Democracy Suite® EMS ImageCast® Voter Activation User Guide

Version: 5.17-CO::3

April 14, 2023

DOMINION VOTING

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CHAPTER 1: ICVA INTRODUCTION

1.1 Document Use

This document is intended for use with the Democracy Suite® 5.17 platform.

1.2 Relevant Disclaimers

This document may make reference to certain Democracy Suite functionalities that are not part of the current 5.17-CO campaign and should be disregarded throughout the document.

For a full list of relevant disclaimers, please see the "Relevant Disclaimers" section in the *2.02 - Democracy Suite® System Overview* document.

1.3 Overview

The ImageCast Voter Activation (ICVA) application is a polling location tool which allows the poll workers to program smart cards for voters. The smart cards are be used to activate voting sessions on the following devices:

- ImageCast Evolution (ICE)
- ImageCast X (ICX)

The ICVA application depends on the following prerequisites being installed on the same computer:

- The driver for the qualified Smart Card Reader
- The DVS Smart Card Helper Service

When the ICVA application first runs, it reads in a list of activation codes for the election, by polling location. Once the initial configuration is performed and the polling location is identified by the poll worker, the application will be waiting idly for smart cards to programmed and/or read.

The application can program new or overwrite used smart cards, with activation codes chosen by the poll worker.

CHAPTER 2: ICVA CONFIGURATION

This chapter describes how to correctly configure the ICVA application for use at the polling location.

2.1 Running the Application for the First Time

When running ICVA for the first time, several configuration steps are required.

1. To start the application, double-click the **ICVA** shortcut located on the desktop.
2. When the application starts, the user will be prompted to insert the Poll Worker smart card (Figure 2-1), in order to authenticate the user.

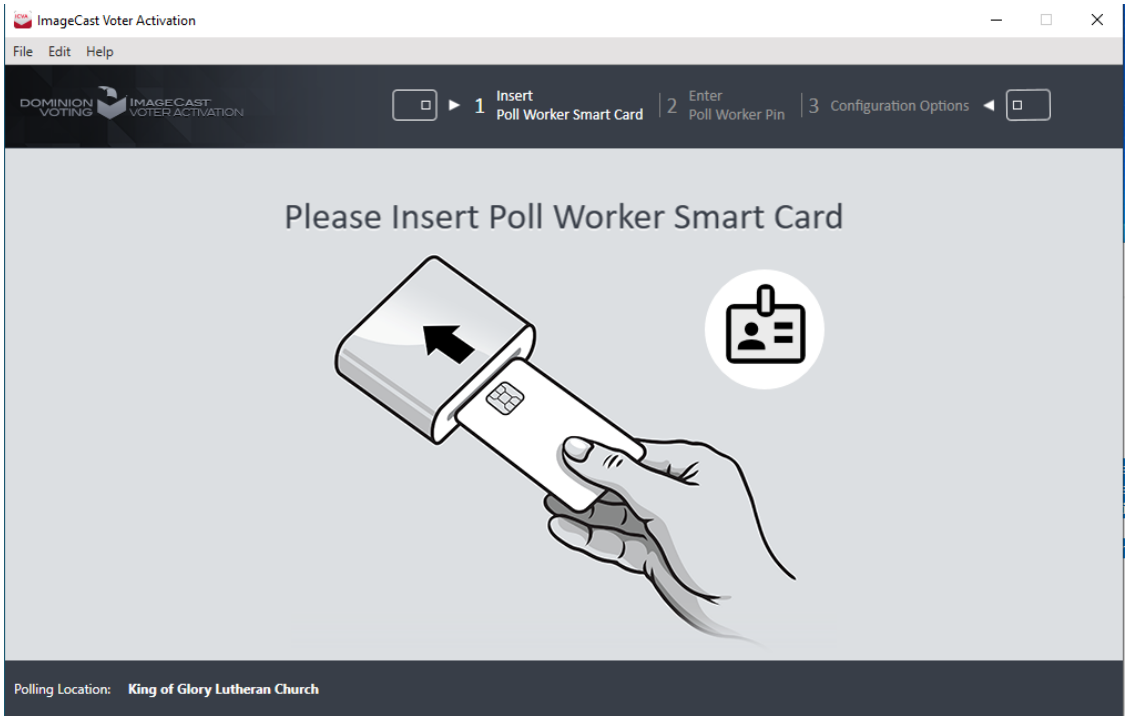

Figure 2-1: Insert Poll Worker Smart Card screen

3. When the card is inserted, the application will prompt the poll worker for the PIN (see Figure 2-2), in order to perform authentication.

