Voters’ Guide to Electronic Voting
Tools for Election Protection
Introduction and Overview

The 2004 elections present many voters with the challenge of voting on new and unfamiliar voting equipment. This guide will help you make sure your vote is cast and counted as you intended.

Election officials across the United States are facing much pressure to "upgrade" voting technology, especially with the availability of funds legislated for this purpose by the Help America Vote Act (HAVA) of 2002.

Counties, boroughs, parishes, and even entire states are purchasing digital electronic recording (DRE) voting machines without a voter-verified paper ballot (VVPB) capability. A VVPB is a paper ballot that voters can see and verify that their votes are recorded accurately and stored in a secure ballot box so that election officials can use the ballots later for mandatory audits and meaningful recounts.

This Voters' Guide to Electronic Voting provides voters with summary information on the voting machines used in their local polling places with pointers about the voting technology and how to vote successfully. We also cover how to investigate and get help when something goes wrong with the voting process.

You can learn what choices are available to you as a voter. For example, in California, if you vote in one of the counties using electronic voting machines, you have the right to ask for a paper ballot if you prefer. In Hawaii and in Washington, D.C., voters may have the choice of using a paper optical-scan ballot instead of an electronic voting machine.

And in Nevada's Clark County, some of the voting machines will have VVPB and some will not, so you may want to wait for the machine that does offer a reliable audit trail.

The more you know about the options available to you, the more likely you can ensure your vote will be recorded the way you intend.

Your Participation

As a nonprofit organization with limited resources, we rely on volunteers to help with research for guides like this one, as well as for a variety of other tasks. We are committed to continuous improvement of the materials, so if you see a problem with any of these materials or if you would like to volunteer to do research, data gathering and display or other jobs, please let us know by volunteering at http://voteprotect.org.

Last but not least—and regardless of any problems with voting technology or election processes, procedures, and regulation—please remember to vote!
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## Online Version

The online version of this document with the latest updates is available at: [http://verifiedvoting.org/article.php?id=5133](http://verifiedvoting.org/article.php?id=5133)
Voting Technology Overview

In the United States, we use a variety of voting technologies for elections for public office. The technologies, summarized in the table below, are:

- Optical scanners that read mark-sense forms [1] (footnotes available at end of this section)
- Electronic voting (e-voting) machines [2]
- Punch cards [3]
- Mechanical lever machines [4]
- Manually counted paper ballots.

When voters cannot physically go to their polling place, they can use mail-in (absentee) ballots. The ballots are then read by the appropriate optical scanner or punch card technology or are tallied and entered by hand. Finally, voters may eventually be able to use Internet-based voting technologies that are currently being developed. With all technologies, voters indicate, in secret, their choices on a ballot that bears the names of the candidates and the texts of the propositions.

The punch card, optical scan, and manual paper ballots are distributed to the voters at the polls and voter can confirm their selections before depositing them in the ballot box. In contrast, voters make selections by moving levers or touching the screen on lever machines and e-voting machines respectively; there is no paper ballot for the voter to mark. Some e-voting machines print a ballot that the voters can read; after the voter confirms the printed record, it is withdrawn into the machine and an electronic record of their vote is automatically stored inside the machine on removable computer memory cards.
## Voting Technology Overview

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<th>Voting Technology Type</th>
<th>Optical Scan</th>
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<td>Characteristic</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expected use in Nov. 2004</td>
<td>32%</td>
<td>29% [6]</td>
<td>19%</td>
<td>13%</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Ballot technology</td>
<td>Paper</td>
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<td>Central counting technology</td>
<td>Electronic</td>
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<td>Electronic</td>
<td>Electronic</td>
<td>Electronic</td>
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<tr>
<td>Ballots can be verified by the voter or manually checked during a recount or audit.</td>
<td>Yes</td>
<td>Some are equipped with paper ballots [7]</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

At the close of voting, punch card, and optical scan ballots are tallied and stored by scanning computers. E-voting ballots are transferred by memory card or by network/modem to a central tallying computer. Poll workers read lever machine counters and enter vote counts into a computer by hand. Ballot summaries are then sent by courier or sent electronically to central tabulation facilities.
Voting Technology Overview

Recount laws differ from jurisdiction to jurisdiction and recount techniques differ among the technologies. When there is a paper ballot, punch card, or optical-scan form, the voter’s selections can be re-read by the equipment or, if need be, can be read and counted manually by poll workers. In the case of lever machines, only the written counter totals can be checked and re-entered. E-voting systems, having removable computer memory, can be re-read and, where available, a summary vote count printout from the e-voting system can be checked manually. If the e-voting machine retains electronic ballot images, election officials may print them out for an audit or recount, but there is no way that a poll worker can inspect selections that the voter has verified on a paper ballot unless the e-voting machine has a voter-verified paper trail.

