You Must Be at: “Scan I.D. or Search for Voter Screen” to Start.

1. Touch: “Search for Voter” (It will go to Manual Search Screen)
2. Ask Voter: “Date of Birth- Month First Please?”
3. Enter: “Voter’s Date of Birth: MM/DD/YYYY” (If you error press “Clear” try again)
4. Touch: “Search”
5. Ask Voter: “Last Name Please”
6. Ask Voter: “First Name Please”
7. Touch: “Voter’s Name on Screen”
8. Touch: Yes if voter’s name is correct or touch “Wrong Voter” if you chose the wrong voter
9. Lift screen toward Voter
10. Tell Voter: “Please confirm your information on the screen by touching Yes”
   (If voter touches “No”, pull screen back to you and touch: “Cancel”, call phone bank to update their address.)

If Action Required has been resolved:

1. Tell Voter: “Please sign the screen”
2. Pull screen back to you
3. Touch: “Next”
4. Ask Voter: “Please show me your Photo and Signature I.D.?” (DO NOT TOUCH I.D.)
5. Verify: Voter’s Photo & Signature on I.D. matches the screen & voter
6. Touch: “Accept Signature” If Signature Matches *NEVER TOUCH REJECT
   (Touch: “Clear Signature” If signature does not match, ask voter to sign again)
7. Touch: “English” or Spanish if voter requests Spanish Language Ballot
8. Tell Voter: “Please step over to the Ballot Printer to wait for your Ballot to print”
9. Tear off: Voting Certificate
10. Place: Voting Certificate in Black Bin

Allowed/Approved I.D.s

PHOTO & SIGNATURE I.D IS REQUIRED
OR
The Voter must Vote using the Provisional Ballot Process

- FL Driver’s License
- FL Identification Card (Issued by DHSMV)
- U.S. Passport
- Debit/Credit Card
- Military I.D.
- Student I.D.
- Retirement Center I.D.
- Neighborhood Association I.D.
- Public Assistance I.D.
- Veteran Health I.D. Card (Issued by the U.S. Dept. of Veterans’ Affairs)
- Florida Concealed Weapon or Firearm License (Issued pursuant to F.S. 790.06)
- Government Employee I.D.
| **Voter Requires Assistance** | 1. If “Assistance Required” is not shown on VCS, voter must complete a PURPLE 12180 Declaration of Asst. Form  
2. If a Non-Election Official is assisting, assister must always complete bottom portion of the PURPLE 12180 Declaration of Asst. Form  
3. Two Election Officials of different parties may assist the Voter if needed |
|-----------------------------|--------------------------------------------------------------------------------------------------|
| **Address Update Required** | 1. Call Phone Bank (850)248-8650 to update address.  
2. If Voter cannot confirm their DL or SSN with Phone Bank or they have moved from another FL county, have voter complete a DSDE 39 Voter Registration Application prior to voting.  
3. If voter’s new address is in a different precinct, give ticket to voter and direct them to their correct Polling Place. |
| **Date of Birth search did not find anyone** | 1. Search for voter using Last Name  
2. Call Phone Bank (850)248-8650 if Voter is not found |
| **No ID Provided** | 1. Touch “No ID Provided”  
2. Voter must vote following Provisional Process |
| **Voter Pending HSMV Verification** | 1. If voter is still “pending,” voter must vote following Provisional Process |
| **Precinct Not Voting** | 1. If voter demands that this is an error, voter must vote following Provisional Process |
| **Provisional Process** | 1. BEFORE ISSUING A PROVISONAL BALLOT YOU MUST CALL PHONE BANK (850)248-8650  
2. Enter Provisional Tracking number from Pink/White Envelope on screen.  
3. Confirm Reason on screen is correct  
4. Touch “OK”  
5. Touch “Get Voter’s Signature”  
6. Direct Voter to Sign  
7. Touch “Next”  
8. Follow instructions on Pink/White Provisional Envelope |
2. On VCS home screen, touch “Voter Info”  
3. Search for Voter  
4. When Voter is found, touch “Reprint Ballot”  
5. “Reprint Ballot Ticket” will print  
6. Ballot will print |
| **Undo Check-In** | 1. Verify Voter’s name is in “Previous Voter” box on Find a Voter Screen.  
2. Touch Voter’s Name.  
3. Touch “Undo Check-In”  
4. Touch “Yes”, Undo Ticket will print  
5. Void Ballot and place in Catch All Bag |
| **Voter has already voted** | 1. If voter demands that this is an error, voter must vote following Provisional Process |
| **Voter has a Vote by Mail Ballot to drop off.** | 1. Ensure voter has sealed and signed Vote by Mail Ballot envelope  
2. Place VBM in slot on top of Yellow Secure Ballot Intake Station |
| **Voter has Vote by Mail ballot but wants to vote in person** | 1. If Voter has Vote by Mail ballot but wants to vote there, take from voter. CRITICAL. Ask them to write “CANCELLED” on ballot AND envelope  
2. Place cancelled Vote by Mail ballot AND envelope inside “Catch All Bag”  
3. Allow voter to continue voting process |
| **Voters Party Not Voting** | 1. Call SOE Phone Bank to confirm voter’s party  
2. If Voter demands to vote, Voter must vote following Provisional Process |