Registration/Verification Operators

Role Objectives: To register into the system the number of Ballot Papers issued for each Ballot Box prior to scanning; to verify the number of Ballot Papers scanned matches the number of Ballot Papers registered; to deal with any issue management; and to communicate with Marshal(s) and Scanning Supervisor(s).

Registration

- Select the **Registration** tab
- **Scan the barcode** on the first Ballot Paper Account with the handheld barcode reader
- Check the cursor is in the correct box and type in the **No. of Ballots Issued** and press **Enter.** A green tick shows the Ballot Box is registered.
- **Repeat** until all Ballot Paper Accounts in the Contest are registered.
- Run the **Registration Report:**
  - Click on the **Reports** tab
  - Click on the **Registration** report button
  - Click the **Print** button
- Use the **Registration Report** to check the number of ballots registered on the system matches the number on the Ballot Paper Account for each Contest.
- Correct any errors by re-entering the number of ballots issued.
- Notify the **Scanning Supervisor** that the Contest is ready for scanning

Verification

- Select the **Verification** tab.
- Click on a **Contest** to select it and display its details on the right of the screen.
- Click in the **checkbox** to select the Ballot Box (only verify one box at a time).
- Look at the **Difference** column (ie ballots registered vs ballots scanned).
- Look at **%Adjud** column; if over 40% ask for scanners to be cleaned.
- Check there are no **issues** (a number in the issues column).
- If the number of ballot papers registered and scanned match for the selected Ballot Box, click **Confirm** (green tick appears).
- **Repeat** the process until all Ballot Paper Accounts are verified.
- Review a Contest for issues and investigate any highlighted issues.

Registration - What if …..?

A Ballot Box needs to be added
- Click the **Add Box** button at the bottom of the Registration screen.
- Select the Contest and Polling Station from the dropdown lists.
- **Count Centre Manager** is required to log in, enter unique name and select **OK.**

The number of Ballot Papers entered is wrong
- If scanning **hasn't begun**, in the registration screen click in the relevant Contest box and retype the number or scan the barcode on the ballot account sheet to reopen the box.
- If scanning **has begun**, the recommended action is to add a note at Verification stage to explain the discrepancy between the number registered and scanned.
- Where the CCM/RO does not wish to accept a note being added and **requires a correction to be made to the registered number**, **DO NOT VERIFY THE BOX**. **Phone the Support Centre** and request to be talked through the process for changing the number registered.
- Once a box is verified there is no way to change the number of ballot papers registered.

The barcode label on the Ballot Paper Account won't scan
- Click on **No. Ballots Issued** in the row and enter the number of Ballot Papers issued.

Issues arising to escalate to Count Centre Manager
- Empty box – CCM should enter '0' in '**No. of Ballots Issued**' field.
- Ballot Paper Account missing – CCM/Supervisor to investigate.

Verification - What if …..?

Number in the Difference column is not zero
- Either **Confirm** or **Rescan**
- Confirm – tick checkbox then click **Confirm**
- Click **Yes,** add Comment and click **OK**
Tips:
- If there are 2 or more Polling Stations at a Polling Place – wait until all are ready to verify in case ballot papers have been placed in the wrong ballot boxes by voters.
- Boxes with zero ballot papers scanned and differences >20 and <-20 need the **CCM** to login and confirm acceptance. A note must be added to say why it is OK to confirm.

A Ballot Paper Tray needs rescanning
- Click in the **checkbox** to select the Ballot Box row to be rescanned.
- Click on the **Rescan Flag** button at the bottom of the screen.
- Click **Yes** to proceed (a flag will appear beside the box).
- Write the number of the box on a pink RESCAN label.
- Give the Rescan Label to a Marshal.
- The Marshall will retrieve the Ballot Paper Tray and move it to the Rescan area.
- After rescan, click on the number in the Rescans column to view scanning history.

There is a number in the Issues column
- Click on the number in the **Issues** column to display issues. Once read, click on **Close.**
- Click on the **Issues/Manual Entry** button.
- Resolve all issues – **see below**.
- Once all Ballot Paper issues are complete click **Yes.**
- On the scan Verification Summary screen: select **Return to Verification; click CONFIRM.**

A Barcode is missing
- If the barcode number can be read type the number in manually. The system will only accept it if it is correctly entered. Click **Accept.**
- If the barcode is unreadable, click **Defer**.

An empty Ballot Box must be verified (CCM authorisation required)
- Click in the **checkbox** to select the Ballot Box row
- Click the **Confirm** button at the bottom right of the screen
- Warning box will ask for Count Centre Manager to log in, click **Yes**
- **Count Centre Manager to log in and authorise the verification**
- CCM will **add a comment** to explain verification of the empty box
- Click **OK**, Ballot Box will be verified.

There is a number in the Duplicates column
- Click in the **checkbox for the Ballot Paper Tray with duplicates**
- Click on the **number display** in the Duplicates column to display a summary window
- Once you have read the summary, click **Close**
- Click the **Report** button to see a report on the duplicates
- 1st step send the box for a **rescan**
- 2nd step if the box comes back a 2nd time with duplicates:
  - Print Report and give to a Marshal to check the Ballot Papers in the Ballot Box Tray
  - If there are 2 Ballot Papers with the same Barcode Number an investigation must take place. Advise the Count Centre Manager/RO.

Manual Entry *(a paper cannot be physically scanned)*
- Select the Ballot Box row.
- Click the **Issues/Manual Entry** button (summary screen is displayed).
- Check how many manual entries in the **Awaiting Manual Entry** tray.
- Type this number in the **Number of Manual Entries** box.
- Press **Enter.**
- Click on **Generate Manual Entries.**
- Type in barcode.
- Click **Accept (**if unreadable, click **Defer).**
- Once complete, click **Return to Verification.**
- Return manual entry to **Manual Entry for RO.**

Ballot papers from different contests
- Select **No** to manually sort the issue by investigating source.
- Investigating Officer to check tray and remove rogue ballot papers from wrong contest.
- Send tray to be re-scanned.