There is potential for inaccurately recording and counting votes due to errors in the individual voting systems, in central tabulating systems, and in the design or performance of election procedures. The software and hardware in computerized voting systems present additional complexity, and therefore the possibility of error, in the process of counting, certifying, and auditing election results. Reported problems in past elections have resulted in widespread discussion and analysis of existing systems and procedures and a number of suggestions have been made: create higher standards for equipment and procedures, improve security standards, provide a voter-verified paper trail, improve certification, allow public scrutiny of software or make it “open-source”, improve verifiability and transparency, ensure a meaningful recount based on the original ballot.

The reading list below is suggested as a starting point for obtaining a deeper understanding of the state of election systems and procedures in the U.S. today.

Reading List

Voting Technology Overview

Comprises government documents, research papers, essays, and newspaper articles that introduce the general history of the U.S. electoral process and the evolution of voting rights. Addresses the controversy over voter and felon disenfranchisement; voting technology, and the controversy surrounding the implementation of new e-voting machines, as well as facts and opinions regarding the influence of wealth on the electoral system.


Electronic Frontier Foundation on E-Voting Activism, [http://www.eff.org/Activism/E-voting/](http://www.eff.org/Activism/E-voting/)

[Acknowledgement: Thanks to Robert Lent (bob.lent@gmail.com) for authoring this *Overview of Voting Technologies* with support from Global Exchange and the Verified Voting Foundation. This section is (cc) 2004 Robert Lent, some rights reserved.]

**Footnotes**

[1] In a way similar to taking a standardized test in school, the voter indicates their choice on the ballot, a “mark-sense” form, by filling in a circle or completing an arrow with a pencil or other marker. Candidate names are printed on the ballot or on a label on a ballot machine. The completed ballots are counted on an optical scanning machine, either at the polling place, or at a central location. If scanned at the polling place, voters may have an opportunity to correct ballots that the optical scanner rejects for common errors, increasing the likelihood of reflecting the voters’ intent in vote tallying.

[2] Touch screen, or direct recording electronic (DRE) systems, are the newest technology used for voting. Voters make their selections on a computer screen and the system records their selections on a removable computer memory card.
Voting Technology Overview

[3] Punch cards are cards where the voter “punches” out perforated holes to indicate their choices.

[4] A lever machine records the ballot choices in counters on the back of the machine that poll workers read, then they write the results on paper which are then entered into a computer.


[6] In November 2000, 11% of the voters used e-voting machines. Note that this category includes all computerized voting devices.

[7] Some e-voting systems do produce a paper copy of the ballot that can be inspected by the voter and used in a recount or audit.
Voting Technology Map

The first step in doing all you can to make sure your vote is counted is to find out what voting technology is used where you vote. Below is a map of the United States that shows which voting technologies are used.

This map is available online at: [http://verifiedvoting.org/verifier/](http://verifiedvoting.org/verifier/) The online version of the “Election Equipment: Standard” map permits you to click to your state and then to your county, or equivalent jurisdiction, where it displays the voting technology in use in your county.

The county page provides links to Voter Information Sheets and Online Demos for the main electronic voting machines in use nationwide. The next section of this guide contains all of the Voter Information Sheets.
Voter Information Sheets

This guide contains Voter Information Sheets for the following electronic voting machines, listed here by manufacturer and model:

- AVS: WinVote
- Diebold: AccuVote TS
- Diebold: AccuVote TS-X
- ES&S: iVotronic
- Hart Intercivic: eSlate
- Microvote: MV464
- Sequoia: AVC Advantage
- Sequoia: AVC Edge
- Unilect: Patriot

The online versions of the Voter Information Sheets with the latest updates are available at http://verifiedvoting.org/article.php?list=type&type=63 .

