

How to use the Modern Polling App

Course duration: 1 hour

The Presiding Officer's primary role is to submit the ballot paper account(s) at close of poll and to assist the Poll Clerk if they have issues processing voters. Processing voters is done using one iPad.

Getting Started

Learning objective: Learn how to log into the iPad and Modern Polling using your mobile phone to receive a one-time passcode and also learn how to check your Polling Station details.

Getting started

Click the link to view the video:
<https://youtu.be/HlittshWzbE>

Getting Started Video

This video shows how to get started. To play the video, click anywhere on the video tile on the left.

Once you have watched the video, tap **Next** where you will be asked some questions.

How to switch on your iPad



Press the sleep/wake button

When you mount the iPad it will be positioned horizontally (see image on the left).

To turn on the iPad you press and hold the Sleep/Wake button on the top left corner until you see the apple logo displayed on the screen.

Note: you can log in at 6:30 on election morning, however you cannot start processing voters until the polling station opens at 7am.

Check your iPad battery level



iPad should be 100% charged

On the top right of the screen you will see how much your iPad is charged, it should be 100%. It is advisable to keep it plugged in all day to keep it at 100%.

How to open the Modern Polling app

When you log into the iPad you will see the Modern Democracy logo. To open Modern Polling tap on the Modern Polling app icon. It will launch the Login screen.

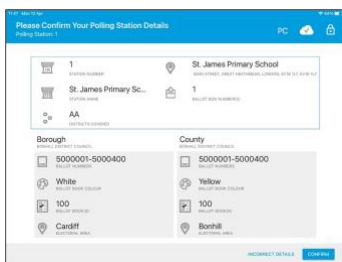


Receiving your one-time passcode

When you enter your SMS mobile phone number you receive a 6-digit one-time passcode (OTP). If you do not receive it, check your phone network as you need this to receive messages. Once entered you tap **CONFIRM**.



Checking your polling station details



When your Polling Station Details are displayed, you will see the Polling Station Name, Number, District, Ballot Box Number and District covered.

You will also see the ballot details for each contest.

Once you are happy the details are correct, tap **CONFIRM** at the bottom of the screen.

Voter arrives with Poll Card

Learning objective: Learn how to use Modern Polling when a voter arrives with a poll card. Scan the poll card, scan the ballot(s) and hand them to the voter.

How to use the Modern Polling app

Click on the link to
view the video:

https://youtu.be/SKyB2_pbnQk

For the majority of voters who come to the polling station, the process for voting will be straightforward.

1. Scan Poll Card/Search for Voter
 2. Confirm their Name and Address
 3. Check the Voter's Photographic ID
 4. Check and Confirm the Election(s) they are eligible to vote in
 5. Check and Confirm the Election(s) they are eligible to vote in
 6. Confirm the Ballot Paper Number(s) match those you are going to hand to the voter.
 7. Tap HOME, allowing you to process the next voter in the queue.
-

How to scan the QR code



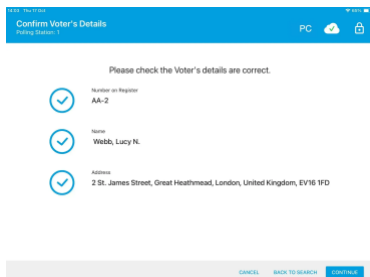
1. Position the Poll Card

Position the Poll Card to the rear of the iPad, by the camera.

2. Scan the QR Code

The QR code appears on the screen and scans automatically. Take your time.

When you scan the Voter's Poll card their details are displayed on screen



Once scanned the voter details will be displayed on screen. You need to confirm their:

- Name
- Address

Then tap **CONTINUE**.

Voter ID

In line with the Elections Act of 2022 - the Modern Polling app is Voter ID Ready and will automatically detect when Voter ID is required by voters.

Voters in England will need to present ID for:

- Local elections
- Police and Crime commissioner elections
- UK Parliament by-elections
- Recall petitions

Voters in Wales will need ID for:

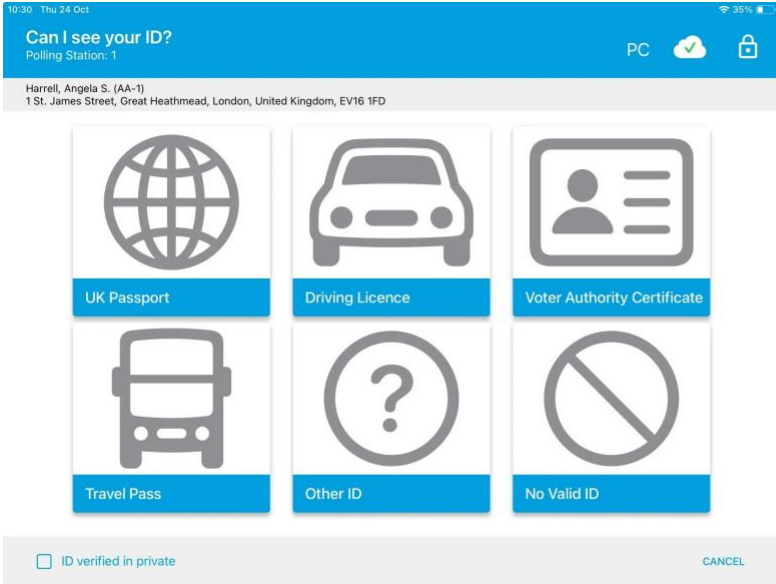
- Police and Crime commissioner elections,
- UK parliament by-elections
- Recall petitions

ID will be required across the UK to vote in General Elections.

Voter ID - Types

Once the Voter's Details have been confirmed, the next screen is 'Can I see your ID?'. There are 6 options on the screen:

- **UK Passport**
- **Driving Licence**
- **Voter Authority Certificate**
- **Travel Pass**
- **Other ID**
- **No Valid ID**

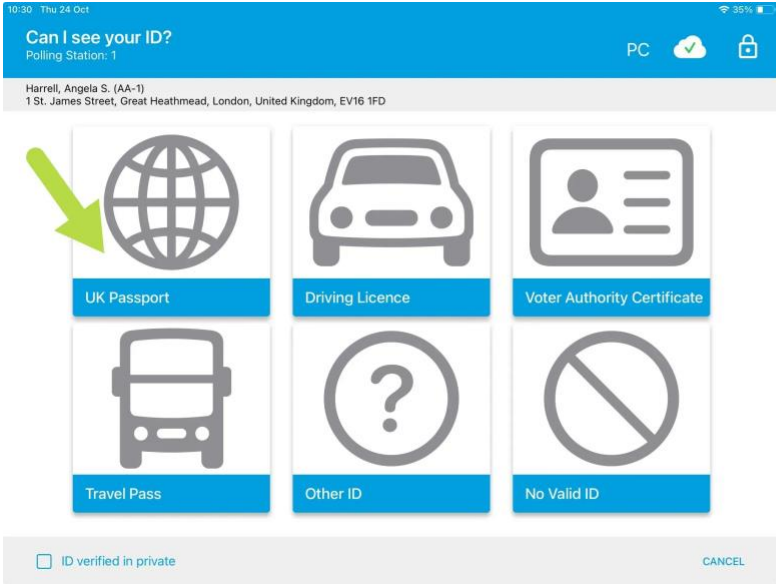


Beneath the 6 options, there is a checkbox - **ID verified in private**. Tap on the checkbox if the voter requests to verify their ID in private.