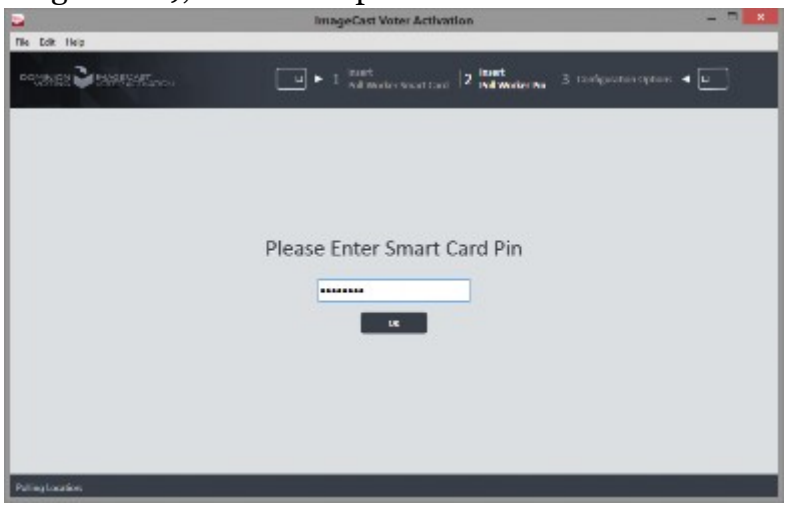

Figure 2-2: Enter Poll Worker Pin screen

4. When the poll worker is successfully authenticated, the application prompts the user to identify the activation code configuration file (see Figure 2-3) which the application should refer to. This file is exported from the election definition project from the EMS Election Event Designer (EED) application.

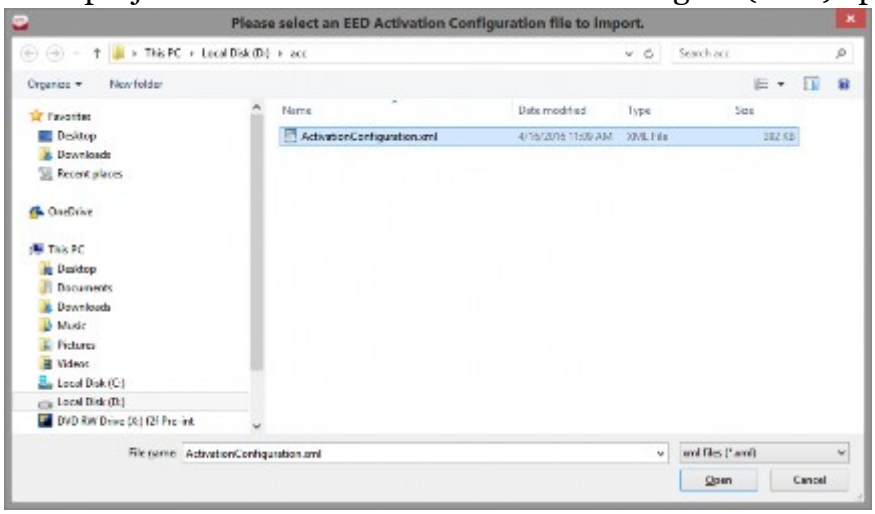

Figure 2-3: Browse to Activation Code Configuration File screen

5. If you have already created this file in EED and imported in ICVA, skip to step 8. Otherwise, open the election project in EED on your EMS workstation, and perform the next two steps.

6. In the Election Project menu, select the **Export** menu item and click the **Activation Configuration** item (see Figure 2-4).

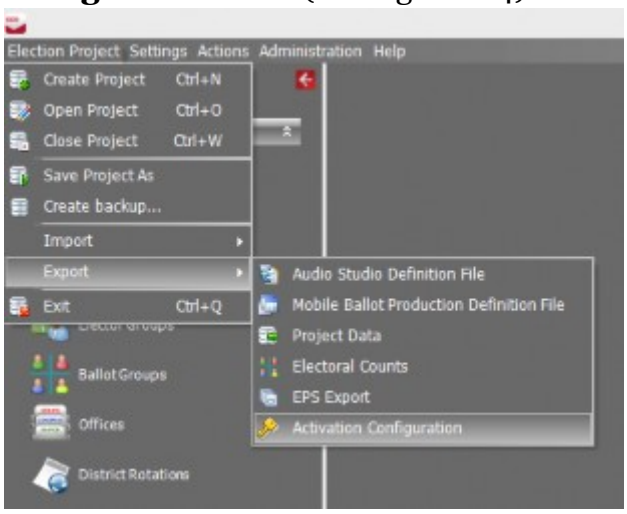

Figure 2-4: Exporting the Activation Code Configuration File screen

7. In the Save As dialog (see Figure 2-5), navigate to the location where the file should be saved, and click **Save**. This file must be transported to the polling location computer where ICVA is running.