These Voter Information Sheets are available to be copied and distributed to voters who need the right sheet for their polling place, so please do your best to circulate them.
How to Vote on This Machine:

1. After checking in at the polling place, the voter will approach one of the terminals. An election official will activate the machine. The voter will touch the "Click Here to Start" button on the welcome screen, and the ballot-marking process will begin.

2. The screen will display one race at a time, with available choices listed below the race name. Write-in candidates can be selected by touching the "Write-In" button at the bottom of the choice list. After making a selection, touch the "Next" button on the bottom of the screen.

3. When all selection have been made, the voter will be taken to a summary screen that lists that name of each race and the option that was selected by the voter. If the voter wishes to change any of these races, he/she should simply touch the name of the race and make another selection.

4. When the voter is satisfied with the summary screen, he/she should touch the red "Next" button on the bottom-right part of the screen. The next screen has a large red "VOTE" button. After touching that button, the ballot has been cast.

REMEMBER: You have the right to ask for assistance from a poll worker during the voting process. If the poll worker is unable to resolve any machine-related problem you might have, do not cast your ballot on the machine. You can demand to vote on another machine or by paper.

If you have any problem voting, call 1-866-OUR-VOTE for help
Diebold Election Systems: AccuVote-TS

How to Vote on This Machine:

1. After confirming the voter is registered, he or she is handed a "smart card."
2. The voter then inserts the smart card into the slot on the right side of the screen. Card should be face up with the arrow pointing forward.
3. Touch the "Start" button on the bottom, middle part of the screen to access the ballot.
4. Follow the on screen instructions to make selections on ballot.
5. After all selections have been made, a summary screen will appear. This screen should be carefully check to ensure that all choices were recorded correctly. If the choices DO NOT match, the voter can touch either the race in question or "Review Ballot" on the lower-right portion of the screen.
6. If the summary screen matches the voter's intent, the then voter should then touch "Cast Vote."

REMEMBER: You have the right to ask for assistance from a poll worker during the voting process. If the poll worker is unable to resolve any machine-related problem you might have, do not cast your ballot on the machine. You can demand to vote on another machine or by paper.

Technical Issues To Look Out For:

1. Only a portion of the ballot is loaded.
2. Selections don't "stick," and the machine mistakenly marks another option.
3. Strange mark, like an "X," appears next to candidate from other party who is not selected.
4. The "Cast Ballot" instruction and the "next" instruction appear in the same part of the screen, so be careful not to accidentally "cast ballot" before you are ready! Select "Cast Ballot" only after you have reviewed all your choices on the final screen carefully.

If you have any problem voting, call 1-866-OUR-VOTE for help
**Diebold Election Systems: AccuVote-TSx**

How to Vote on This Machine:

1. After confirming the voter is registered, he or she is handed a “smart card.”
2. The voter then inserts the smart card into the slot on the right side of the screen. Card should be face up with the arrow pointing forward.
3. Touch the "Start" button on the bottom, middle part of the screen to access the ballot.
4. Follow the on screen instructions to make selections on ballot.
5. After all selections have been made, a summary screen will appear. This screen should be carefully check to ensure that all choices were recorded correctly. If the choices DO NOT match, the voter can touch either the race in question or "Review Ballot" on the lower-right portion of the screen.
6. The "Cast Ballot" instruction and the "Next" instruction appear in the same part of the screen, so be careful not to accidentally "Cast Ballot" before you are ready! Select "Cast Ballot" only after you have reviewed all your choices on the final screen carefully.

**REMEMBER:** You have the right to ask for assistance from a poll worker during the voting process. If the poll worker is unable to resolve any machine-related problem you might have, do **not cast your ballot on the machine**. You can demand to vote on another machine or by paper.

