

Modern Democracy Ltd

Trainee Guide

Modern Polling Instructions

(Election Manager, Poll Clerk and Presiding Officer)

March 2025

1. Contents

1. Contents	2
1. Training Package	4
1.1 Election manager.....	5
1.1.1. Checking Staff are logged in	5
1.1.2. Checking Votes are Cast	5
1.1.3. Checking Turnout.....	5
1.1.4. Checking Notes on the BPA	6
1.1.5. Checking the BPA(s) are submitted	6
1.1.6. Checking VIDEF report(s).....	6
1.1.7. Checking you can Generate Additional Reports.....	7
1.1.8. Create a Sealed Audit Report	7
1.1.9. Clear Election Data	7
1.2. Poll Clerks	8
1.2.1. Getting Started	8
1.2.2. Scenario 1 - Voter arrives with a Poll Card	8
1.2.3. Scenario 2 - Voter arrives without a Poll Card	9
1.2.4. Scenario 3 – Voter ID: Voter arrives with Valid ID.....	10
1.2.5. Scenario 4 - Voter arrives with valid ID and wants to be verified in private.....	11
1.2.6. Scenario 5 - Voter arrives without ID or with invalid ID.....	11
1.2.7. Scenario 6 - Anonymous Voter arrives with Poll Card	12
1.2.8. Scenario 7 - Anonymous Voter arrives without Poll Card	12
1.2.9. Scenario 8 - Anonymous voter arrives without their Anonymous Elector’s Document.	12
1.2.10. Scenario 9 - Anonymous Voter arrives with invalid Anonymous Elector’s Document	13
1.2.11. Scenario 10 - Voter arrives with a Poll Card but doesn’t want to vote in one of the elections	13
1.2.12. Scenario 11 - Voter has returned to Polling Station as they now want to vote in the other (e.g., District) election.....	14
1.2.13. Scenario 12 – Proxy Voter arrives with a Poll Card	15
1.2.14. Scenario 13 – Proxy Voter arrives without a Poll Card.....	17
1.2.15. Scenario 14 – Voter Spoils their vote	18
1.2.16. Scenario 15 – Postal Voter arrives with a Poll Card	19
1.1.17 Scenario 16 – Voter arrives with a Poll Card at the Wrong Polling Station	19
1.1.18 Scenario 17 – Voter arrives without a Poll Card at the Wrong Polling Station	20

1.1.19	Scenario 18 – View CNL on Home Screen	20
1.1.20	Scenario 19 – View/Add Notes to the BPA (Ballot Paper Account)	21
1.1.21	Scenario 20 – Logging Out of Modern Polling	21
1.2	Presiding Officer	23
1.2.1	Getting Started.....	23
1.2.2	Find Voter.....	23
1.2.3	Submit BPA.....	24
1.2.4	Logging Out of Modern Polling	24

1. Training Package

The document provides step by step instructions for the Election Manager and their Polling Station Staff (poll clerks and presiding officers) to follow and to perform the following tasks:

Election Manager

- Check Staff are logged in
- Check Votes are Cast
- Check Turnout
- Check Notes on the BPA
- Check the BPA(s) are submitted
- Check VIDEF report(s)
- Check you can Generate Additional Reports
- Create a Sealed Audit Report
- Clear Election Data (after each set of trainees)

Poll Clerk

- Setup and turn on the iPad
- Login to the App
- Scan Poll card QR
- Search for a voter (no Poll Card)
- Additional Scenarios:
 - How to use the app when a proxy, postal or anonymous voter arrives at the polling station
 - What to do when a voter arrives at the wrong station
 - What to do when a voter arrives without ID or valid ID
- Voter does not want to vote in one of the elections
- Spoiling a ballot
- View/Add Notes to the Ballot Paper Account
- Using the CNL
- Logging Out

Presiding Officer

- Find Voter
- Submit the Ballot Paper Account(s)
- Logging Out

Note: the Presiding Officer can also process voters

1.1 ELECTION MANAGER

During the hands-on training session, you will be assisting your Polling Station Staff as they go through the scenarios (outlined in this document) on the iPad.

Note: the training election is dated '25th December 2025'.
some of you will have 2 elections and some will have the 1 (to reflect your upcoming election in May).

As the Election Manager, you will be monitoring your staff's activity on the app via your Modern Polling Portal Dashboard. At the end of each session, you will be checking the reports generate correctly. It is important for you to go through to monitor your staff and reports as it will prepare you for using Modern Polling on election day.

As your polling station staff go through their scenarios, you will be doing the following checks on your Modern Polling Portal:

1.1.1. Checking Staff are logged in

- Open the Training election '25th December 2025'
- Click on the 'Election Support' tab
- Scroll down to the polling stations, there are 2. You can train 2 staff during each session. 1 assigned to polling station 1 and the other assigned to polling station 2
 - Under the 'Station Status' column, you will see a 'green' tick indicating staff devices are active (staff are logged in). Under the 'Staff (Logged In)' column, you can see the staff member's Name, Mobile Number and Role.