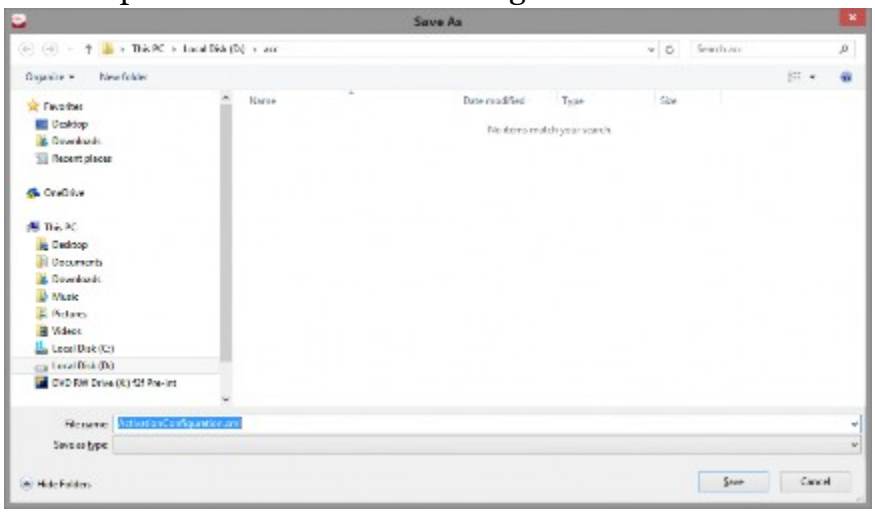

Figure 2-5: Saving the Activation Code Configuration File dialog

8. The user must indicate the polling location they are at in the configuration screen.
9. When all the settings have been applied, click **Save**.

   NOTE: If there is only one polling location it will be selected automatically and Configuration Options screen will not be displayed (see Figure 2-6).

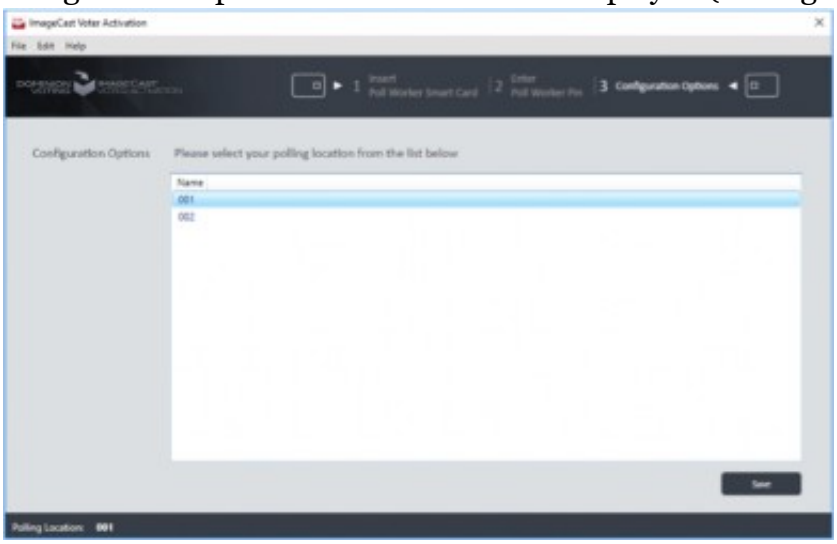

Figure 2-6: Configuring ICVA screen

The required configuration steps are now completed, the application is ready to accept voter smart cards for programming or reading. The following section, “Requiring Activation Code Entry” on page 6, describes an optional preference setting that affects the voter smart card activation process.

2.2 Requiring Activation Code Entry

During the voter smart card activation process, the poll worker can either enter the activation code or select the code from a listing. To increase the accuracy of selecting activation codes, you can configure ICVA to require the code be entered and disable the ability to select the code from a listing

To require the activation code entry:

1. At the top menu bar, click **Edit** > **Preferences**.
   You are prompted to insert the Poll Worker smart card.
2. Insert the Poll Worker smart card.
3. At the *Please Enter Smart Card Pin* screen, enter the PIN, then click **OK**.
4. At the *Preferences* screen (see Figure 2-7), select the **Require Activation Code Entry** check box, then click **OK**.

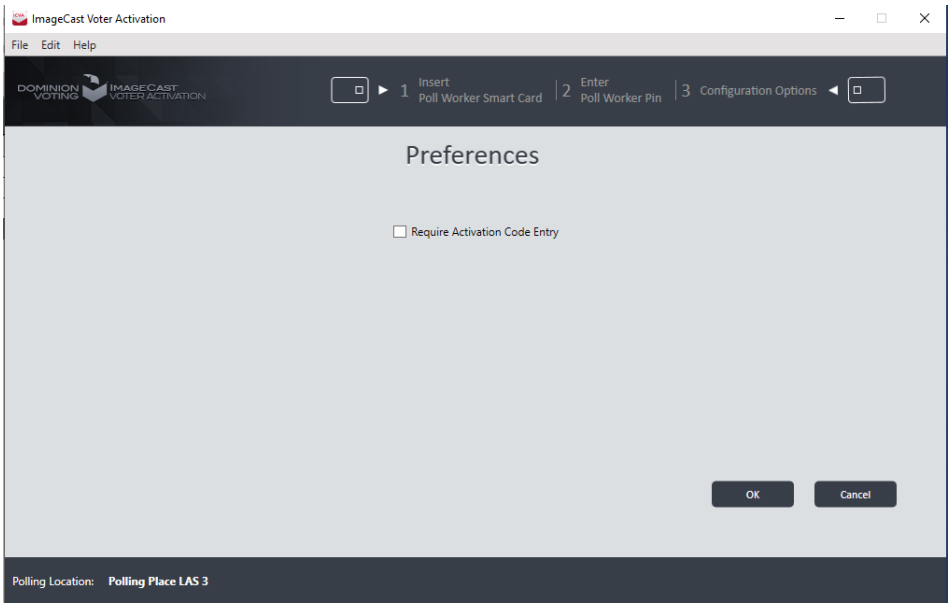

Figure 2-7: Preferences screen

2.3 Voting Modes

It is possible to choose different voting modes for ICVA.