**If you have any problem voting,**

**call 1-866-OUR-VOTE for help**
Election Systems & Software: iVotronic

How to Vote on This Machine:

1. Sign in at the polling place.
2. Receive Personal Electronic Ballot (“PEB”) from poll worker (see picture above) and insert PEB into voting machine (upper left portion of machine) to activate onscreen ballot [Note: In some polling places, voters do not have access to the PEB and should skip to Step 3.]
3. Be sure not to press the "vote" button on the top of the machine until all choices have been made and verified.
4. Select ballot language.
5. Make ballot selections by pressing box next to appropriate name or other ballot option.
6. Move to the next or previous ballot page using the navigation buttons at bottom of the screen.
7. Review the summary page after all selections have been made. Changes can be made by navigating back to previous ballot pages.
8. When satisfied with ballot selections, press the “VOTE” button at the top of the machine.

REMEMBER: You have the right to ask for assistance from a poll worker during the voting process. If the poll worker is unable to resolve any machine-related problem you might have, do not cast your ballot on the machine. You can demand to vote on another machine or by paper.

Technical Issues to Look Out for:

1. Wrong ballot loaded.
2. Certain ballot options not available.
3. Summary screen does not reflect voter selections.
5. Accessibility features (like audio ballot options) do not function correctly.
6. Machine reboots or displays other erratic behavior.

If you have any problem voting, call 1-866-OUR-VOTE for help
Hart InterCivic, Inc.: eSlate 3000

How to Vote on This Machine:

1. After checking in at the polling place, the voter is given a piece of paper with a four digit, randomly generated Access Code.

2. The voter takes the piece of paper with the Access Code to any open eSlate booth and enters the number into the eSlate device using the Select Wheel and Enter button. The voter can proceed to any open eSlate booth. He/she is NOT assigned to any specific voting terminal.

3. The voter makes his or her selections using the buttons and Select Wheel on the bottom of the eSlate. The Select Wheel allows the voter to navigate through the ballot.

4. When the voter is finished, he/she presses the red "Cast Ballot" button at the lower left-hand corner of the eSlate to cast his/her ballot.

5. If the voter has completed the voting process and cast a ballot, the poll worker can print off a piece of paper similar to the Access Code that lists the voter's Access Code number and reads "Assigned and Cast."

REMEMBER: You have the right to ask for assistance from a poll worker during the voting process. If the poll worker is unable to resolve any machine-related problem you might have, do not cast your ballot on the machine. You can demand to vote on another machine or by paper.

If you have any problem voting, call 1-866-OUR-VOTE for help
MicroVote: MicroVote MV-464

How to Vote on This Machine:

1. After checking in at the polling place, the voter is sent to an available terminal.

2. The voter makes each candidate selection by pressing the gray button beside a candidate’s name. This turns a light on next to the button. To change a selection, a voter presses the gray button a second time, and the light turns off.

3. The voter may navigate forward through ballot screens by pressing the green “Advance Ballot” bar at the bottom of the panel. The voter may navigate back through ballot screens by pressing the blue “Review Ballot” bar at the bottom of the panel. The voter must view all pages of the ballot before the machine will allow a vote to be cast.

4. To cast a write-in vote, the voter presses the gray write-in selection button on the bottom left side of the panel. The light next to it will start blinking. The voter then writes in the desired name on the paper tape in the write-in window, also at the bottom left of the panel. The voter may change his or her mind by pressing the same write-in button again to turn out the light, and then vote as usual.

5. To cast the ballot, the voter presses the red “Cast Vote” button on the bottom right side of the panel.

REMEMBER: You have the right to ask for assistance from a poll worker during the voting process. If the poll worker is unable to resolve any machine-related problem you might have, do not cast your ballot on the machine. You can demand to vote on another machine or by paper.

If you have any problem voting, call 1-866-OUR-VOTE for help.
Sequoia Voting Systems, Inc.: 
AVC Advantage

How to Vote on This Machine:

1. The registered voter is given a voting ticket. The voting ticket is a colored piece of paper with two identical numbers.

2. The voter hands his/her ticket to a poll worker stationed at the voting machine, who then tears the voting ticket in half and gives one half back to the voter.

3. The poll worker uses an operator’s panel on the side of the machine to choose the ballot style appropriate for that voter (based on the color of the voting ticket).

4. The voter enters the curtains (see picture above) and verifies that their ballot is the right one by comparing the color of their ticket to a LCD screen in the lower-right corner of the front of the voting machine.

