



# ALABAMA

Photo Voter Identification Card System

## User's Guide Training Course



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Police & Sheriffs Press, Inc.

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# Issuing a New Voter ID

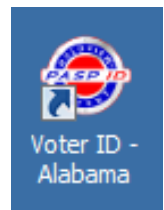
## Starting the Alabama Voter ID System

To start issuing a Voter ID, open the Alabama Voter ID Card System and log on using your User ID and Password. Start by making sure the webcam is plugged into the computer and the printer is also connected to the computer.

The user guide covers all the steps and guidelines you will need to successfully start using the Alabama Voter ID Card Software.

### Step 1: Opening the Alabama Voter ID Card Software

If the Operating System on your computer is Window XP or Windows 7, double click on the **Voter ID – Alabama** on your desktop. If your computer is running Window 8, click on the **Voter ID – Alabama** on the start screen.



### Step 2: Logging onto the Alabama Voter ID Card Software

After opening the Alabama Voter ID Card Software, the log on window will open. Enter your user name and password, and then click on **Login** to start using the software.

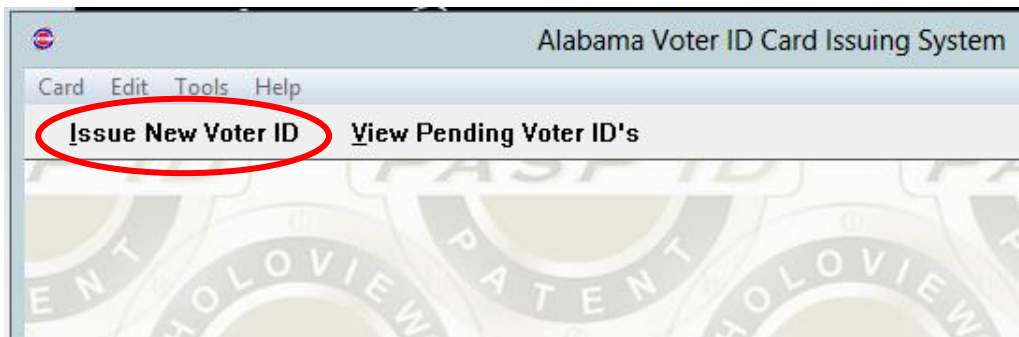
A screenshot of the Alabama Voter ID Card System login window. The window has a yellow border and a light gray background. On the left side, there is a large circular logo with 'HOLOVIEW' at the top, 'PATENT' at the bottom, and 'PASP ID' in the center. To the right of the logo, there are two input fields: 'User ID:' with the text 'jwood' and 'Password:' with a masked password. Below these fields are two buttons: 'Login' and 'End Program'. In the center, the text 'Alabama Voter ID Card System' is displayed, followed by 'Powered by Vivax Corporation' and 'Version 1.00.002'. At the bottom, there is a yellow banner with contact information for 'The Police & Sheriffs Press, Inc.' and licensing details. The banner includes the phone number '912-537-0780 | 800-707-3080', the copyright notice 'Copyright © 2014 Vivax Corporation ALL RIGHTS RESERVED', the license to 'The Police & Sheriffs Press, Inc.' with serial number '#00301000001', and the source path 'Source: C:\ProgramData\Vivax\Card Order System'.

# Entering Required Voters ID Information

If only one of the registrars is present when an unregistered person comes to register to vote, you can still proceed with the voter ID process and save the information and photo of the unregistered person until the second registrar is available for the second registrars' signature. After both signatures are received, you will be able to retrieve the saved unregistered person's information and submit it to the PASP server for printing. This process keeps the unregistered person from making another trip to your office.

## Accessing the Issue New Voter ID screen.

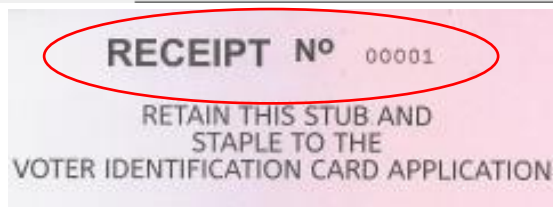
After you have logged on, you will see the main menus **Card**, **Edit**, **Tool** and **Help** on the top bar and below them is the **Issue New Voter ID** button. To start the process click on the button **Issue New Voter ID**.



The **New Voter ID Card** window will appear after clicking on the **Issue New Voter ID** button. In this window you will be able to enter all the required information of the Voter. You must also enter your County Number and County Name. The county information will also be printed on the Voter's Card.