1.1.2. Checking Votes are Cast

- Ensure you are in the 'Election Support' tab
- At the top of the page – in the 'Overview' panel, you will see 'No Votes Cast'. When votes are cast the number will go down. For example, if using 2 stations for training it will have 'No Votes Cast' equal to '4'. If using all 6 stations, it will have '0' when all polling stations have cast vote.
- In the 'Elections' panel, there are 2 turnout graphs (District and Parish) displayed. As the polling station staff go through their scenarios, the turnouts will increase.
- If you scroll down to the polling stations. Under the 'Station Status' column you will see a tick beside 'Votes Cast'.

1.1.3. Checking Turnout

- Ensure you are in the 'Election Support' tab
- In the 'Elections' panel, there are 2 turnout graphs (District and Parish) displayed. As the polling station staff go through their scenarios, the turnouts will increase.
- If you scroll down to the polling stations. Under the 'Turnout' column you will see the turnout percentage for each station.

- To see the turnout graph for each station you have two options:
 - Deselect the 'select all' check box on the top left of the Polling Stations table. Then select the check box to the left of the polling station you would like to see the turnout for. The turnout is displayed above the Polling Stations panel. A detailed view displays the turnout per hour.
 - Click on the 'Election Data' tab. Then click on the Polling Station to view the details. In the details page, click on the 'Election Support' tab to see the turnout for that station.

1.1.4. Checking Notes on the BPA

- On the 'Home' screen, click on the 'Election Data' tab.
- Scroll down to the polling station you wish to view notes for.
- Click on the polling station, to view the details.
- Scroll down until you see the 'Overview' tab.
- Click on 'BPA' to the right.
- The BPA is displayed. On the right, when notes are added they are displayed under the 'Notes' column.

1.1.5. Checking the BPA(s) are submitted

- The quickest way to check is to ensure you are in the 'Election Support' tab.
- At the top of the page – in the 'Overview' panel, you will see 'BPA Not Submitted'. When the Ballot Paper Accounts are submitted, the number will go down. For example, if using 2 stations for training it will have 'BPA Not Submitted' equal to '4'. If using all 6 stations, it will have '0' when all polling stations have submitted their BPAs.
- You will also check the Ballot Paper Account in 'Reports'
- All Ballot Paper Accounts that are submitted will be displayed as 'BPA Report' under the 'File Name' column.
- To check and download, click on the 'pdf' icon under the 'Download' column.
- Download and open to ensure it is correct.

1.1.6. Checking VIDEF report(s)

- Voter Identification Evaluation Reports (VIDEFs) are generated when the Ballot Paper Accounts are generated (if using Voter ID).
- Ensure you are in the 'Reports' page. To check and download the VIDEFs, click on the 'pdf' icon under the 'Download' column.

- Download and open to ensure it is correct.

1.1.7. Checking you can Generate Additional Reports

- There are additional reports per station per election (which includes your CNL, BPRL, Voter Stats etc...)
- Ensure you are in the 'Reports' page.
To generate the additional reports, click on 'Generate Reports' on the top left.

Note: we do not recommend downloading ALL reports in one go as it can cause download issues.

We recommend downloading by Report type, for example to download all of your Marked Registers, please use the 'Search Reports' and enter 'Marked Registers'. All marked register reports will be displayed, then you can use the 'Select All' to download the Marked Registers as a zipped file.

1.1.8. Create a Sealed Audit Report

- Ensure you are in the 'Reports' page.
Click 'Create Sealed Audit' on the top of the page, to the left of 'Search Reports'.
A message is displayed 'This report will display the details for Sealed Reports that were downloaded up until the time that this report is created.'
Click 'Create Sealed Audit'.
- A message is displayed at the bottom of the screen 'Creating Sealed Audit Report (PDF). This can take a few minutes...'
- Once created, you will see the link to 'Download Sealed Audit Report (PDF)' in a banner beneath the header. To download, click on the link.
- A message is displayed at the bottom of the screen 'Downloading Report...' and it is downloaded to your computer.
- To open the PDF, navigate to your downloads and click on it.
Note: if no sealed reports were downloaded, then the report will be blank.

1.1.9. Clear Election Data

- After training each set of Polling Station Staff, you will need to clear down the voters they processed, to allow the next set of trainees to go through the same scenarios.
- On the 'Home' page you will see a 'Clear Election Data' button. Click on the button.
- A message is displayed at the bottom of the screen 'Election Data Cleared'.
- Check the Turnout graphs and Reports to ensure the data has been cleared.

Note: the 'Download Sealed Audit (PDF)' link will remain in the 'Reports' page after each trainee session, however it will remain blank unless a 'sealed' report is downloaded and you click 'Create Sealed Audit'.

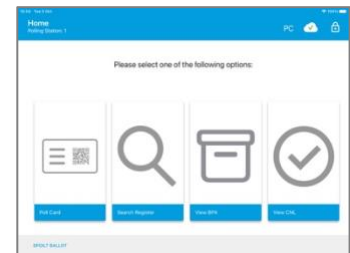
- Once you clear election data, you can then proceed with the next set of trainees.

Note: If you do not see 'Clear Election Data' it means your election is in 'Live' mode, not training mode. So please ensure you have the 'Live' toggle off.

