Poll Worker Training: Election Day

Sample County · Built from the state's Polling Place Procedures Manual (DS-DE 11, Eff. 07/24)

For clerks and inspectors · Follow your county's equipment training · **[NEED: date]**

[Your office logo here: use the real file]

DRAFT FOR REVIEW · SAMPLE training deck. Sample County is fictional. Source: Polling Place Procedures Manual, DS-DE 11, Eff. 07/24.

Part 1: Opening the polls

Before 7:00 a.m.: arrive, set up, and get ready

Arrive and get ready

- Arrive by 6:00 a.m. **[NEED: Sample County report time]**
- Polls must be ready and open by 7:00 a.m.
- Check that every poll worker signed the oath
- Compare ballots with the sample ballot; certify it in writing
- Set up equipment: follow your county's equipment training

Set up for every voter

- Set up the accessible voting equipment, even if no one is expected to use it
- Place booths so voters can't see each other's ballots
- Keep paths and doorways clear; check the lighting
- Post required signs in English and Spanish
- Mark the 150-foot no-solicitation zone

While the polls are open

- Stay nonpartisan: no campaign buttons, shirts, or hats
- Don't discuss candidates, parties, or issues
- Stay off personal phones; focus on voters
- Candidates and media may come in only to vote
- No photos, except voters photographing their own ballot

Part 2: Checking in voters

Precinct register, photo ID, signature, and address

Photo ID and signature

- Voter shows a current, valid photo ID with a signature
- No signature on it? Ask for a second ID that has one
- No photocopies or electronic images of an ID
- Compare the photo, then compare the signatures
- Signatures differ? Voter completes a signature affidavit

Can't find the voter?

- Scan the driver license or state ID first, if your e-poll book can
- Try name variations: hyphens, two last names, accents, Jr. or Sr.
- Ask whether the voter's name or address changed
- No change? Call the Supervisor's office
- Still can't confirm? Offer a provisional ballot

Address and name changes

- Ask every voter about address changes
- Moved within the county? Fill out an address change affirmation
- New precinct on Election Day? Direct the voter to the right polling place
- Name changed? Affirmation or registration form first
- Address protected? Use your Supervisor's private process

Knowledge check 1

A voter shows a student ID (ends 2027) with a photo but no signature. What do you do?

A. Turn the voter away.

B. Ask for a second ID that shows the voter's signature.

C. Accept it. The photo is enough.

Answer and manual page: see the speaker notes.

Part 3: Special situations and voters who need help

Provisional ballots, mail ballots, spoiled ballots, and assistance

Provisional ballots: when

- No acceptable photo ID with a signature
- Can't find or confirm the voter's registration
- Voter was challenged, or the register flags possible ineligibility
- Can't confirm whether a mail ballot was received
- You can't reach the Supervisor's office

Provisional ballots: the steps

- Voter completes and signs the certificate in front of you
- You sign it too: election date, precinct or ballot style, reason
- Voter seals it: secrecy envelope inside the provisional envelope
- Give the voter the written Notice of Rights
- Never tabulate a provisional ballot at the polls

Mail ballot voters at the polls

- Brought the mail ballot? Cancel it, then the voter votes
- Didn't bring it? Call the office to check if it was received
- Office hasn't received it: the voter votes a regular ballot
- Received, or can't confirm: provisional ballot
- A mail ballot never goes into the voting booth

Spoiled and abandoned ballots

- Mistake? If the ballot isn't cast yet, the voter gets a new one
- Up to 3 attempts, including the first
- Spoil it: notch, cut, or tear through the timing marks
- Ballot left behind? Put it in an "unscanned ballot" envelope
- Never tabulate an abandoned ballot at the polls

When a voter asks for help

- Any voter may get help, for any reason
- No employer, employer's agent, or union rep as helper
- Voter and helper fill out the assistance declarations
- Poll workers help in pairs: different parties, if present
- Never suggest how to vote

Voters with disabilities

- Speak directly to the voter, even with a companion or interpreter
- Ask before touching a wheelchair, cane, or walker
- Don't pet or distract a service animal
- Offer the accessible voting equipment
- Use people-first language: "a person who uses a wheelchair"

Upset voters and emergencies

- Stay calm and keep your voice down
- Listen, and try to find a solution
- Voter very angry or threatening? Get the clerk or deputy
- Emergency: call 911, then the Supervisor's office
- Write down what happened and how it was resolved

Knowledge check 2

A voter asked for a mail ballot but didn't bring it. The office can't tell if it was received. What happens?

A. The voter can't vote today.

B. The voter votes a regular ballot.

C. The voter votes a provisional ballot.

Answer and manual page: see the speaker notes.

Part 4: Closing the polls

7:00 p.m. until everything is back at the office

7:00 p.m.: closing the polls

- Announce that the polls are closed and anyone in line will vote
- Mark the end of the line, such as the deputy behind the last voter
- Don't shut down equipment until everyone in line has voted
- Secure the equipment: follow your county's equipment training

Account for every ballot

- Match every ballot to the number the office issued
- Match voters signed in to ballots cast plus provisional ballots
- Check emergency and auxiliary bins for voted ballots
- Numbers don't match? Recount, then report it in writing
- No more than 3 people near the officials while reconciling

Return everything

- Post the results at the polls as each count is finished
- Clerk and inspectors sign the certificate of results
- Seal ballots, stubs (ends 2027), and papers for the Supervisor's office
- Provisional ballots stay sealed and go back to the office
- Registration books and poll lists: not in the ballot boxes

Knowledge check 3

It's 7:00 p.m. and 12 voters are still in line. What happens?

A. Close the doors. The polls are closed.

B. Everyone already in line votes. Mark the end of the line.

C. Everyone still in line votes a provisional ballot.

Answer and manual page: see the speaker notes.

Sources

- Polling Place Procedures Manual (Form DS-DE 11, Eff. 07/24), adopted by Rule 1S-2.034, F.A.C. Page numbers in the speaker notes refer to this edition. Get the current edition from the Division of Elections Forms page: dos.fl.gov/elections/forms-publications/forms/
- s. 100.011, F.S. (polls open 7 a.m. to 7 p.m.; voters in line at closing still vote)
- s. 102.014, F.S. (training before each election, minimum hours, disability etiquette training)
- Voting equipment steps are not in this deck. Follow your county's equipment training.
- Items marked [NEED: …] come from Sample County's own approved materials.