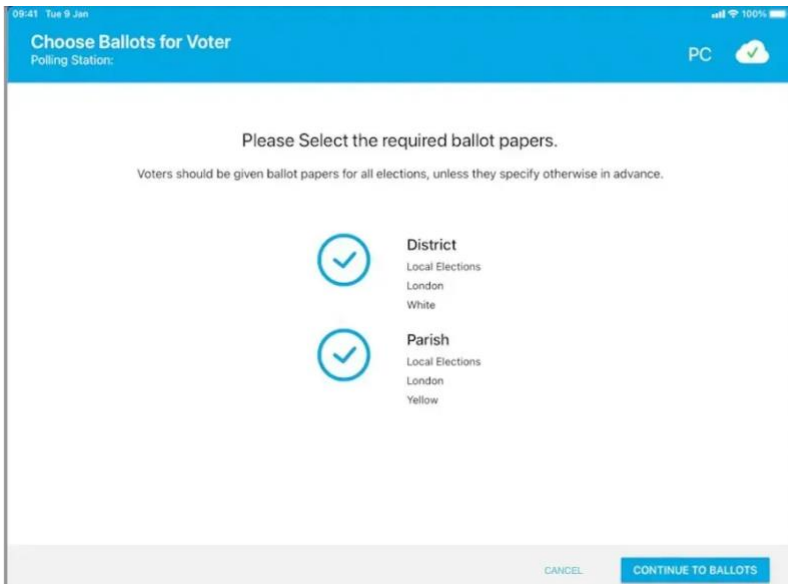
Next, we will go through each of the 6 Voter ID options.

Voter ID - UK Passport presented

If the voter presents a **UK Passport**, tap on the first option:

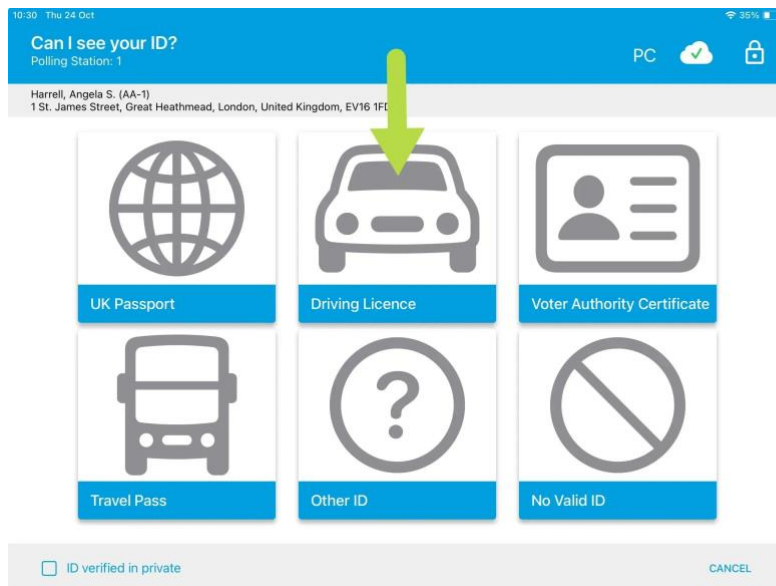


You are then redirected to 'Choose Ballots for Voter' screen. You can continue processing the voter as guided on screen.

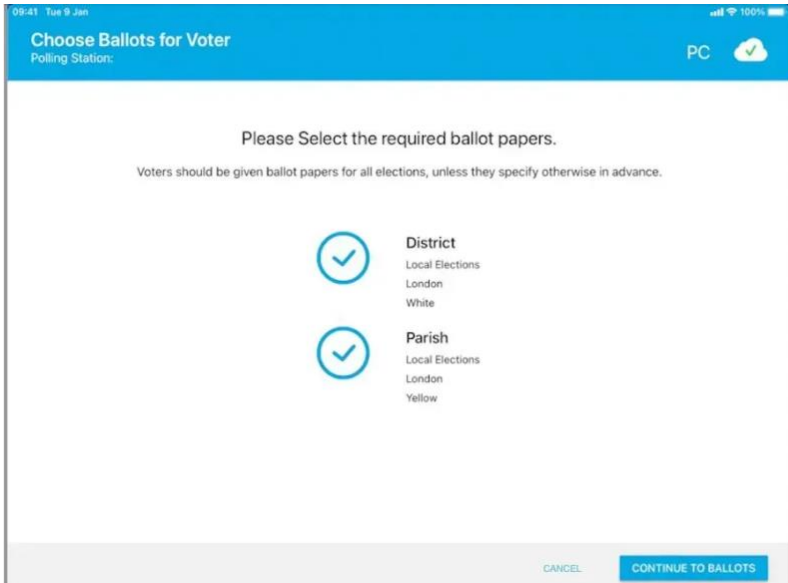


Voter ID - Driving Licence presented

If the voter presents a **Driving Licence**, tap on the second option:

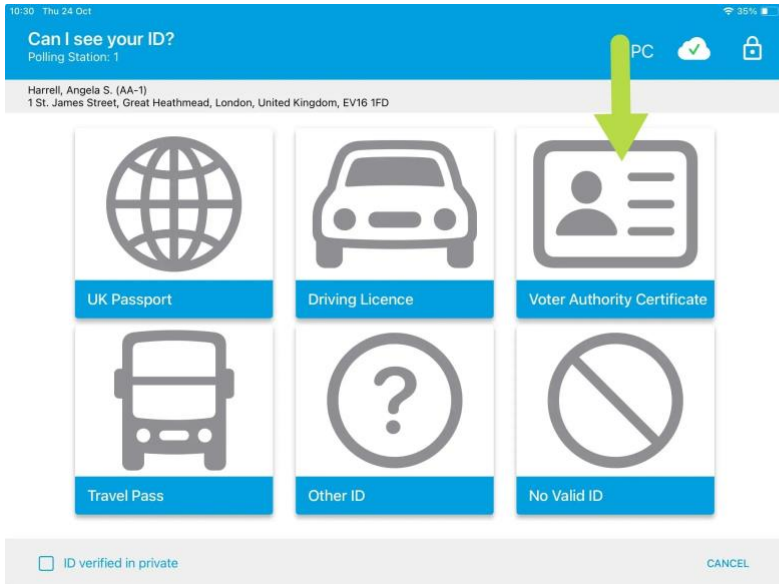


You are then redirected to '**Choose Ballots for Voter**' screen. You can continue processing the voter as guided on screen.