1.2. POLL CLERKS

1.2.1. Getting Started

- Set iPad up on the cover
 - The iPad should be sitting in landscape mode
- Turn on the iPad
 - On the top left of the iPad you'll find a button. It is what Apple refer to as the Sleep/Wake button.
 - Once you press down on that hold it until the Apple logo appears on the display.
 - Enter the **6-digit Passcode** (i.e., the election date ddmmyy) to access the iPad
- Tap the Modern Polling app to launch
- The app will open in Landscape mode
- Log in to Modern Polling App
 - Enter your SMS Phone Number
 - Tap **LOGIN**
 - Check your mobile phone for a message from '**M-DEMOCRACY**', it contains a 6-digit Verification code.
 - Enter that **6-digit code**.
 - Tap **CONFIRM**.
 - You are now logged in!
 - You are automatically assigned to an Election for this demo (you will be using the one with the **red circle** (25th December 2025)
 - Tap to select the election
 - Your polling station details are displayed
 - Tap **CONFIRM**
 - You now will see the **Home Screen**, PC is displayed in the header (top right of the screen)
 - You are now ready to start.



1.2.2. Scenario 1 - Voter arrives with a Poll Card

- Tap **Poll Card**
- The camera is now available to scan the QR Code on the Poll Card.
 - Note: the camera is located on the top left at the back of the iPad.
 - On the Poll Card there is a QR Code.
- Place the QR Code behind the iPad's camera to scan
- Check the Voter's Details.
 - Number on the Register
 - Name
 - Address
 - Note: All are selected by default.
- To confirm, tap **CONTINUE**.
- If the Voter ID screen (Can I see your ID?) is displayed select the ID type presented by the voter.



Modern Polling

If you are **Scanning ballots** follow this:

- The Election types are listed and selected by default.
- Tap **CONTINUE TO BALLOTS**.
- To scan the QR Code on the first ballot, place it behind the camera (top left of iPad).
- A message is displayed when the ballot has scanned successfully, set the ballot aside.
- Tap **SCAN NEXT BALLOT** to scan the next ballot
- To scan the QR Code on the second ballot, place it behind the camera (top left of iPad).
- The ballot scanned successfully and the ballot paper numbers are displayed on screen, check that they match those you just scanned.
- Tap **COMPLETE**
- Voter has been processed successfully
- Hand the ballots to the Voter and inform them where the polling booth is and to place them in the ballot boxes.
- The software automatically updates (CNL) with the elector's number against correct ballot paper number.
- Tap **HOME**
- You are then redirected to the Home screen, you can move on to the next scenario

OR

If your ballots **don't** have a QR code printed on the back and you are **NOT Scanning ballots**, follow this:

- The Election types are listed and selected by default.
- Tap **CONTINUE TO BALLOTS**.
- List of next available ballot numbers are displayed for each election
- Ensure the ballots you have selected match the ballot numbers displayed on the screen, (these are highlighted in blue)
- Tap **CONTINUE**
- Check the ballot paper numbers on screen match those you just selected.
- Tap **COMPLETE**
- Voter has been processed successfully
- Hand the ballots to the Voter and inform them where the polling booth is and to place them in the ballot boxes.
- The software automatically updates (CNL) with the elector's number against correct ballot paper number.
- Tap **HOME**
- You are then redirected to the Home screen, you can move on to the next scenario

1.2.3. Scenario 2 - Voter arrives without a Poll Card

- Tap **Search Register**
- When you tap in the search area, the keyboard is displayed... use it to type in e.g. the last name. You can enter any of the following (and/or combinations of) the Voter's:
 - Name
 - Address
 - Postcode
 - Number on the register
- Tap **SEARCH** (this will hide the keyboard)
- Tap on the Voter you are looking for from the list displayed to view their details

- Check the Voter's Details.
 - Number on the Register
 - Name
 - Address
 - Note: All three are selected by default.
- To confirm, tap **CONTINUE**.
- If the Voter ID screen (Can I see your ID?) is displayed select the ID type presented by the voter.

If you are **Scanning ballots** follow this:

- The Election types are listed and selected by default.
- Tap **CONTINUE TO BALLOTS**.
- To scan the QR Code on the first ballot, place it behind the camera (top left of iPad).
- A message is displayed when the ballot has scanned successfully, set the ballot aside.
- Tap **SCAN NEXT BALLOT** to scan the next ballot
- To scan the QR Code on the second ballot, place it behind the camera (top left of iPad).
- The ballot scanned successfully and the ballot paper numbers are displayed on screen, check that they match those you just scanned.
- Tap **COMPLETE**
- Voter has been processed successfully
- Hand the ballots to the Voter and inform them where the polling booth is and to place them in the ballot boxes.
- The software automatically updates (CNL) with the elector's number against correct ballot paper number.
- Tap **HOME**
- You are then redirected to the Home screen, you can move on to the next scenario

OR

If your ballots **don't** have a QR code printed on the back and you are **NOT Scanning ballots**, follow this:

- The Election types are listed and selected by default.
- Tap **CONTINUE TO BALLOTS**.
- List of next available ballot numbers are displayed for each election
- Ensure the ballots you have selected match the ballot numbers displayed on the screen, (these are highlighted in blue)
- Tap **CONTINUE**
- Check the ballot paper numbers on screen match those you just selected.
- Tap **COMPLETE**
- Voter has been processed successfully
- Hand the ballots to the Voter and inform them where the polling booth is and to place them in the ballot boxes.
- The software automatically updates (CNL) with the elector's number against correct ballot paper number.
- Tap **HOME**
- You are then redirected to the Home screen, you can move on to the next scenario

1.2.4. Scenario 3 – Voter ID: Voter arrives with Valid ID

- Important! Voter ID is now a legislative requirement.
- Modern poling will detect when Voter ID is required and will prompt you to request it.