The following modes are available:

- None (default).
- Provisional.
- Challenged.

1. To access these settings in EED go to Settings > Project parameters (see Figure 2-8) (Be sure to be in Ballots Generated status).

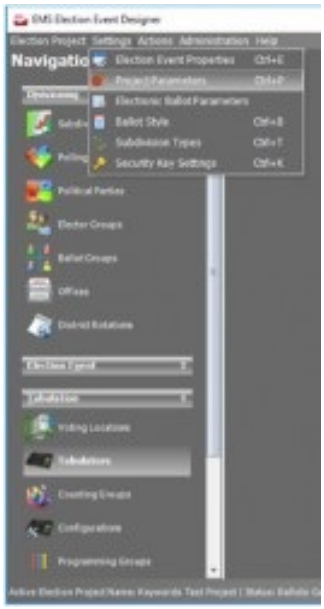

Figure 2-8: Location of Project Parameters in EED

2. In the Project Parameters screen on the General tab there is a drop-down menu for selection of the Voting Mode called **Conditional Voting Mode** (see Figure 2-9).

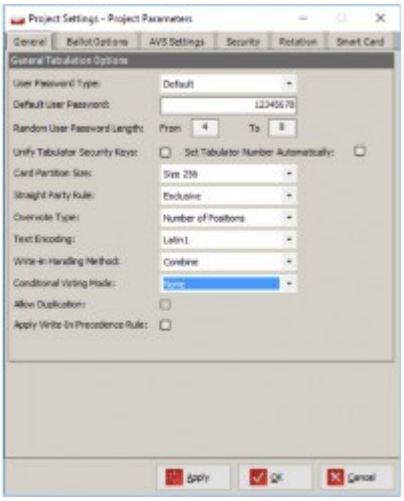

Figure 2-9: Conditional Voting Mode in Project Parameters screen

3. Export of Activation Configuration is required after changing previously set mode.

Chapter 3: Activating and Reading Voter Cards

When the ICVA application has been started, and configured properly, it will be waiting for the first Voter smart card to be inserted for programming.

The method for selecting the activation code is determined by a preference setting. One method gives the poll worker two options: entering the activation code or selecting the code from a listing. Another method disables the listing and requires entering the code. For more information on this preference setting, see “Requiring Activation Code Entry” on page 6.

The following steps describe the typical card activation and reading cycle.

1. A prompt will be displayed (see Figure 3-1) to the poll worker, asking for a voter smart card to be inserted.

Figure 3-1: Insert Voter Smart Card screen

2. At the *Activation Codes* screen (see Figure 3-2):
   - In the provided field, enter the activation code and press **Enter**, or
   - If available, select the correct activation code from the listing.