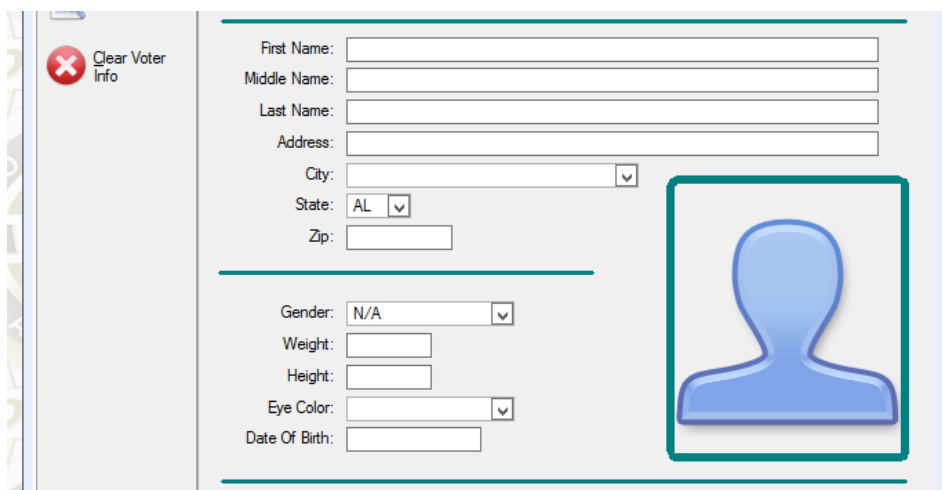
## Entering County Information

The first section in the **New Voter ID Card** window is for entering your County Number and County Name. Next, you will enter the TVIC (Temporary Voter Identification Card) Number. This number can be found on the TVIC receipt form that you will use to print a temporary Voter ID. It is very important that the TVIC number you enter is exactly the same number as on the TVIC receipt form. Each TVIC form has a unique number.

A screenshot of the 'New Voter ID Card' window. The window title is 'New Voter ID Card'. Below the title bar, there is a green header with the text 'Please fill in the following data to print a Voter ID...'. On the left side, there are two buttons: 'Take Photo' and 'Preview ID'. On the right side, there are three input fields: 'County Number' with the value '04', 'County Name' with the value 'AUTAUGA', and 'TVIC Number' which is currently empty. The 'TVIC Number' field is circled in red. There is also a checkbox labeled 'Delay Submission - Pending Approval' which is currently unchecked.

## Entering Voters Information

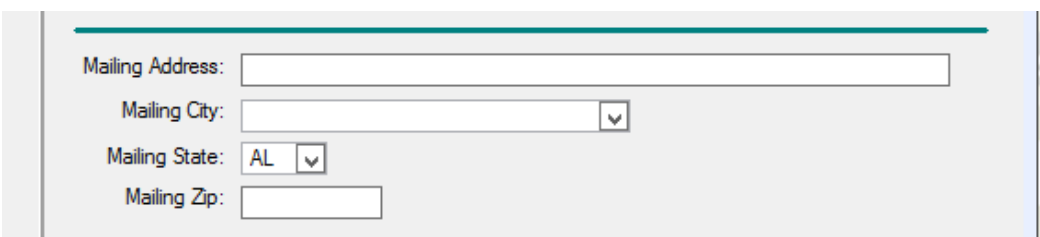
On the next section in the **New Voter ID Card** window you will enter the Voter's information such as full name, address, date of birth, etc. All fields are required except the Middle Name field.



A screenshot of a web form titled "New Voter ID Card". On the left, there is a red "X" icon and a button labeled "Clear Voter Info". The form contains several input fields: "First Name:", "Middle Name:", "Last Name:", "Address:", "City:" (with a dropdown arrow), "State:" (with a dropdown menu showing "AL"), "Zip:", "Gender:" (with a dropdown menu showing "N/A"), "Weight:", "Height:", "Eye Color:" (with a dropdown arrow), and "Date Of Birth:". To the right of these fields is a large blue placeholder icon for a photo, outlined in green.

## Entering Voters Mailing Address

When you entered the Voter's address in the third section, the mailing address section (section four) will automatically be filled in with that information. If the mailing address is different from their physical address, you can click on the mailing address box and change the information.



A screenshot of the "Mailing Address" section of the form. It includes input fields for "Mailing Address:", "Mailing City:" (with a dropdown arrow), "Mailing State:" (with a dropdown menu showing "AL"), and "Mailing Zip:".

