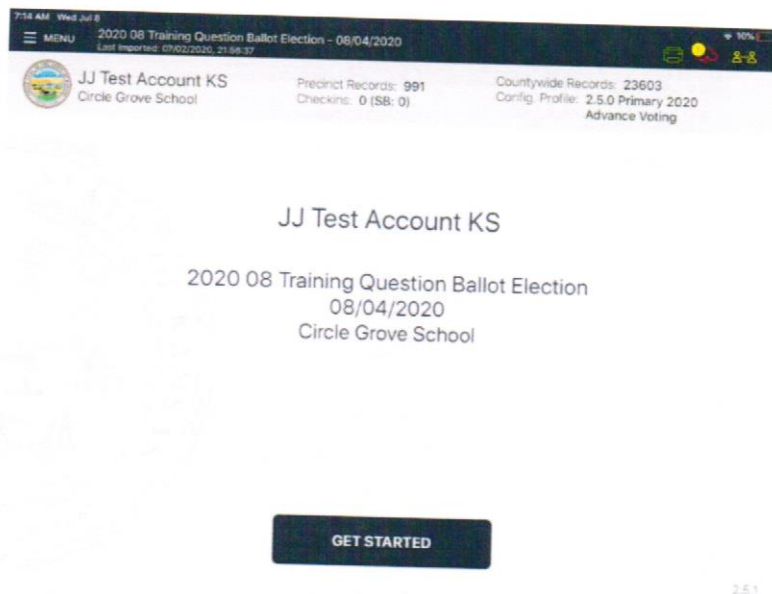
Touch the "Menu" button in the upper left corner of the screen
(DO NOT TOUCH ANY OF THE GREEN BUTTONS ON THE SCREEN)



2. Select "Home" from the center of the ring



3. Return to processing as normal.



Confirm syncing is occurring between the other assigned Poll Pads

If this does not resolve the issue or the Poll Pad is not syncing:

Call your county official and inform them that your polling location is experiencing an authentication issue. Continue to issue ballots on other assigned Poll Pad(s) in your polling location.