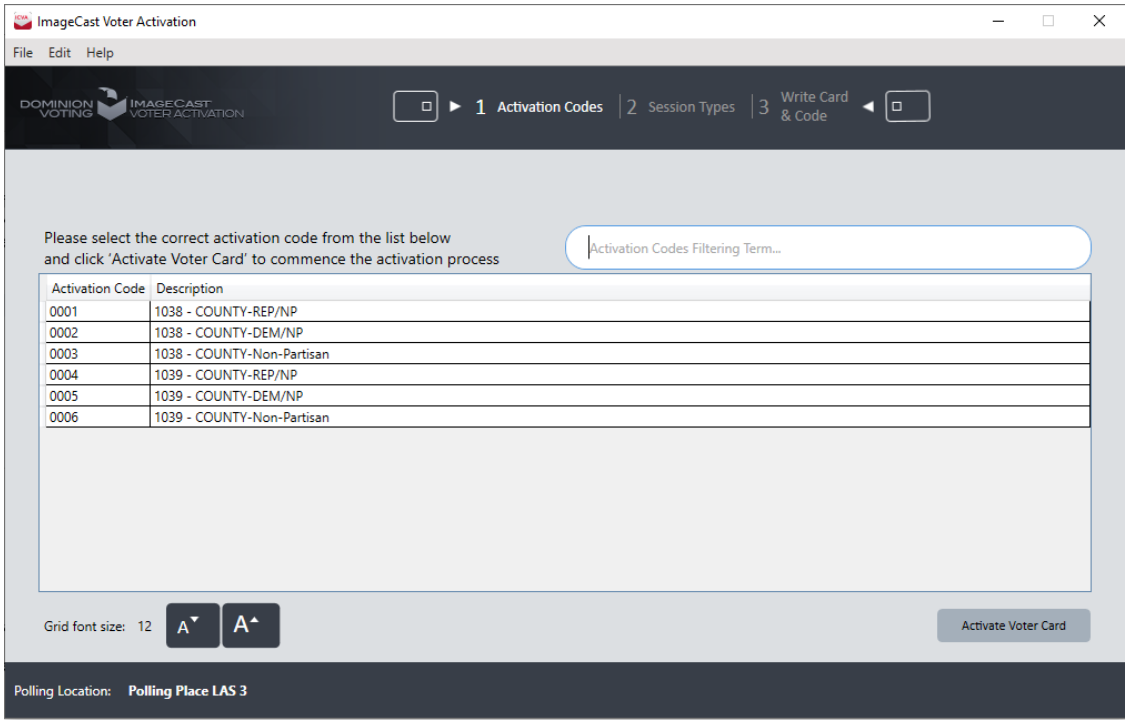

Figure 3-2: Selecting a Voter Session Activation Code screen

3. Click **Activate Voter Card.**
4. If the card is not empty the current content of card will be presented in the bottom right corner of the screen.
   The following content is provided:
   - Status
   - Activation Code
   - Creation Time

   The possible card statuses are:
   - Not Voted
   - Logged in
   - Language Selection
   - Party Selection

- AVS Device Selection
- Ballot
- Review
- Voted

To review all voter session data click on **Review** button. For more information, see “Reviewing and Canceling a Voter Session” on page 13.

5. If ICVA has been configured to support activation of Accessible Voting Sessions (AVS) at the polling location where it is running (see section *Running the Application for the First Time*), the poll worker will be prompted to choose the type of session to activate (see Figure 3-3): Standard or Accessible. Click the button representing the correct session type for the voter to move to the next step.

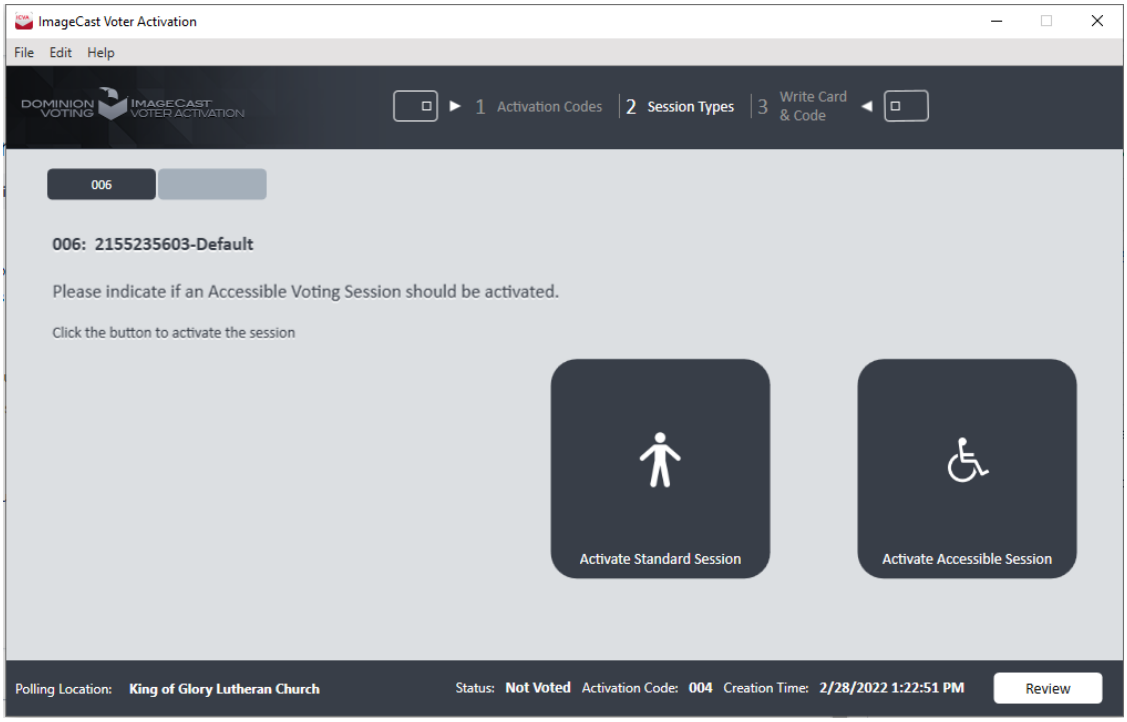

Figure 3-3: Indicating if Voter Session is Accessible screen

If ICVA has been configured to support provisional or challenged voting at the polling location where it is running (see section *Voting Modes*), the poll worker will be prompted to choose the type of session to activate: Regular, or, depending on the type of conditional voting in the project configuration, Provisional or Challenged. Click the button representing the correct session type for the voter to move to the next step.