5. The voter makes selections by pressing a black arrow next to each choice for each race on the ballot. Blinking lights above each race indicate that no choice has been made in that race. If the voter tries to choose more than one choice in a race (over-voting), the machine will ignore the second choice. If the voter makes a mistake, they can press the black arrow by the incorrect choice to deselect it.

6. When done voting, the voter presses a “Cast Vote” button in the lower-right corner of the voting machine. It is very important to not push the vote-casting button until done voting; a vote inadvertently cast cannot be redone.

REMEMBER: You have the right to ask for assistance from a poll worker during the voting process. If the poll worker is unable to resolve any machine-related problem you might have, do not cast your ballot on the machine. You can demand to vote on another machine or by paper.

If you have any problem voting, call 1-866-OUR-VOTE for help
Sequoia Voting Systems, Inc.: AVC Edge

How to Vote on This Machine:

1. When the voter enters the precinct, he or she is given a "smart-card" by a poll worker after confirming the voter is registered.

2. The voter then takes the smart-card to a voting machine and inserts the smart-card into the yellow slot visible in the middle picture above.

3. A language selection screen is presented to the voter.

4. Voter follow on-screen instructions.

5. The AVC Edge may also be equipped in some precincts to print a voter-verified paper audit trail using the VeriVote printer. In this case, the voter will inspect the printout, which is displayed under glass. If the paper accurately reflects the vote, the voter indicates so using the touchscreen and casts the vote; the printed paper is withdrawn into the machine to protect privacy. If the paper is incorrect, the voter may mark it as spoiled and change his or her vote using the touchscreen interface. After the vote is cast, the smart-card pops out of the machine and the voter returns it to a poll worker.

REMEMBER: You have the right to ask for assistance from a poll worker during the voting process. If the poll worker is unable to resolve any machine-related problem you might have, do not cast your ballot on the machine. You can demand to vote on another machine or by paper.

If you have any problem voting, call 1-866-OUR-VOTE for help
Unilect Corp.: Unilect Patriot

How to Vote on This Machine:

1. After checking in at the polling place, a poll worker assigns the voter to a specific Patriot voting terminal.

2. Where available, the voter selects his or her preferred language by pressing the appropriate on-screen button.

3. The voter makes each candidate selection by touching anywhere in the box containing that name. As each is selected, a red “x” appears next to the candidate’s name. The voter may navigate forward or back through ballot screens by touching the appropriate navigation boxes at the top of the screen.

4. If a mistake is made, the selected candidate's box may be touched again (de-selecting him or her), and the new candidate selected.

5. Write-ins may be electronically entered by touching the "Write-In" box for a particular office. Immediately the screen changes to display an alphabet, and the write-in name may be spelled by touching the proper letters.

6. When finished voting, the voter presses the "Review Choices" on-screen button. The summary screen will display the voter’s selections made to this point and will highlight those offices which were not completed by the voter. At that point, the voter may press the "Make Ballot Changes" button to return to the ballot or "Record Ballot Now" button to cast his or her ballot.

7. After the “Record Ballot Now” button is pressed, a green screen appears informing the voter that his or her ballot has been cast.

REMEMBER: You have the right to ask for assistance from a poll worker during the voting process. If the poll worker is unable to resolve any machine-related problem you might have, do not cast your ballot on the machine. You can demand to vote on another machine or by paper.

If you have any problem voting, call 1-866-OUR-VOTE for help
Voting Technology Demos

A number of counties and voting machine vendors have published online demos and/or animations to assist voters in voting effectively. We present below a list of the demos we've discovered so far.

- Diebold AccuVote TS and Diebold AccuVote TS-X

- ES&S iVotronic

  State/local guide (including video):
  http://www.srquelections.com/menu_touchscreen.htm
  http://elections.co.miami-dade.fl.us/how_to_vote.html
  http://www.uselections.com/fl/fl-ivotronic.htm

- Microvote MV464
  http://www.sos.state.mi.us/election/votesys/equipment/microvote/

- Sequoia AVC Advantage and Sequoia AVC Edge:
  http://www.sequoiavote.com/democenter.php

- Unilect Patriot
  http://www.unilect.com/demo_0.html

The latest list of online demos is available at:
http://verifiedvoting.org/article.php?list=list&type=63
Election Official Map

If you encounter a problem when trying to register or vote, you can try calling the toll-free Election Protection Hotline at 866-OUR-VOTE (866-687-8683).