- Tap **Poll Card**
- Scan the Poll Card QR code
- Confirm the Voter Details - Name, Address and Postcode
- Request the voter present ID
- Tap on the ID presented by the voter.
- This is recorded as part of your election reports
- Continue to process as normal.
- Tap on the ID presented
- Confirm the Elections they will be receiving Ballot Papers for
- Scan the Ballot Paper(s)
- Voter processed successfully, tap **HOME**
- Give the Ballot Paper(s) to the Voter

1.2.5. Scenario 4 - Voter arrives with valid ID and wants to be verified in private

- A voter may request for their ID to be verified in private. This action must be recorded.
- Modern Polling will detect when ID is required and will prompt you to request it.
- Tap **Poll Card**
- Scan the Poll Card QR code
- Confirm the Voter Details - Name, Address and Postcode
- Request the voter present ID
- Upon the request to verify in private, tap on the checkmark at the bottom left “ID verified in private”
- This is recorded as part of your election reports
- Continue to process as normal.
- Tap on the ID presented
- Confirm the Elections they will be receiving Ballot Papers for
- Scan the Ballot Paper(s)
- Voter processed successfully, tap **HOME**
- Give the Ballot Paper(s) to the Voter

1.2.6. Scenario 5 - Voter arrives without ID or with invalid ID

- Modern Polling will detect when ID is required and will prompt you to request it.
- Tap **Poll Card**
- Scan the Poll Card QR code
- Confirm the Voter Details - Name, Address and Postcode
- Request the voter present ID
- On the failure to provide valid Voter ID tap on “no valid ID”
- On the next screen, tap on what the problem with the ID is.
- This is recorded as part of your election reports
- A message will inform you not to issue ballots for. Tap on OK.

- However. If you have multiple elections and one does not require ID, the voter may vote only in the election that does not require ID.
- The voter may return with a valid ID to vote.

1.2.7. Scenario 6 - Anonymous Voter arrives with Poll Card

- Modern Polling will detect when ID is required and will prompt you to request it.
- Tap **Poll Card**
- Scan the Poll Card QR code
- Confirm the Voter Details – the name and address are not displayed, only their **Number on the Register**
- Request the voter present their Anonymous Elector’s Document. The Number on the Register must be the same on the Poll Card as it is on the Anonymous Elector’s Document.
- Once satisfied that they match, you can proceed mark as “Valid ID” and proceed to the ballots screen.
- On the failure to provide valid Voter ID tap on “no valid ID”
- On the next screen, tap on what the problem with the ID is.
- This is recorded as part of your election reports
- A message will inform you **not to issue ballots** . Tap on OK.
- However. If you have multiple elections and one does not require ID, the voter may vote only in the election that does not require ID.
- The voter may return with a valid ID to vote.

1.2.8. Scenario 7 - Anonymous Voter arrives without Poll Card

- Anonymous voters must present their poll card, as you cannot search the register for them.
- Inform the voter that they must return with their poll card, along with their Anonymous Elector’s Document to vote.
- Do not issue ballots.

1.2.9. Scenario 8 - Anonymous voter arrives without their Anonymous Elector’s Document.

- Tap **Poll Card**
- Scan the Poll Card QR code
- As the voter is anonymous, you will only see their number on the register, with the name and address being hidden. Confirm this against the poll card.
- Anonymous voters must show their Anonymous Elector’s Document.
- If the anonymous voter does not present a valid Anonymous elector’s document tap on “No Valid ID”
- From the “what is the problem with the voter’s ID screen, tap on “Didn’t Bring the poll card and/or Document”
- Do not issue ballots at this time
- Tap on OK

1.2.10. Scenario 9 - Anonymous Voter arrives with invalid Anonymous Elector's Document

- Tap **Poll Card**
- Scan the Poll Card QR code
- As the voter is anonymous, you will only see their number on the register, with the name and address being hidden. Confirm this against the poll card.
- Anonymous voters must show their anonymous elector's document.
- If the anonymous voter does not present a valid Anonymous elector's document tap on "No Valid ID"
- From the "what is the problem with the voter's ID screen, tap on Poll card/ Document do not match.
- Do not issue ballots
- Inform your presiding officer so they can confer with the voter.