6. When the Poll Worker finishes choosing the session types, the application will start writing the data to the card (see Figure 3-4).

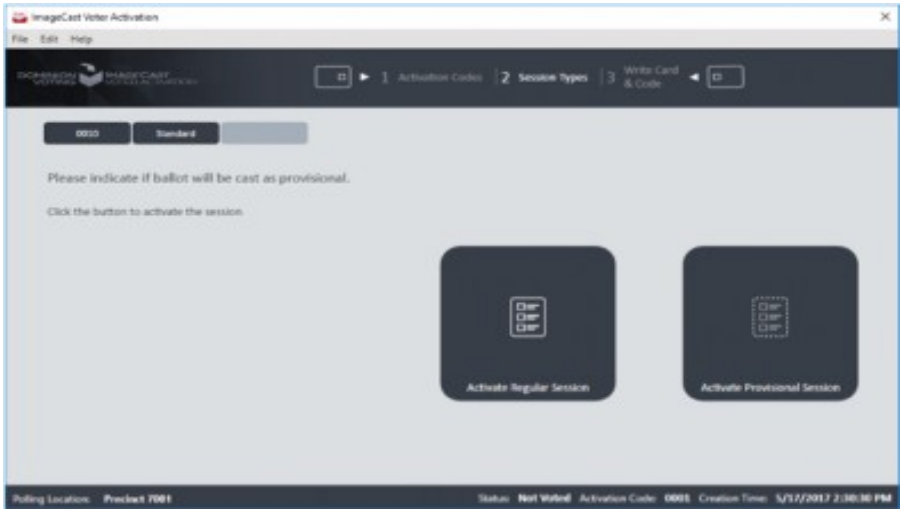

Figure 3-4: Indicating if Voter Session is Provisional or Challenged screen

7. The application will indicate that the selections are currently being written to the voter card, and the user will be instructed not to remove the smart card (see Figure 3-5).

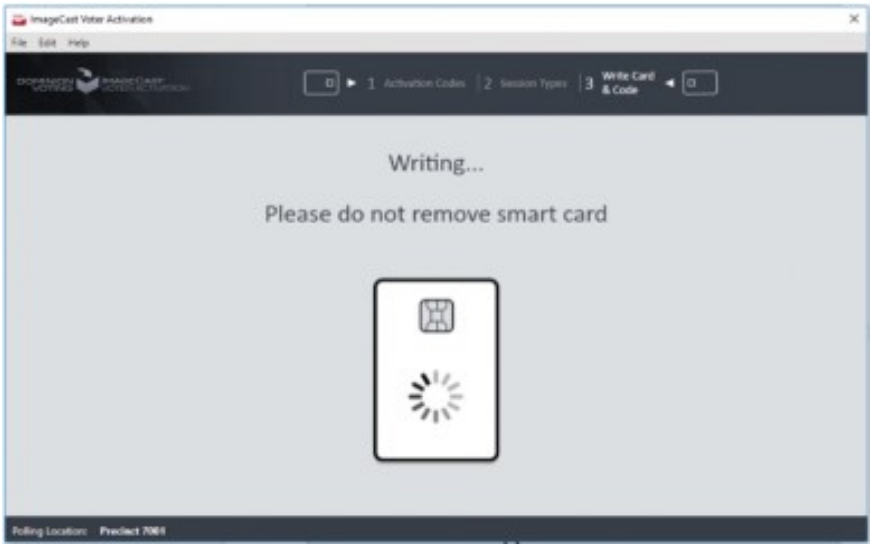

Figure 3-5: Programming Voter Card screen

8. If ICVA has been configured to support provisional or challenged voting at the polling location where it is running (see “Voting Modes” on page 6), the poll worker will receive a unique code that needs to be written together with the voter’s name.
   For provisional voting, Activate Provisional Session must be selected to receive this code as shown in Figure 3-6.

