



## Quick Guide – Modern Polling

### Start of the day

- Take your time processing the first few electors and ballots, to gain confidence.
- If something does go wrong during the day, don't panic. We're here for you.
- The Election Manager can raise a case if needed.

### Clicked on the wrong Modern Polling app

- Ensure you tap on the Modern Polling app icon 
- If you accidentally tapped on the icon with a medical case, just go back to home screen and select the Modern Polling app 

### Search the register of the polling station

- The search needs to match exactly to the register. If misspelt, it will not find the elector.

### Search the full register

- You must first use the search register function. If this does not display the elector, then press the Search Other Stations button. This will require an online search so may take time to process if you have poor internet connectivity.

### Clear desk

- Please do not have anything sitting on the desk that the camera could pick up, like Electoral Commission guidance or a bottle with a barcode.

### Adding notes to the BPA (Ballot Paper Account)

- Polling Clerk (PC): add note, press 'Update Report', BPA Submitted Successfully message shown, continue to work on.
- Presiding Officer (PO): notes should only be added at end of night. If they need to be added throughout the day, add note, toggle and press Submit Report, BPA submitted Successfully message is shown, you will be logged out, you must log back in to continue working.


### Submit BPA

- It must be the Presiding Officer that submits the BPA at close of poll, it does not work for Polling Clerk.
- If you submit the BPA early, work on and remember to submit again at close of poll.

### View CNL

- View CNL (Corresponding Number List) is provided to view the details only.
- If you need to Edit the CNL, you must call the Election Manager and raise a support case providing details of the edit required.

### iPad reverts to iPad home screen after entering One-Time Passcode (OTP)

- Restart the iPad.
- Log into the iPad.
- Tap on the Modern Polling app   
The app will open and work as normal.
- Inform your Election Manager, they need to raise a support case for investigation