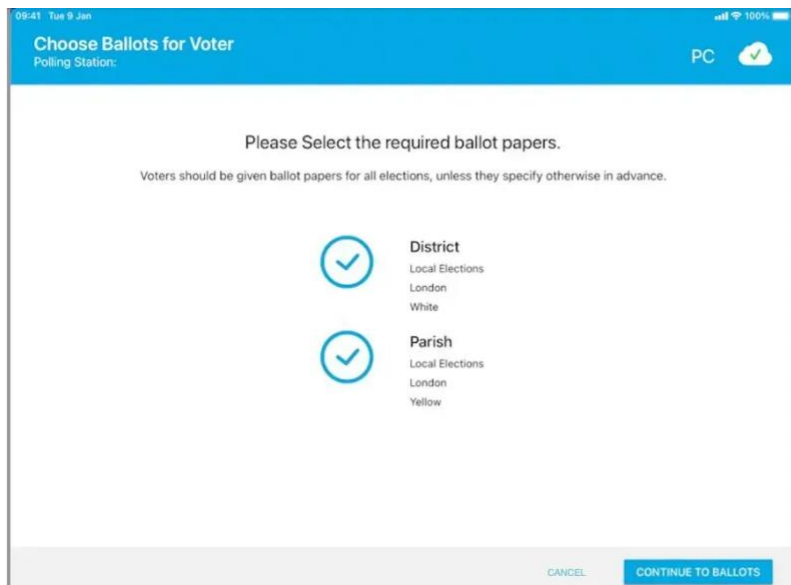


Voter ID - Voter Authority Certificate presented

If the voter presents a **Voter Authority Certificate**, tap on the third option:

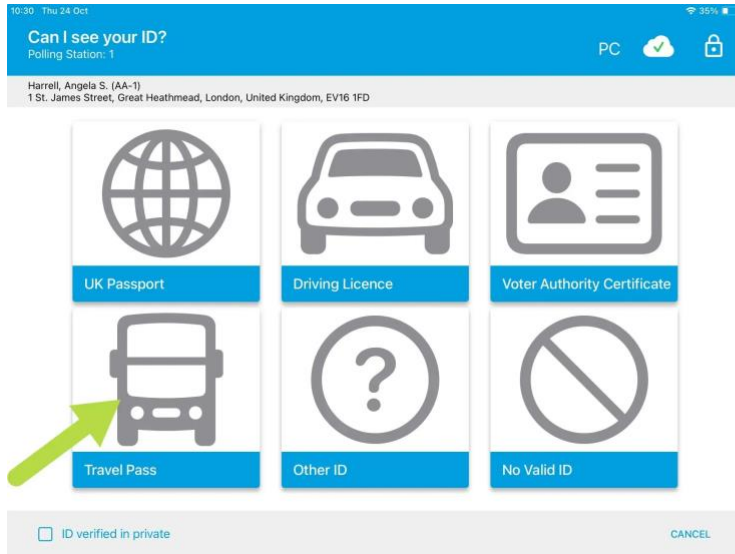


You are then redirected to '**Choose Ballots for Voter**' screen. You can continue processing the voter as guided on screen.

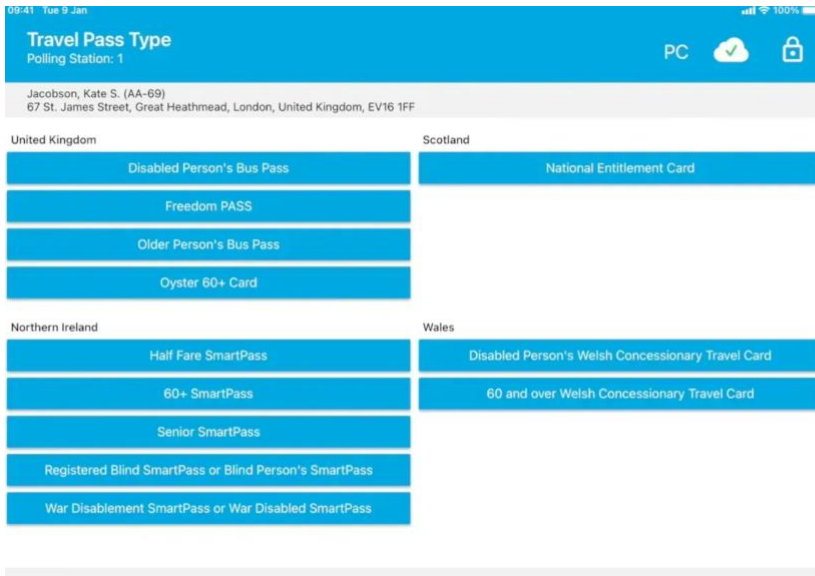


Voter ID - Travel Pass presented

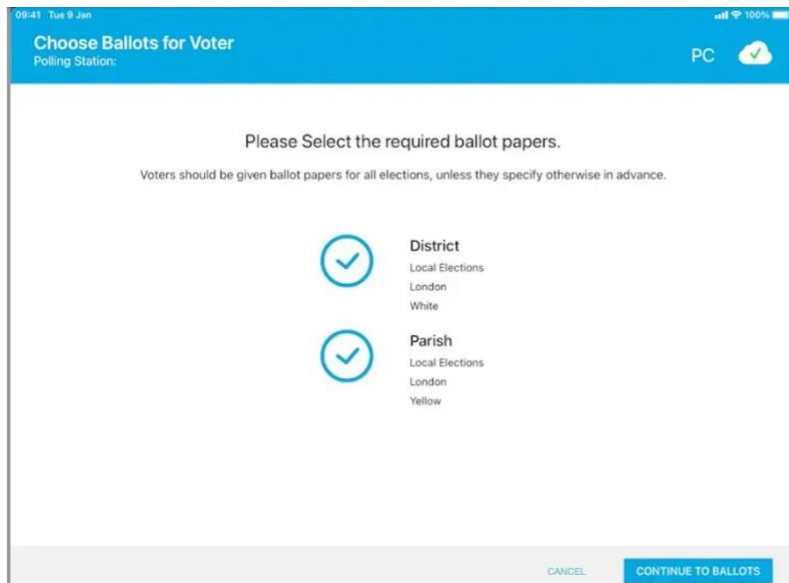
If the voter presents a **Travel Pass**, tap on the fourth option:



An additional screen is displayed '**Travel Pass Type**' containing all the different types of acceptable travel pass types for the United Kingdom, Northern Ireland, Scotland and Wales. Tap on the travel pass type presented.