## Capturing Voter's Photo

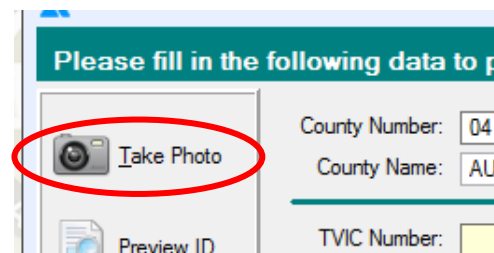
Review the voter's information by asking the Voter again to state their full name and address for your confirmation. Get ready to start the photo taking process.

### Getting Ready

Before capturing the Voter's photo, first make sure that your webcam is still plugged into your computer. Look at the Voter to see if they are wearing any inappropriate items like dark glasses, caps, etc. or have something covering their eyes. If they do, please ask them to remove.

Also, make sure they are standing or sitting at an arm's length in front of the webcam. The background has to be the approved light blue color.

Click on **Take Photo** to open the **Getting a Photograph** window.



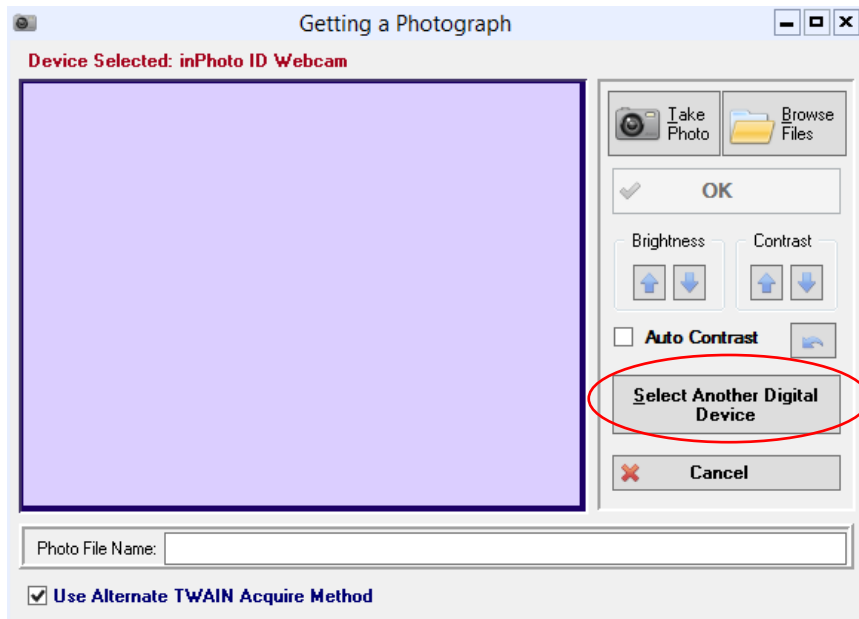
A screenshot of a window titled "Please fill in the following data to p". It features a "Take Photo" button with a camera icon, which is circled in red. To the right of the button are input fields for "County Number:" (04), "County Name:" (AU), and "TVIC Number:". Below the "Take Photo" button is a "Preview ID" button with a document icon.

## Selecting the Right Webcam

If this is the first time you are issuing a Voters ID on this computer, complete step 1 and step 2 below. Otherwise skip to step 3.

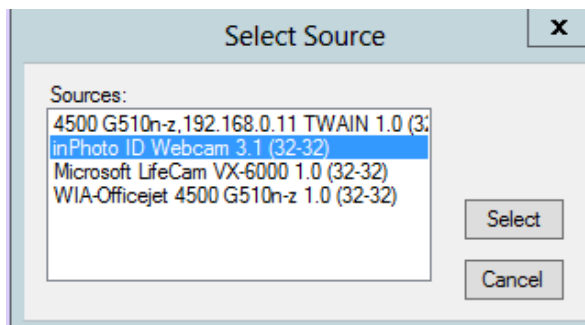
### Step 1

Once the Getting a Photograph screen is open, click on the **Select Another Digital Device** to open the **Select Source** window.



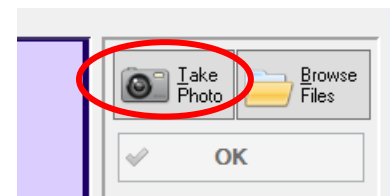
### Step 2

In the **Select Source** window, choose the **inPhoto ID Webcam** and click on **Select**.