1.2.11. Scenario 10 - Voter arrives with a Poll Card but doesn't want to vote in one of the elections

- Tap **Poll Card**
- The camera is now available to scan the QR Code on the Poll Card.
 - Note: the camera is located on the top left at the back of the iPad.
 - On the Poll Card there is a QR Code.
- Place the QR Code behind the iPad's camera to scan
- Check the Voter's Details.
 - Number on the Register
 - Name
 - Address
 - Note: All three are selected by default.
- To confirm, tap **CONTINUE**.
- If the Voter ID screen (Can I see your ID?) is displayed select the ID type presented by the voter.
- The Election types are listed and selected by default.
- If a Voter doesn't want to vote e.g., in a District election
- Tap the **blue circle** to unselect the **Tick** and this will mean that you won't be able to issue a District ballot
 - (However, if you tapped the blue circle by mistake you can Tap it again and the tick will appear)
- Tap **CONTINUE TO BALLOTS**



If you are **Scanning ballots** follow this:

- The Election types are listed and selected by default.
- Tap **CONTINUE TO BALLOTS**.
- To scan the QR Code on the first ballot, place it behind the camera (top left of iPad).
- A message is displayed when the ballot has scanned successfully, set the ballot aside.
- Tap **SCAN NEXT BALLOT** to scan the next ballot
- To scan the QR Code on the second ballot, place it behind the camera (top left of iPad).

- The ballot scanned successfully and the ballot paper numbers are displayed on screen, check that they match those you just scanned.
- Tap **COMPLETE**
- Voter has been processed successfully
- Hand the ballots to the Voter and inform them where the polling booth is and to place them in the ballot boxes.
- The software automatically updates (CNL) with the elector's number against correct ballot paper number.
- Tap **HOME**
- You are then redirected to the Home screen, you can move on to the next scenario

OR

If your ballots **don't** have a QR code printed on the back and you are **NOT Scanning ballots**, follow this:

- The Election types are listed and selected by default.
- Tap **CONTINUE TO BALLOTS.**
- List of next available ballot numbers are displayed for each election
- Ensure the ballots you have selected match the ballot numbers displayed on the screen, (these are highlighted in blue)
- Tap **CONTINUE**
- Check the ballot paper numbers on screen match those you just selected.
- Tap **COMPLETE**
- Voter has been processed successfully
- Hand the ballots to the Voter and inform them where the polling booth is and to place them in the ballot boxes.
- The software automatically updates (CNL) with the elector's number against correct ballot paper number.
- Tap **HOME**
- You are then redirected to the Home screen, you can move on to the next scenario

1.2.12. Scenario 11 - Voter has returned to Polling Station as they now want to vote in the other (e.g., District) election

- Tap **Poll Card**
- The camera is now available to scan the QR Code on the Poll Card.
 - Note: the camera is located on the top left at the back of the iPad.
 - On the Poll Card there is a QR Code.
- Place the QR Code behind the iPad's camera to scan
- Check the Voter's Details.
 - Number on the Register
 - Name
 - Address
 - Note: All three are selected by default.
- To confirm, tap **CONTINUE.**
- If the Voter ID screen (Can I see your ID?) is displayed select the ID type presented by the voter.
- The Election types are listed and selected by default.
- Tap **CONTINUE TO BALLOTS**

If you are **Scanning ballots** follow this:

- The Election types are listed and selected by default.
- Tap **CONTINUE TO BALLOTS**.
- To scan the QR Code on the first ballot, place it behind the camera (top left of iPad).
- A message is displayed when the ballot has scanned successfully, set the ballot aside.
- Tap **SCAN NEXT BALLOT** to scan the next ballot
- To scan the QR Code on the second ballot, place it behind the camera (top left of iPad).
- The ballot scanned successfully and the ballot paper numbers are displayed on screen, check that they match those you just scanned.
- Tap **COMPLETE**
- Voter has been processed successfully
- Hand the ballots to the Voter and inform them where the polling booth is and to place them in the ballot boxes.
- The software automatically updates (CNL) with the elector's number against correct ballot paper number.
- Tap **HOME**
- You are then redirected to the Home screen, you can move on to the next scenario

OR

If your ballots **don't** have a QR code printed on the back and you are **NOT Scanning ballots**, follow this:

- The Election types are listed and selected by default.
- Tap **CONTINUE TO BALLOTS**.
- List of next available ballot numbers are displayed for each election
- Ensure the ballots you have selected match the ballot numbers displayed on the screen, (these are highlighted in blue)
- Tap **CONTINUE**
- Check the ballot paper numbers on screen match those you just selected.
- Tap **COMPLETE**
- Voter has been processed successfully
- Hand the ballots to the Voter and inform them where the polling booth is and to place them in the ballot boxes.
- The software automatically updates (CNL) with the elector's number against correct ballot paper number.
- Tap **HOME**
- You are then redirected to the Home screen, you can move on to the next scenario

1.2.13. Scenario 12 – Proxy Voter arrives with a Poll Card

- Tap **Poll Card**
- The camera is now available to scan the QR Code on the Poll Card.
 - Note: the camera is located on the top left at the back of the iPad.
 - On the Poll Card there is a QR Code.
- Place the QR Code behind the iPad's camera to scan
- Both the Voter's details and the Proxy's details appears on screen
- Tap to select who is present at the Polling Station:
 - a) PROXY VOTER PRESENT or
 - b) VOTER PRESENT at the Polling Station.