Figure 3-6: Code needs to be written together with voter’s name screen

9. The application will inform the user that the card has been successfully programmed (see Figure 3-7).

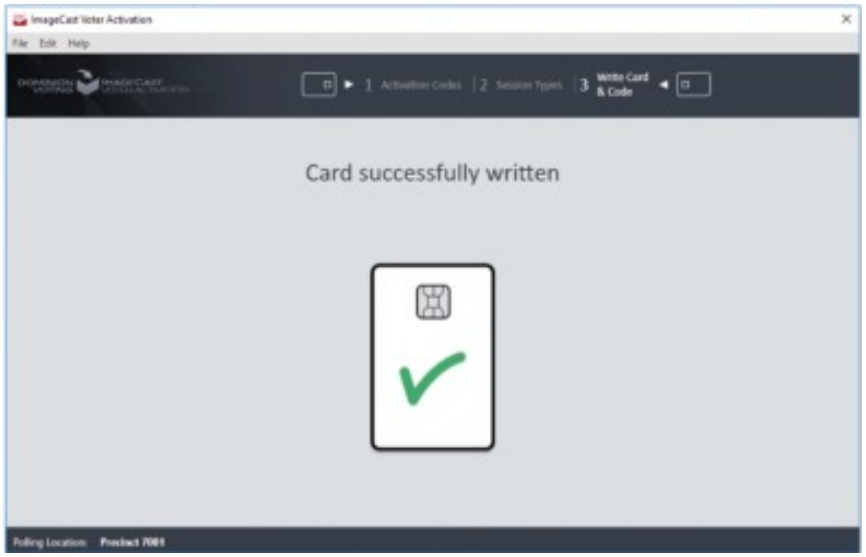

Figure 3-7: Card Successfully Written screen

10. The application will prompt the user to remove the smart card (see Figure 3-8). When removed, the application will be waiting for a voter card to be inserted.

Figure 3-8: Remove Written Card screen

3.1 Reviewing and Canceling a Voter Session

If the inserted voter card is not empty (contains voter session), the poll worker can review the current voter session by clicking **Review** in the bottom right corner.

The voter session data, which exists on the card and voter session activation status from the **Session** report, will be displayed.

In cases where a voter may flee prior to voting, or a card is inactivated in error, the poll worker can mark the current active voting session in the **Session** report as canceled/no longer active by clicking on **Cancel Session** button. If the voter session is canceled, cancellation time will be displayed.

After reviewing current voter session, the poll worker can either activate the voter card or exit the voter card (see Figure 3-9).

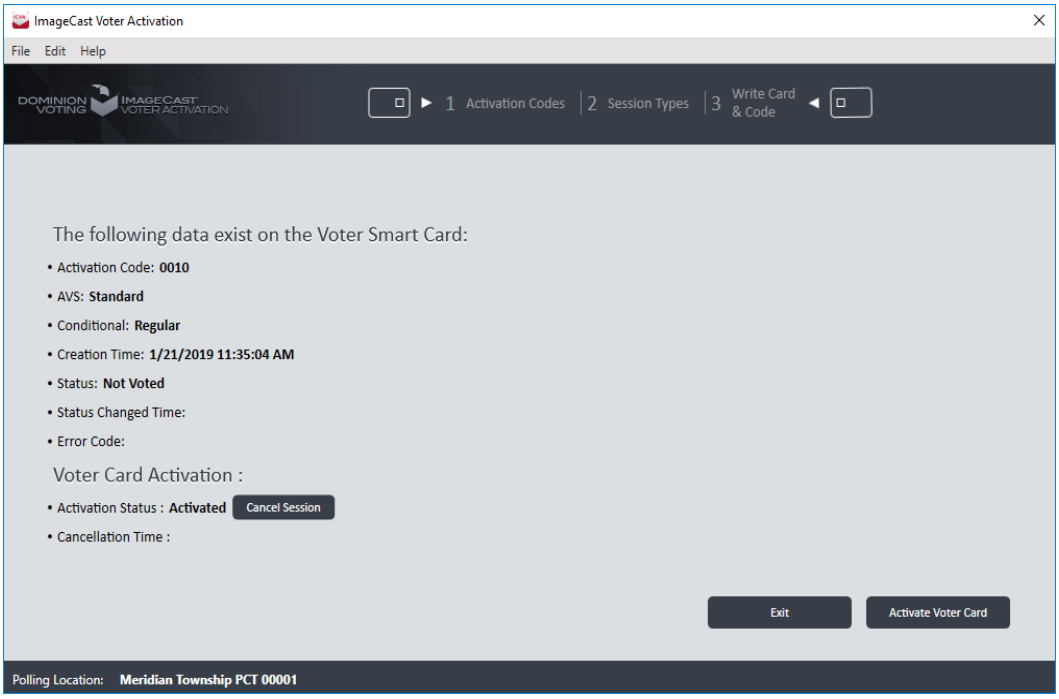

Figure 3-9: Reviewing and canceling current voter session

3.2 Error Codes

The following is a list of error codes written on the Voter's smart card with their description:

0 - Initial state (there is no error)

10 - Card data error

11 - Challenge Code is not present

12- Provisional Code is found but it should not be

20 - Invalid Ballot

21 - Invalid session Id

22 - Invalid verification code

30 - Error loading the election data

31 - Retry connection dialog displayed

40 - Already voted

41 - The voter card with an already initialized voting session

50 - Failed to initialize TTS engine

60 - Business Rule Violation

69- No Ballot image .png

70 - Cast Ballot Error

71 - No Ballot Header png

72 - Cast Ballot Error creating electronic ballot failed

73 - Cast Ballot Error sending data to printer failed

74 - Cast Ballot Error Printer not found

75 - Cast Ballot Error Printer Door Open

76 - Cast Ballot Error Printer Paper Jam

77 - Cast Ballot Error Printer Toner Issue

78 - Cast Ballot Error Printer Unexpected Paper Size

79 - Cast Ballot Error Printer Internal Error

80 - Cast Ballot Error Printer Load Paper

81 - Cast Ballot Error Printer Hardware Error

82 - Cast Ballot Error Printer Operator Intervention Required

83 - Print Ballot document could not be created

84 - Cast Ballot Error Vote was not counted but the application has already changed the voter card status to “CAST” and an end voting time and tabulator number have been inserted.