Or, if you prefer, you can contact your local election official directly. Below is an example of the election official contact information available online at http://verifiedvoting.org/verifier/index.php?topic_string=1019
Verified Voting Foundation Projects

The Verified Voting Foundation (VVF)’s projects before and during Election Day include the following:

- Election Incident Reporting System
- TechWatch
- Voter Education and Public Awareness Project

Motivation

The Verified Voting Foundation is a nonprofit organization championing reliable and publicly verifiable election systems, particularly the use of a voter-verified paper ballot (VVPB) which enables voters to check that their votes are recorded as intended and makes it possible for election officials to perform mandatory audits and meaningful recounts. The use of VVPBs is important because very few electronic voting systems have paper backups to permit recounts or audits and because of repeated failures and errors with existing e-voting technology in actual elections (see “Electronic Miscounts and Malfunctions in Recent Elections Summary” appendix). Growing awareness of the problem nationwide will permit its resolution, which is critical to the integrity of the election process.

E-Voting Arrives

The landscape of voting is changing rapidly in the United States with concerns of disenfranchisement and reliability of election systems a major topic of public interest since the 2000 presidential election. With the passage of the Help America Vote Act (HAVA) in 2002, states are obtaining federal funds to improve their election systems. Many are purchasing new electronic voting systems even though up-to-date federal standards and guidelines for these systems not yet available. Voters are presented with new election equipment and procedures that can be bewildering. To the extent that it is possible, the Verified Voting Foundation seeks to inform voters about how to navigate through these new election systems to make sure their votes are recorded as intended.

Every Vote Counts

The right to have one’s vote counted properly is a cornerstone of our democratic system. Making sure that our election systems are reliable and publicly verifiable enfranchises voters and increases public confidence and participation in our political process.
Verified Voting Foundation Projects

**TechWatch**

The objectives of the TechWatch project are the following:

- Recruit thousands of technology professionals as verified voting volunteers.
- Train the technology professionals to assist with elections.
- Assist partner organizations in preparing for voting technology issues, particularly electronic voting machine failures or fraud.
- Deploy technology professionals to observe, question, and attempt to improve voting equipment test observations (Logic & Accuracy testing) prior to Election Day.
- Immediate dispatch of technology professionals to polling places to respond to e-voting election incidents as they occur on Election Day in key states nationwide.

**EIRS**

The objectives of the Election Incident Reporting System project are the following:

- Obtain requirements for election monitor reporting activities from voter protection organizations.
- Harmonize election monitor reporting requirements among the organizations so that all organizations benefit from best practices.
- Develop election monitor reporting system prior to November 2004 in cooperation with Computer Professionals for Social Responsibility.
- Reports of meetings with state election officials, local election officials, and Logic & Accuracy testing prior to Election Day.
- Process reports from partner organizations and concerned individuals of incidents occurring at polling places and central vote tallying offices on Election Day.
- Enable immediate dispatch of attorneys and/or technology professionals to the scene of any election incident as appropriate so as to document thoroughly the incident and take any further action required, including potential litigation and/or follow-on policymaking activity.
- Make election incident reports available to media professionals covering the elections.
Verified Voting Foundation Projects

**Voter Education & Public Awareness**

The primary goal of the Voter Education and Public Awareness Program is to provide basic information to voters on how best to ensure their votes are counted as they intended in each election. Specific objectives include informing voters about VVPB laws and regulations, absentee and provisional ballot voting laws and regulations, voting equipment, voting procedures, and testimony about elections problems at polling places. VVF will work with coalition partners to obtain the voter information necessary for the voter education project.

The public awareness component of the program is to create and disseminate public education materials and organizers’ kits to support local voter education efforts focused on ensuring that votes are counted as intended. These materials will include web-based documents, print materials, training videos, and informational videos for the general public.

Supporting technology for the above projects includes--

**The Verifier**

The Verified Voting Foundation provides a web-based tool called “The Verifier” that displays a wide variety of information related to verified voting and voter protection efforts. The election incident information is available by drilling down from a U.S. map to a specific state, and county.