- If the Proxy Voter is present, ask them to confirm their own details and who they have been nominated to vote for
- Tap **PROXY VOTER PRESENT**
 - The 'Confirm Proxy Voter's Details' are displayed.
 - Check the Proxy Voter's Details.
 - Name
 - Address
 - **Note:** Both are selected by default.
- To confirm, tap **CONTINUE**.
- If the Voter ID screen (Can I see your ID?) is displayed select the ID type presented by the voter.
- The Election types are listed and selected by default.
- Tap **CONTINUE TO BALLOTS**

If you are **Scanning ballots** follow this:

- The Election types are listed and selected by default.
- Tap **CONTINUE TO BALLOTS**.
- To scan the QR Code on the first ballot, place it behind the camera (top left of iPad).
- A message is displayed when the ballot has scanned successfully, set the ballot aside.
- Tap **SCAN NEXT BALLOT** to scan the next ballot
- To scan the QR Code on the second ballot, place it behind the camera (top left of iPad).
- The ballot scanned successfully and the ballot paper numbers are displayed on screen, check that they match those you just scanned.
- Tap **COMPLETE**
- Voter has been processed successfully
- Hand the ballots to the Voter and inform them where the polling booth is and to place them in the ballot boxes.
- The software automatically updates (CNL) with the elector's number against correct ballot paper number.
- Tap **HOME**
- You are then redirected to the Home screen, you can move on to the next scenario

OR

If your ballots **don't** have a QR code printed on the back and you are **NOT Scanning ballots**, follow this:

- The Election types are listed and selected by default.
- Tap **CONTINUE TO BALLOTS**.
- List of next available ballot numbers are displayed for each election
- Ensure the ballots you have selected match the ballot numbers displayed on the screen, (these are highlighted in blue)
- Tap **CONTINUE**
- Check the ballot paper numbers on screen match those you just selected.
- Tap **COMPLETE**
- Voter has been processed successfully
- Hand the ballots to the Voter and inform them where the polling booth is and to place them in the ballot boxes.
- The software automatically updates (CNL) with the elector's number against correct ballot paper number.
- Tap **HOME**
- You are then redirected to the Home screen, you can move on to the next scenario

1.2.14. Scenario 13 – Proxy Voter arrives without a Poll Card

- Tap **Search Register**

*When a **Proxy voter** arrives **without their Poll Card**, you have to **perform a search for the Voter** (*not* the proxy).*

- When you tap in the search area, the keyboard is displayed... use it to type in e.g. the last name. You can enter any of the following (and/or combinations of) of the Voter's:
 - Name
 - Address
 - Postcode
 - Number on the register
- Tap **SEARCH** (this will hide the keyboard)
- Both the Voter's details and the Proxy's details appears on screen
- Tap to select who is present at the Polling Station:
 - a) PROXY VOTER PRESENT or
 - b) VOTER PRESENT at the Polling Station.
- If the Voter is present, ask them to confirm their own details
- Tap **VOTER PRESENT**
 - The 'Confirm Voter's Details' are displayed.
 - Check the Voter's Details.
 - Number on Register
 - Name
 - Address
 - **Note:** All are selected by default.
- To confirm, tap **CONTINUE**.
- If the Voter ID screen (Can I see your ID?) is displayed select the ID type presented by the voter.
- The Election types are listed and selected by default.
- Tap **CONTINUE TO BALLOTS**.

If you are **Scanning ballots**, follow this:

- The Election types are listed and selected by default.
- Tap **CONTINUE TO BALLOTS**.
- To scan the QR Code on the first ballot, place it behind the camera (top left of iPad).
- A message is displayed when the ballot has scanned successfully, set the ballot aside.
- Tap **SCAN NEXT BALLOT** to scan the next ballot
- To scan the QR Code on the second ballot, place it behind the camera (top left of iPad).
- The ballot scanned successfully and the ballot paper numbers are displayed on screen, check that they match those you just scanned.
- Tap **COMPLETE**
- Voter has been processed successfully
- Hand the ballots to the Voter and inform them where the polling booth is and to place them in the ballot boxes.
- The software automatically updates (CNL) with the elector's number against correct ballot paper number.
- Tap **HOME**

- You are then redirected to the Home screen, you can move on to the next scenario

OR

If your ballots **don't** have a QR code printed on the back and you are **NOT Scanning ballots**, follow this:

- The Election types are listed and selected by default.
- Tap **CONTINUE TO BALLOTS**.
- List of next available ballot numbers are displayed for each election
- Ensure the ballots you have selected match the ballot numbers displayed on the screen, (these are highlighted in blue)
- Tap **CONTINUE**
- Check the ballot paper numbers on screen match those you just selected.
- Tap **COMPLETE**
- Voter has been processed successfully
- Hand the ballots to the Voter and inform them where the polling booth is and to place them in the ballot boxes.
- The software automatically updates (CNL) with the elector's number against correct ballot paper number.
- Tap **HOME**
- You are then redirected to the Home screen, you can move on to the next scenario

1.2.15. Scenario 14 – Voter Spoils their vote

If you are **Scanning ballots**, follow this:

- Voter returns to desk and reports that they have spoiled their ballot, and require another
- Ask the Voter for their Spoilt Ballot Paper.
- Tap **SPOILT BALLOT** on the Home screen
- The camera is now available to scan the QR Code on the Spoilt Ballot Paper.
 - Note: the camera is located on the top left at the back of the iPad.
- On the back of the Ballot Paper there is a QR Code
- Place the QR Code behind the iPad's camera to scan.
- Confirm the Voter's Details.
- Tap **CONTINUE**.
- The camera is now available to scan the QR Code on the **Replacement Ballot Paper**.
- On the back of the Ballot Paper there is a QR Code
- Place the QR Code behind the iPad's camera to scan
- Check the Ballot Paper Numbers
- Tap **COMPLETE**
- The Voter has been processed successfully.
- Hand the Replacement Ballot to the Voter and place the spoiled ballot into the spoiled ballots envelope.
- Tap **HOME**

OR

If your ballots **don't** have a QR code printed on the back and you are **NOT Scanning ballots**, follow this:

- Voter returns to desk and reports that they have spoiled their ballot, and require another
- Ask the Voter for their Spoilt Ballot Paper.

- Tap **SPOILT BALLOT** on the Home screen
- Select the Ballot number of the spoiled ballot from the list
- Tap **CONTINUE**
- Confirm the Voter's Details.
- Tap **CONTINUE**
- List of next available ballot numbers are displayed for each election
- Ensure the replacement ballot paper you have selected match the ballot numbers displayed on the screen, (these are highlighted in blue)
- Tap **COMPLETE**
- The Voter has been processed successfully.
- Hand the Replacement Ballot to the Voter and place the spoiled ballot into the spoiled ballots envelope.
- Tap **HOME**

1.2.16. Scenario 15 – Postal Voter arrives with a Poll Card

- Tap **Poll Card**
- The camera is now available to scan the QR Code on the Poll Card.
 - Note: the camera is located on the top left at the back of the iPad.
 - On the Poll Card there is a QR Code.
- Place the QR Code behind the iPad's camera to scan
- Check the Voter's Details.
 - Number on the Register
 - Name
 - Address
 - Note: All three are selected by default.
- To confirm, tap **CONTINUE**
- A screen is displayed informing that the Voter is not eligible to vote at this Polling Station
 - The voter needs to **return with their Postal Pack**
 - If they do not have their Postal Pack, they need to attend the Council before 5pm to receive a replacement.
 - If it's **after 5pm, a tendered ballot** can be issued.
- Tap **CONTINUE**
- The 'Saving Voter Information' screen is displayed.
- Tap **COMPLETE**

1.1.17 Scenario 16 – Voter arrives with a Poll Card at the Wrong Polling Station

IMPORTANT – For this to work ensure you have 4G internet connectivity

- Tap **Poll Card**
- The camera is now available to scan the QR Code on the Poll Card.
 - Note: the camera is located on the top left at the back of the iPad
 - On the Poll Card there is a QR Code
- Place the QR Code behind the iPad's camera to scan
- The 'Voter Ineligible' screen is displayed stating that 'The Voter is not eligible to vote at this Polling Station'
- The Polling Station that the Voter should attend is displayed

- Tap **COMPLETE**
- You are then informed that the transaction has been recorded
- **Do not issue a Ballot Paper**
- Tap **HOME**

1.1.18 Scenario 17 – Voter arrives without a Poll Card at the Wrong Polling Station

IMPORTANT – For this to work ensure you have 4G internet connectivity

- Tap **Search Register**
- When you tap in the search area, the keyboard is displayed... use it to type in e.g. the last name. You can enter any of the following (and/or combinations of) of the Voter's:
 - Name
 - Address
 - Postcode
 - Number on the register
- Tap **SEARCH** (this will hide the keyboard)
- If it says “No match found on the register of this polling station. Refine your search query or tap SEARCH OTHER STATIONS. Do not issue the voter with a Ballot Paper”, tap **SEARCH OTHER STATIONS**
- Results from other polling stations (which are using Modern Polling) are displayed, tap on the Voter you are looking for from the list displayed to view their details
 - The Voter is not eligible to vote at this Polling Station.
 - Their polling station details are displayed, direct the voter to their polling station.
- Tap **COMPLETE**
- You are then informed that the Transaction has been recorded
- **Do not issue Ballot Paper(s)**
- Tap **COMPLETE**

1.1.19 Scenario 18 – View CNL on Home Screen

- Tap **VIEW CNL** on the Home Screen
- Check over the CNL to ensure the data has been synced and the CNL matches the number of ballots issued
- To filter the view e.g., View Parish not District
- Tap **Parish - 12** at the top of the Search CNL screen

09:41 Tue 9 Jan
Search CNL
Polling Station: 1
PC

District - 2018 Parish - 12

Number on Register

SEARCH

Total Ballots: 400
Total Issued: 5

BALLOT NUMBER	NUMBER ON REGISTER	STATUS
5000001	AA-2	Issued
5000002	AA-3	Issued
5000003	AA-7	Issued
5000004	AA-11	Issued
5000005	AA-12	Issued
5000006		Nnt Issued