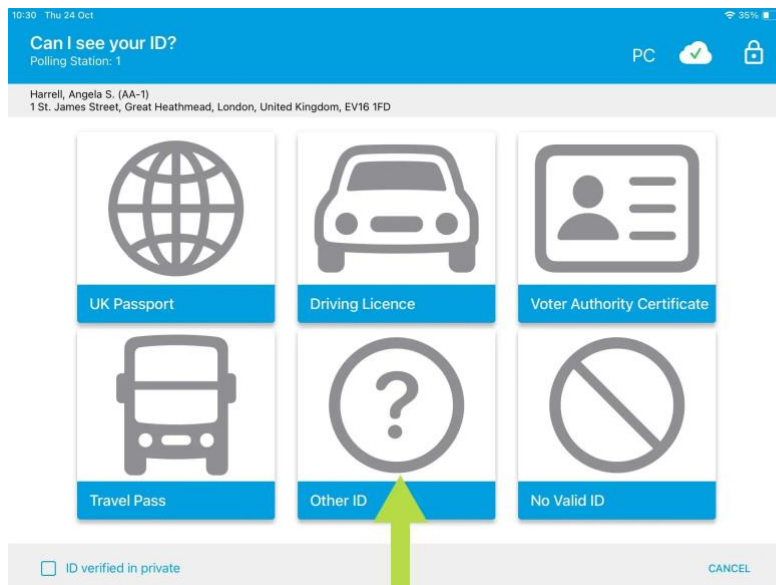


You are then redirected to '**Choose Ballots for Voter**' screen. You can continue processing the voter as guided on screen.

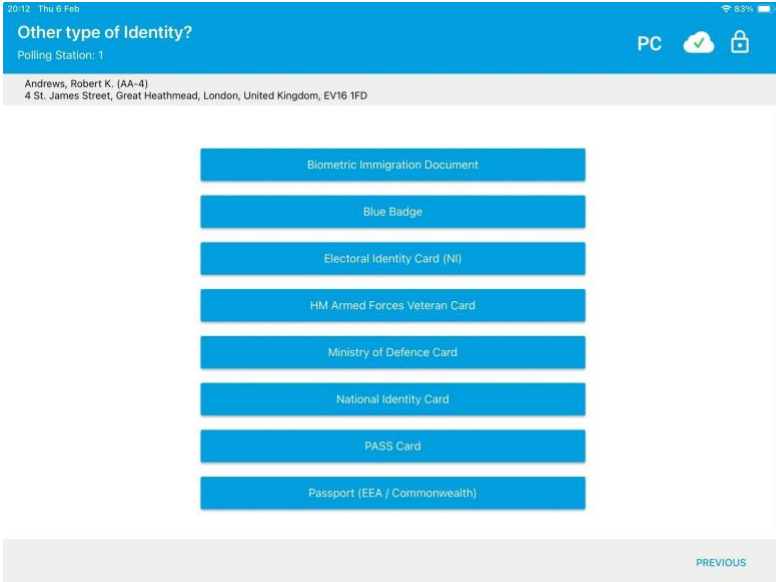


Voter ID - Other ID presented

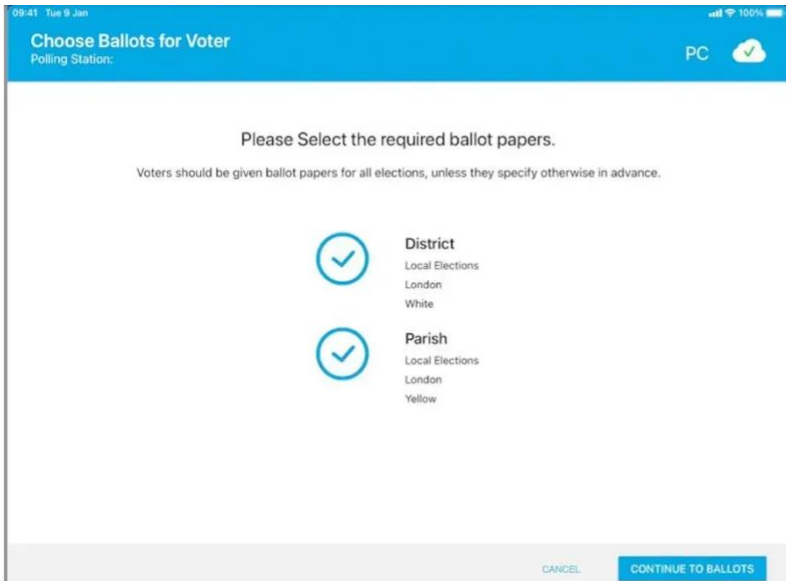
If the voter presents a **Other ID**, tap on the fifth option:



An additional screen is displayed '**Other type of Identity**' containing all the different types of acceptable other IDs. Tap on the other ID type presented.



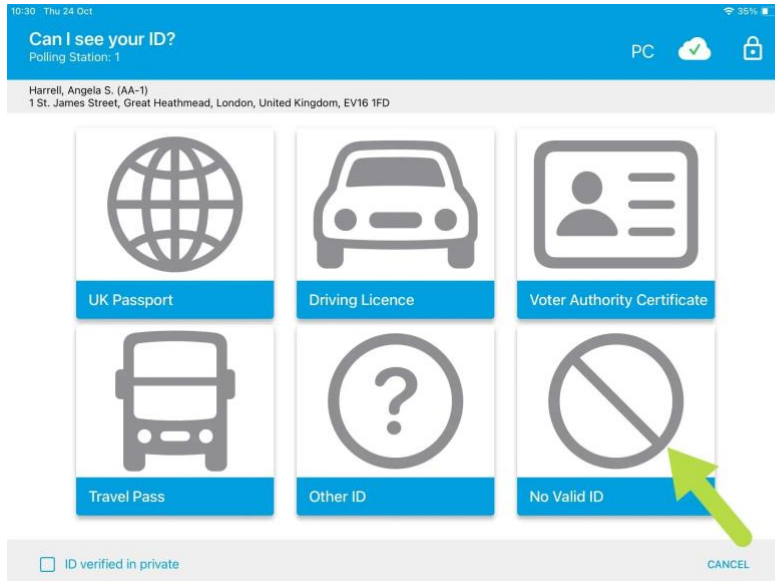
You are then redirected to '**Choose Ballots for Voter**' screen. You can continue processing the voter as guided on screen.