85 Cast Ballot Error Printing is Canceled by the User

90- Unknown Session Code

CHAPTER 4: VIEW SESSION REPORT

The Session Report contains the number of activated smart cards.

To open the View Session Report, perform the following steps:

1. Expand the **File** menu and click the View Session Report menu item.
2. Session Report screen will appear (see Figure 4-1).

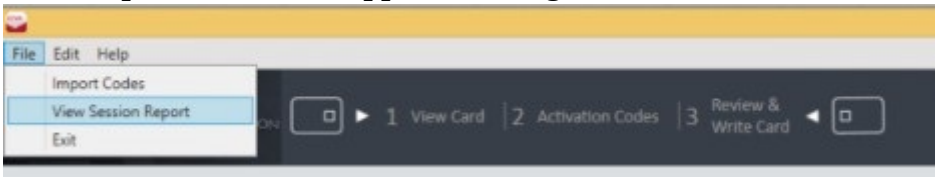

Figure 4-1: View Session Report menu screen

3. The total number of activated voter cards and number of activated cards in the current session are displayed at the top of the report. Furthermore, report shows number of activated cards which are canceled.

For each burned smart card included in the Session Report, a Report Grid (table) is produced (see Figure 4-2) containing the following fields:

- **Activation Code**: The value of the activation code stored on the smart card.
- **Session Start Time:** The time when the session started.
- **Write Time:** The time when the session ended.
- **AVS support** (Optional).
- **Conditional/Challenged smart card settings** (Optional)
- **Canceled**: If voter session is canceled, the time when voter card session is canceled.
- **Error Code:** If the voter session is canceled, or there is an error during the voter session, an error code will display.

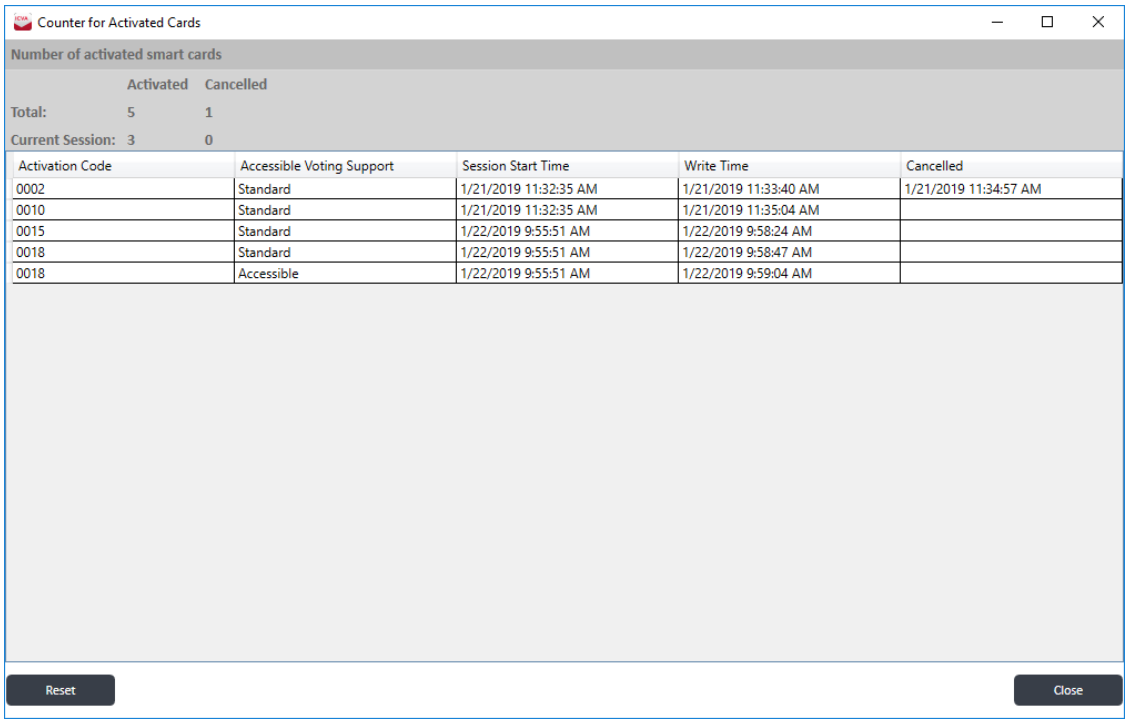

Figure 4-2: Counter of Activated Cards screen

A user can reset (delete) all the content by clicking **Reset**. The user can also close the report by clicking **Close**.

REVISION HISTORY

Rev.	Date	Summary
3	04-04-2023	• Revisions based on CO feedback
2	04-05-2023	• Revisions based on CO feedback
1	02-14-2023	• Branched for 5.17-CO

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