HOME

- it will show you the list of ballots for that election

Polling Station: 1
LIVE

District - 2018 Parish - 12

Number on Register

SEARCH

Total Ballots: 30
Total Issued: 30

BALLOT NUMBER	NUMBER ON REGISTER	STATUS
5000001	AA-2	Issued
5000002	AA-3	Issued
5000003	AA-7	Issued
5000004	AA-11	Issued

1.1.20 Scenario 19 – View/Add Notes to the BPA (Ballot Paper Account)


IMPORTANT – For this to work ensure you have 4G internet connectivity


- Tap **View BPA**
- The Ballot Paper Account for each election is displayed (you must scroll if you have more than one)
- The following sections can be updated at any time throughout the day:
 - Number of **Tendered Ballots** issued
 - Number of **Spoilt Ballots** and **Tendered Spoilt Ballots**
 - Add any notes into the **Notes for Returning Officer box**
- When finished updating the note, tap **UPDATE REPORT**.
Note: If you tap CANCEL, the notes will not be saved and you will return to the Home screen.
- You are redirected to the 'Home' screen
Note: If the Presiding Officer is logged in and adds a note, the only way to save that note is to submit the BPA. We recommend the Poll Clerk add the notes.

1.1.21 Scenario 20 – Logging Out of Modern Polling

At close of Poll the Presiding Officer will need to log into Modern Polling to submit the Ballot Paper Account

- **IMPORTANT**
 - Ensure you have 4G internet connectivity

- Ensure Data has synced, the cloud icon has a green tick  (see the top right header)

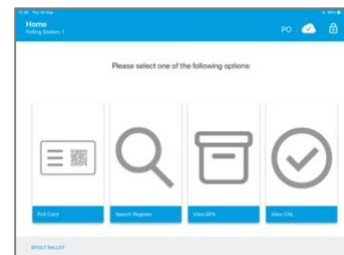
- Tap on the logout icon 
- A dialog is displayed asking if you are sure you want to log out?
Tap **YES**
- The Login screen is displayed.

1.2 PRESIDING OFFICER

1.2.1 Getting Started

- Log into the Modern Polling App
 - Enter your SMS Phone Number
 - Tap **LOGIN**
 - Check your mobile phone for a message from ‘**M-DEMOCRACY**’, it contains a 6-digit Verification code.
 - Enter that **6-digit code**.
 - Tap **CONFIRM**
 - You are now logged in!
 - You are automatically assigned to an Election for this demo (you will be using the one with the **red** circle – which indicates a training election)
 - Tap to select the election
 - Your polling station details are displayed
 - Tap **CONFIRM**
 - You now will see the **Home Screen**

The home screen is the same as the Poll Clerk’s, the only difference being that PO is displayed in the header (top right of the screen). Presiding Officers can also process voters.



1.2.2 Find Voter

The Presiding Officer can perform Search to get a more detailed view of the voter to see if they are entitled to vote.


IMPORTANT – For this to work ensure you have 4G internet connectivity

- Tap **Search Register**
- When you tap in the search area, the keyboard is displayed... use it to type in e.g. the last name. You can enter any of the following (and/or combinations of) of the Voter’s:
 - Name
 - Address
 - Postcode
 - Number on the register
- Tap **SEARCH** (this will hide the keyboard)
- If it says “No match found on the register of this polling station. Refine your search query or tap SEARCH OTHER STATIONS. Do not issue the voter with a Ballot Paper”, tap **SEARCH OTHER STATIONS**
- Results from other polling stations (which are using Modern Polling) are displayed, tap on the Voter you are looking for from the list displayed to view their details.
- A detailed view for the voter showing elector flags, date of birth, proxy etc.. the PO can see if the voter is entitled to vote or not.

1.2.3 Submit BPA

IMPORTANT – you must have 4G internet connectivity to access and submit the Ballot Paper Account(s).



ALSO

The **Data must be synced**  otherwise the ballot paper account will not be accurate.

- Tap **View BPA**
- Check the Ballot Paper Account
- Check the following for each election and amend if necessary:
 - Number of **Tendered Ballots** issued
 - Number of **Spoilt Ballots** and **Tendered Spoilt Ballots**
 - Add any notes into the **Notes for Returning Officer box**
- When you have checked all your ballot paper accounts for each election, and you are happy to submit the BPA
- **You must Sign off the Ballot Paper Account using the Slide Switch:**
 - **I confirm and agree to sign off the BPA for the above Elections**
- The **SUBMIT REPORT** button is then enabled, tap on it to Submit your BPA
- The BPA has been submitted successfully is displayed
- You are then logged out
The login screen is displayed

1.2.4 Logging Out of Modern Polling

At close of Poll once the Ballot Paper Account is submitted the Presiding Officer will need to log out of Modern Polling.

- **IMPORTANT**
 - Ensure you have 4G internet connectivity
 - Ensure Data has synced, the cloud icon has a green tick  (see the top right header)
- Tap on the logout icon 
- A dialog is displayed asking if you are sure you want to log out?
Tap **YES**
- The Login screen is displayed.