Voter ID - No Valid ID presented

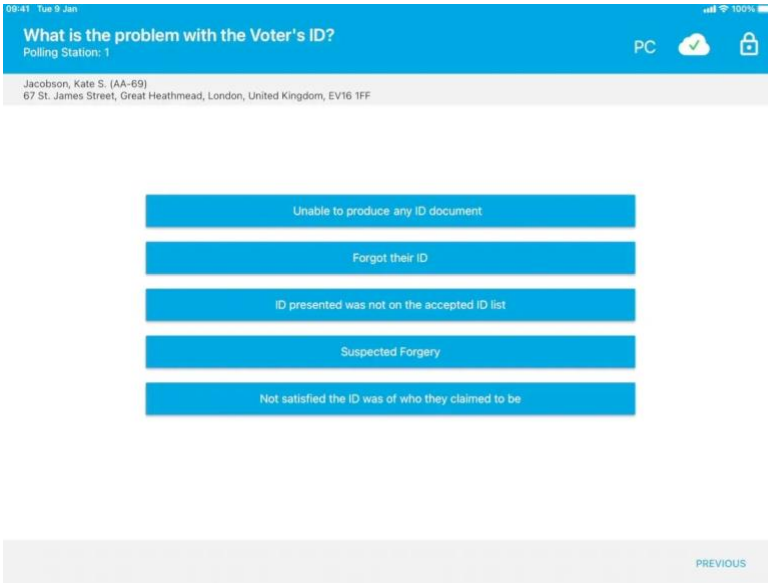
If the voter presents a **No Valid ID**, tap on the sixth option:

Note: If **No valid ID** was presented you cannot issue ballot(s) to the voter.



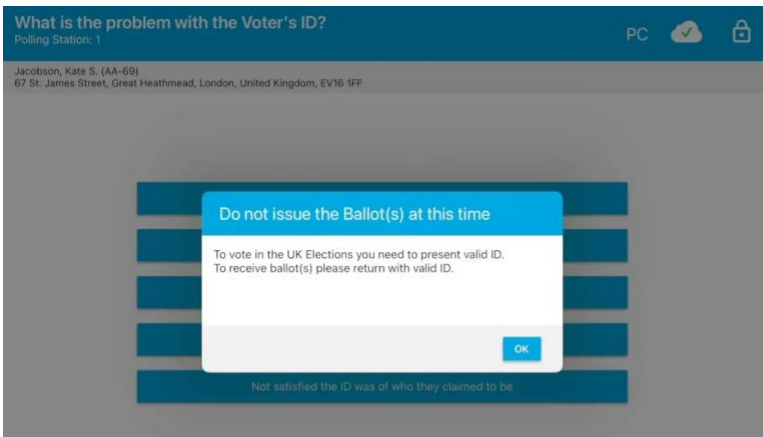
An additional screen is displayed asking '**What is the problem with the Voter's ID?**'. It contains 5 reasons why the voter did not present valid ID, tap to select the appropriate option:

- Unable to produce any ID document
- Forgot their ID
- ID presented not on the accepted ID list
- Suspected Forgery
- Not satisfied the ID was of who they claimed to be



No ballots are presented, instead a message saying '**Do not issue the Ballot(s) at this time**'.

Tap **OK**.



You are redirected back to the 'Home' screen, to process the next voter in the queue.

Please select one of the following options:



SPOILT BALLOT

Scanning a ballot

Once you confirm the ballot(s) that the voter is to receive, you tap **CONTINUE TO BALLOT(S)**. This launches the camera to scan the ballot you are about to hand out.



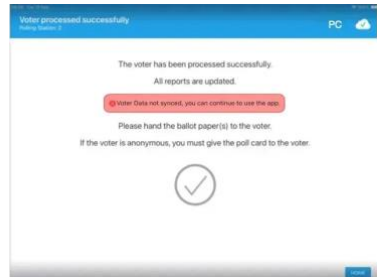
It is important that you do not have any other QR codes, such as a poll card in the view of the camera because it may interrupt the ballot scanning.

What you see if the Voter's details have not synced

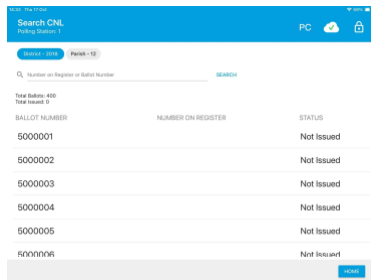
If you process voters without connectivity your data will not be synced and you will see:

"Voter Data not synced, you can continue to use the app."

Continue to process voters, but inform the Presiding Officer that you are working offline. When internet connectivity is restored, the iPad will sync the data.



Checking the CNL



To check a voter has been recorded successfully, you can filter the CNL by entering their:

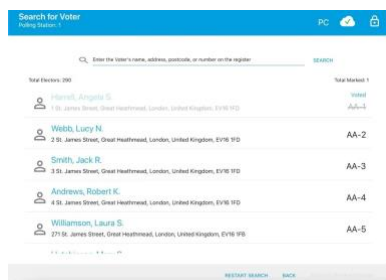
- Number on Register
- Ballot Number

Then tap **SEARCH**.

Voter arrives without a Poll Card

Learning objective: Learn how to use Modern Polling when a voter arrives without a poll card. Search for the voter, scan the ballot(s) and hand them to the voter.

Search the Register to find a Voter's details



To find a voter you can enter any of the following:

- Voter's name
- Address
- Postcode
- Number on the register

Additional Scenarios

Learning objective: Learn how to use Modern Polling if a proxy or postal voter arrive at the polling station or if a voter arrives at the wrong station. Also, what to do if a poll card is damaged and finally, what to do if a voter spoils a ballot paper.

Proxy arrives with a Poll Card

Click the link to view the video:

<https://youtu.be/3mop5L97cco>

When a proxy voter arrives at the polling station with their poll card, you scan it as you would a normal poll card, the only difference being you need to confirm if it's the Proxy Voter or Voter that is present in the polling station.

The person present must show ID if the 'Can I see your ID?' screen is displayed after confirming who is present.

Additionally, the proxy register is marked as well as the voters register if you select Proxy Voter present.

Proxy arrives without a Poll Card

Click on the link to view the video:

<https://youtu.be/7QoN6udSU7I>

When a proxy voter arrives at the polling station **without** their poll card, you must **search the register for the Voter** (not the proxy), then confirm if it's the Proxy Voter or Voter that is present in the polling station. The person that is present must show ID if

required by the election type.

Postal Voter Arrives with a Poll Card

- When a postal voter arrives at the polling station with their poll card, you scan it as you would a normal poll card and confirm their details, however, as you proceed you will be informed that the voter has registered to vote by post.
- Do not Issue Ballot Paper(s)

Click on the link to view video:

<https://youtu.be/3mop5L97cco>

Voter Arrives with Poll Card to the Wrong Station

When a voter arrives at the wrong station either:

- with a poll card - scan as normal
- or without a poll card - search the register.

If the voter is not found at your

polling station you can check if the voter is registered at another polling station - tap **SEARCH OTHER STATIONS**.

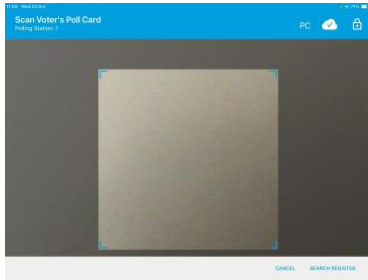
If registered, the polling station they should attend is displayed.

- Do not Issue Ballot Paper(s)

Click on the link to view the video:

<https://youtu.be/iG2N1A5tirc>

Damaged QR Code on Poll Card



If you are having issues scanning the QR code on a poll card you can enter it manually.

- On the 'Scan Voter's Poll Card' screen, navigate to the bottom right of the screen.
- Tap **SEARCH REGISTER**.

Damaged QR Code on Poll Card - search for voter

When you tap **SEARCH REGISTER** the 'Search for Voter' screen is then displayed where you can enter the voter's:

- Name
- Address
- Postcode
- Number on Register (e.g. AA-1)

Then tap **SEARCH** to find the match.



Voter Spoils a ballot paper

Click on the link to view the video:

<https://youtu.be/bG0cCAiOhBE>

If a voter returns with a spoiled ballot paper, you need to replace it with a new one. This needs to be recorded on the Modern Polling app.

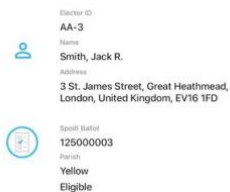
- On the home screen, tap **SPOILT BALLOT** on the bottom left of the screen.
- You will then follow the steps to ensure you replace the ballot, placing the spoiled ballot in an envelope.

Confirming the Spoilt Ballot details

When you scan the spoiled ballot, the details for that **ballot** and the **voter** it was issued to are displayed.

It is important to check the spoiled ballot details on screen match the spoiled ballot paper and the voter it was issued to.

Confirm the details below to proceed with replacing the spoiled ballot paper.



An Anonymous Voter Arrives with a Poll Card

Click on the link to view
the video:

<https://youtu.be/qhYhtZNZHj8>

- If an anonymous voter arrives at the polling station they must present a **Poll Card**, you cannot search for an Anonymous Voter.
 - In elections where photographic ID is required, the Anonymous Voter must also present their **Anonymous Elector's Document**.
-

iPad Distribution Process (to Presiding Officers)

Learning objective: There are a number of checks to be carried out when you collect your iPad and on the morning of your election.

iPad Distribution

One of the most important aspects of the Modern Polling pre-election preparation is the iPad distribution process by Presiding Officers which we anticipate will happen when the ballot boxes are being collected in advance of the election.

It is vital that the PO logs into the Modern Polling app on the iPads(s) with the Mobile Number that will be used on Election Day, as this is the only time that you will be able to check that the Presiding Officer can access the register.

iPads do not have to be assigned to specific Polling Stations. The register downloaded is determined by which Staff member has logged in, so any iPad will work at any Polling Station.

Checks to perform when you collect your iPad

As a Presiding Officer, please ensure you **follow the steps below** when collecting the iPad. You will be able to log in offline on Election Day, even if there are connectivity issues. You can continue to process voters offline and when connectivity is restored the data will be synced automatically.

iPAD COLLECTION

1



LOG IN

Click on the **Modern Polling App** icon and log into the Modern Polling App.

2



CONFIRM POLLING STATION

Confirm the **Polling Station Details** AND the **Ballot Paper Range(s)**.

3



CONFIRM TOTAL ELECTORS

Tap on **Search Register** on the home screen, check all electors have loaded. ALSO check you can search for an elector AND check the number of Total Ballots, tap **View CNL**.

4



LOG OUT

Tap on the **Lock icon** on the top right of the screen, then tap **YES** on the 'Are you sure you want to log out?' dialog.

5



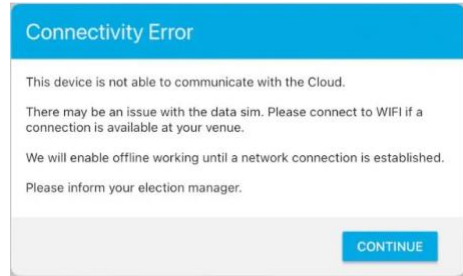
QUIT THE APP

You **MUST** quit the app after logging out. Press the '**home**' button on the iPad twice and **slide the Modern Polling App up** and off the screen.

Election morning - no internet connectivity

When you arrive at your polling station on election morning:

- **Open the Modern Polling app.**
- **If you do not have internet connectivity** you will be notified, if you followed the 5 checks when collecting your iPad (see image on the right)
- Tap **CONTINUE**.
- **DO NOT LOGOUT.**
- **Continue using the app offline** and process voters until connectivity can be established.
- **Alert your Election Manager** so that they know you are using the app offline.



Election morning - you have internet connectivity



RN MOCRACY

In order for the Poll Clerk (PC) to log into the Modern Polling app on election morning, they need an internet connection. All iPads have been set up with SIMs in advance and should have a 4G connection.

Check this on the top right of the iPad home screen. Once confirmed, get the Poll Clerk to open the Modern Polling App and log in.

Searching for a Voter

Learning objective: Learn how to use Modern Polling when a voter arrives without a poll card. Search for the voter, scan the ballot(s) and hand them to the voter.

The Presiding Officer's role

Click on the link to view the video:

https://youtu.be/ieqyU_x4k

The Presiding Officer (PO) can perform the same tasks as a Poll Clerk. The primary role for the PO is to submit the Ballot Paper Account (BPA) at close of poll. To do this the data must be synced (green tick) and they must have internet connectivity.

Searching for a voter at the wrong station



When a voter arrives to the polling station and you cannot find them at that polling station when you perform a Search, you will get the following message:

"No match found on register of this polling station. Refine your search query or tap SEARCH OTHER STATIONS. Do not issue the voter with a Ballot Paper."

A PO will see all of the details for a voter at a wrong station

22 Station Road, London, United Kingdom, EV16 1JU, EV16 1JU

Unknown
Date of Birth

British
Nationality

Unknown
Date of Birth

Proxy Voter Details

Not Applicable
Proxy Voter Name

Not Applicable
Proxy Voter Address

Election Details

PCC, Borough, County
Electoral District

No Absent Vote
Absent Vote

Electoral Paper

No
Ineligible Paper

Polling Station Details

2
Polling Station

Main Street, Great Heathhead, London, EV16 1LY
Polling Station

St James Community Hall
Polling Station

When you 'Search Other Stations' and find the voter, you are presented with a detailed view of that voter (the poll clerk will only see the polling station the voter should attend). You will see:

- General - their address, nationality, DOB and date of attainment (if applicable)
- Proxy Voter Details - if applicable
- Election Details - eligible franchises, elector flags and if they are anonymous
- Polling Station Details - number, address and name - where they should attend.

Submitting the Ballot Paper Account(s)

Learning objective: Learn how to submit the Ballot Paper Account(s) at close of poll

Submitting your Ballot Paper Account(s)



At close of Poll you, the Presiding Officer are responsible for submitting the Ballot Paper Account(s).

Tap View BPA and your digital ballot paper account(s) are displayed for you to review and submit.

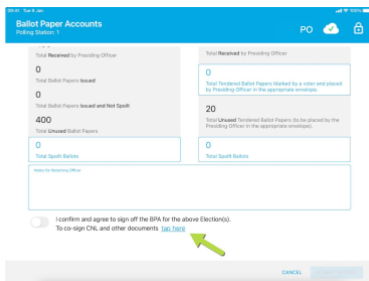
Note: the **data must by synced** (a green tick) for you to successfully submit the BPA.

What to do if your data has not synced at close of poll

If you do not have connectivity at close of poll you will be unable to submit the Ballot Paper Account(s) in the Polling Station you are advised to do the following:

- Alert your Election Manager
- Take the iPad to your Election centre and retry to connect to the internet to sync the data on the iPad and submit the Ballot Paper Account(s) for your polling station(s).
- In the event that you are unable to submit the Ballot Paper Account(s), you need to place a label on the iPad for isolation so that your Election Manager can submit the Ballot Paper Account(s) on your behalf.

How the Polling Agent(s) can seal the CNL / Marked Register



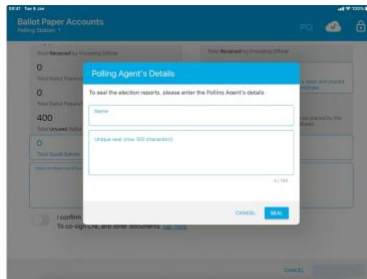
Polling Agent(s) may wish to seal the CNL or Marked copy of the Registers. If so, they can co-sign the Ballot Paper Account(s) via a link at the bottom of the 'View BPA' screen.

1. Tap **View BPA**
2. Scroll to the bottom of the screen, beneath 'I confirm and agree to sign off the BPA for the above Election(s)' is the following:
'To co-sign CNL and other documents [tap here](#)

When you 'tap here' the **Polling Agent's Details** screen is displayed.

The Polling Agent must fill in the form:

1. Enter their **Name**
2. Enter their **Unique Seal** (max 100 characters)
3. Tap **SEAL**



Note: a maximum of 4 co-signers can seal the reports.

If a BPA is re-submitted, any co-signers that signed initially will be lost.

Troubleshooting

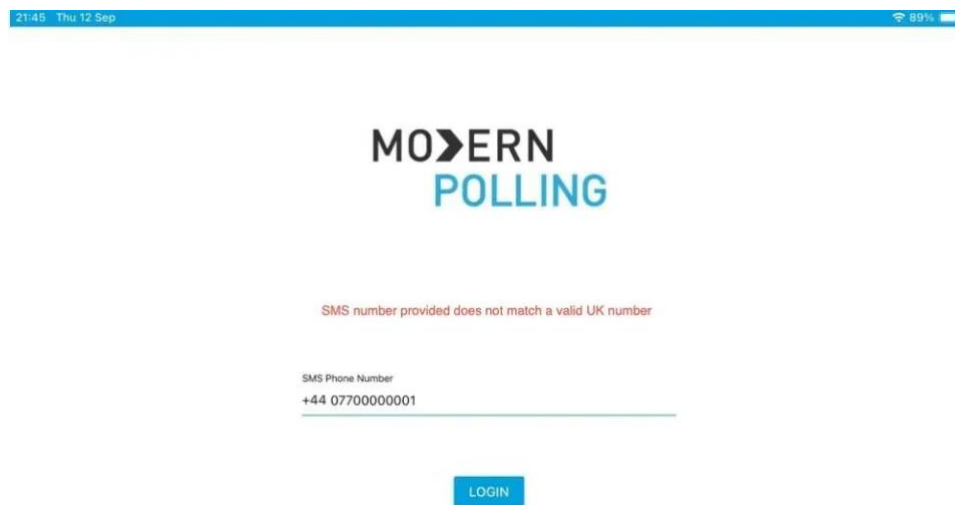
Learning objective: Learn how to use Modern Polling if a proxy or postal voter arrive.

What to do if a voter arrives at the wrong station and what to do if a poll card is damaged. Finally, what to do if a voter spoils a ballot paper.

Unable to log in with your mobile number

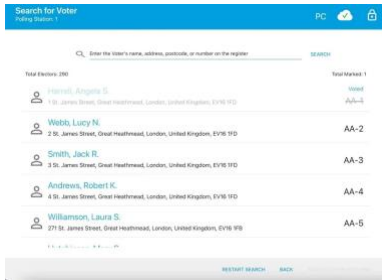
If you have internet connectivity on the iPad and network on your mobile phone and cannot log in contact your election manager to ensure your mobile number has been added to the system.

If your number is not on the Modern Polling system, the following message is displayed: 'SMS number provided does not match a valid UK number'



Note: if your mobile number is on the system, quit the app (swipe up and off the screen) and launch again. If you continue to have issues, please alert your election manager for assistance.

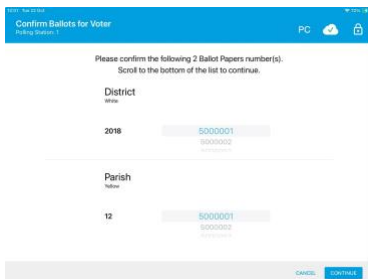
When you don't scan the qr code on the Poll Card within the timeframe



When you select Poll Card from the home screen, the camera is enabled to scan the QR code on the Poll Card. If after **20 seconds** you do not scan it, you are redirected to the **Search Register** (Search for Voter) screen.

If you want to scan the poll card, tap **BACK** and select the **Poll Card** option from the home screen.

When the qr code on the ballot paper is damaged

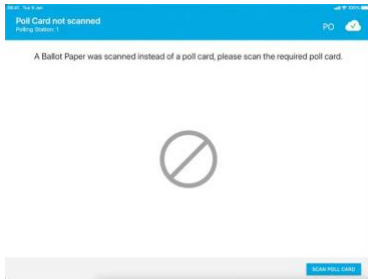


On the Scan ballot screen, tap **BALLOT PAPER IS DAMAGED**. This will then display the 'select' ballot(s) screen (see image on the left).

The Election name and UIM are displayed, along with the next ballot in sequence (highlighted in blue).

Check this is correct before tapping **CONTINUE** which will take you to the 'Confirm Ballot Paper Number(s) screen.

Scanned a qr code on ballot paper, instead of the qr code on the poll card

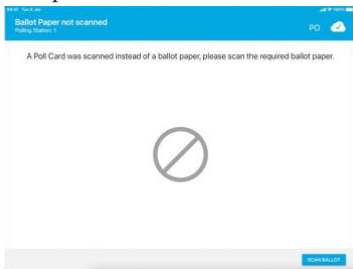


When scanning QR codes, the camera is very sensitive and will scan any QR code if in range of the camera. That's why it's important to keep the area behind the camera clear while your scan.

If you accidentally scan a ballot instead of a poll card you will see the screen on the left. Tap **SCAN POLL CARD** will bring you back.

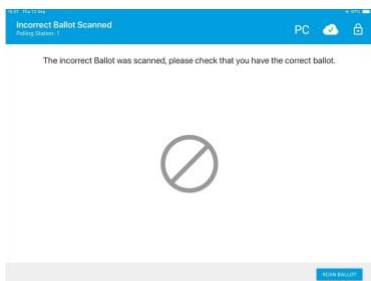
Scanned a qr code on poll card, instead of the qr code on the ballot paper

If you accidentally scan a poll card instead of a ballot paper you will see the screen on the right. Tap **SCAN BALLOT** will bring you back.



QR code on ballot paper did not scan correctly - select ballot screen displayed

If you scan a ballot that does not match the ballot range for your polling station in modern polling, you will get either of the following messages.



Incorrect Ballot Scanned

The incorrect Ballot was scanned, please check that you have the correct ballot. Then tap 'SCAN BALLOT' to scan the correct ballot. If the problem persists, contact your Election Manager for guidance.



Select screen (Confirm Ballots for Voter)

If the select screen is displayed, it means the QR code on the ballot is incorrect for the polling station. Do not continue, check your ballot book(s) to ensure they are correct for your polling station. Failing that, check that you are assigned to the correct polling station in the Modern Polling App. If you are unable to resolve, contact your Election Manager for guidance.

If you are having problems with the app

If for any reason you are having problems with the app:

- app freezes
- slows down

Dismiss/Quit the app, by pressing the home button twice (round recessed button on the iPad).

You will see a preview of your app, which you then swipe up to quit the app. Once you have done this, open the app again.

If this does not resolve it, log out and back in **ONLY if you have internet connectivity**.

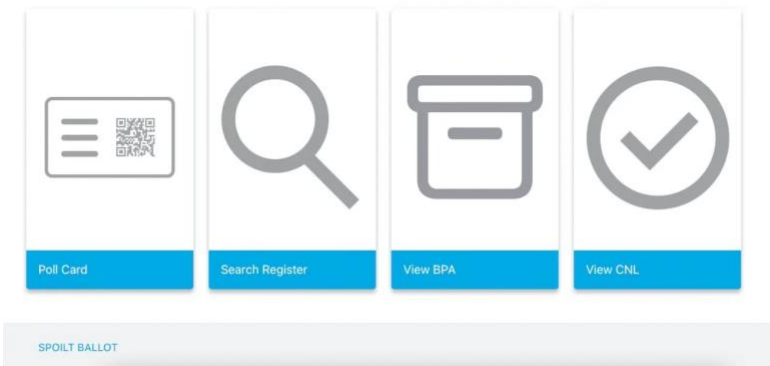
If you still cannot use the app, the PO must contact your Election Manager. Start to process voters on paper and reconcile with your Election Manager / Modern Democracy Support.

Sync issues with the app

- If this occurs, **continue to process using modern polling.**
- Take the iPad outside or move around the room to see if you can get signal to sync any records that are unsynced. If there is **no** Internet Connectivity – **DO NOT LOG OUT**
- Ensure secure Wi-Fi (not public) and mobile data are enabled, or hotspot to a mobile phone. (*Refer back to HOW TO CHECK WIFI, MOBILE*)
- If there is internet connectivity, log out of the app and back in to trigger a heartbeat update. Has this solved the issue, If Yes continue to process voters
- If No, Request that a contingency iPad is sent to the poll station, do not log out of the iPad until the replacement has arrived and you are logged in. The PO must attach a note to the iPad stating that it had sync issues and there are still records on the iPad.
- Your Election Manager should contact Modern Democracy to raise this.



Please select one of the following options:



The REPORT ISSUE button

If you see the 'REPORT ISSUE' button there is no need to panic, it is displayed in scenarios whereby a Presiding Officer needs to be informed. For example, if a Poll Clerk tapped on a voter who had already voted, a message would be displayed stating that the voter has already voted and the REPORT ISSUE button displayed. Tapping on it will direct you back to the home screen.



Voter has already voted.

Please report this issue for further investigation.