### Step 3

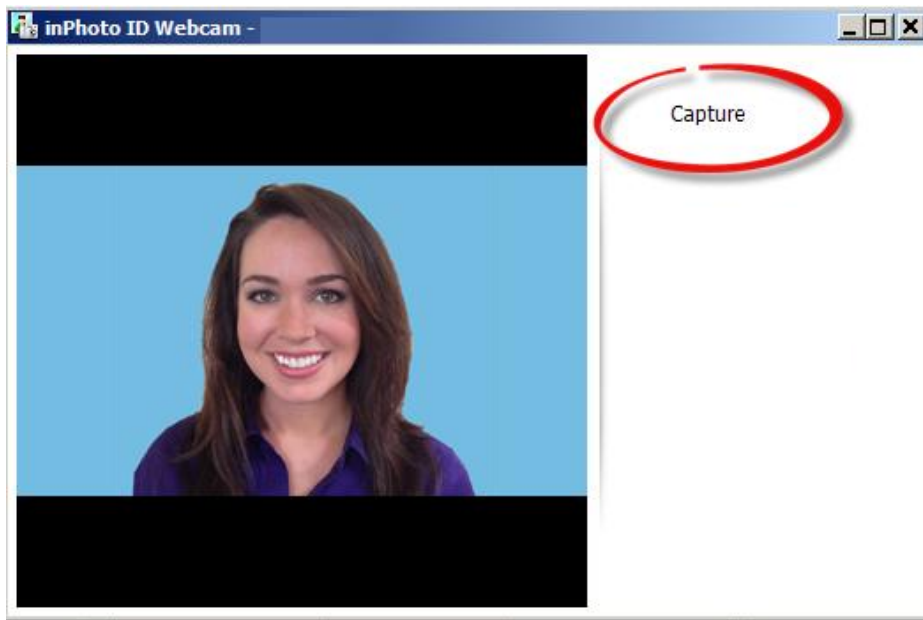
After selecting the inPhoto ID Webcam you will be brought back to the **Getting a Photograph** window. Click on **Take Photo** button located at the top right of the window.



## Capturing the Photo

After clicking on the **Take Photo** button, the **inPhoto ID Webcam** window will appear. At this point you should be seeing the Voter's image on your screen. You can adjust the webcam to get a better angle of the Voter if needed. Make sure the lighting is good and the photo looks good before clicking on Capture.

Click on **Capture** to take the photograph.

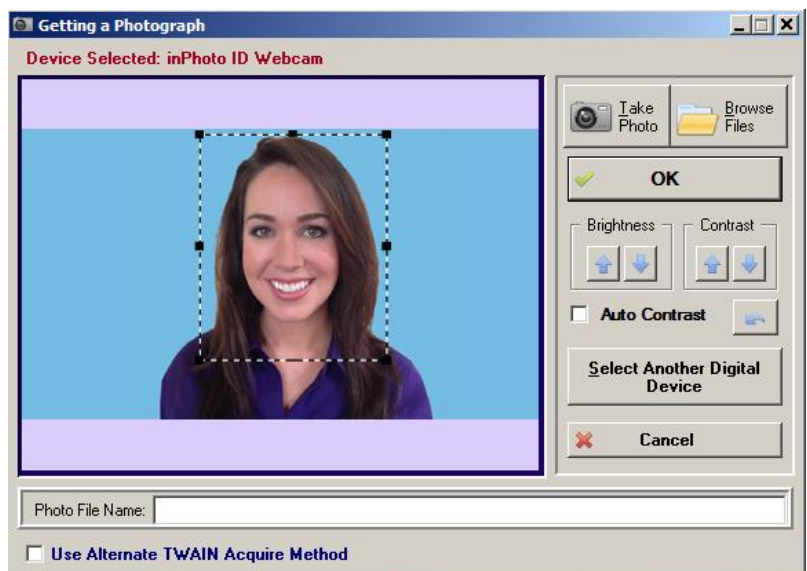


## Editing the Photo

After capturing the photo you will be returned to the **Getting a Photograph** window showing the captured photograph. Here you can crop, adjust brightness and adjust contrast of the photo before printing it.

You will also see a rectangle with dots (called cropping marque), this allows you to set the area of the photo you want to keep. It may not be positioned properly. Move the marque box to center the Voter's face. To move or resize the marque, click and hold any of the larger black square dots and move your mouse.

Click **OK** when you are done.



### Cropping the Photo

The face of the Voter should be the primary focus of the photo. Crop the photo to show the full face of the Voter. Move the black square dots on the top of the head as close as possible to the Voter's hair without cropping their hair. Do the same for the left and right black square dots.

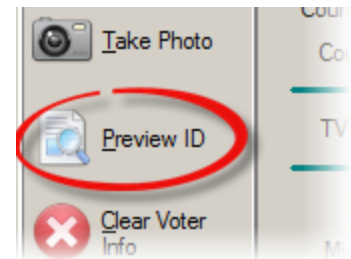
Move the black square dots on the bottom of the photo just below the neck. Remember you want to take a head shot only.



### Previewing & Printing the Voter's ID

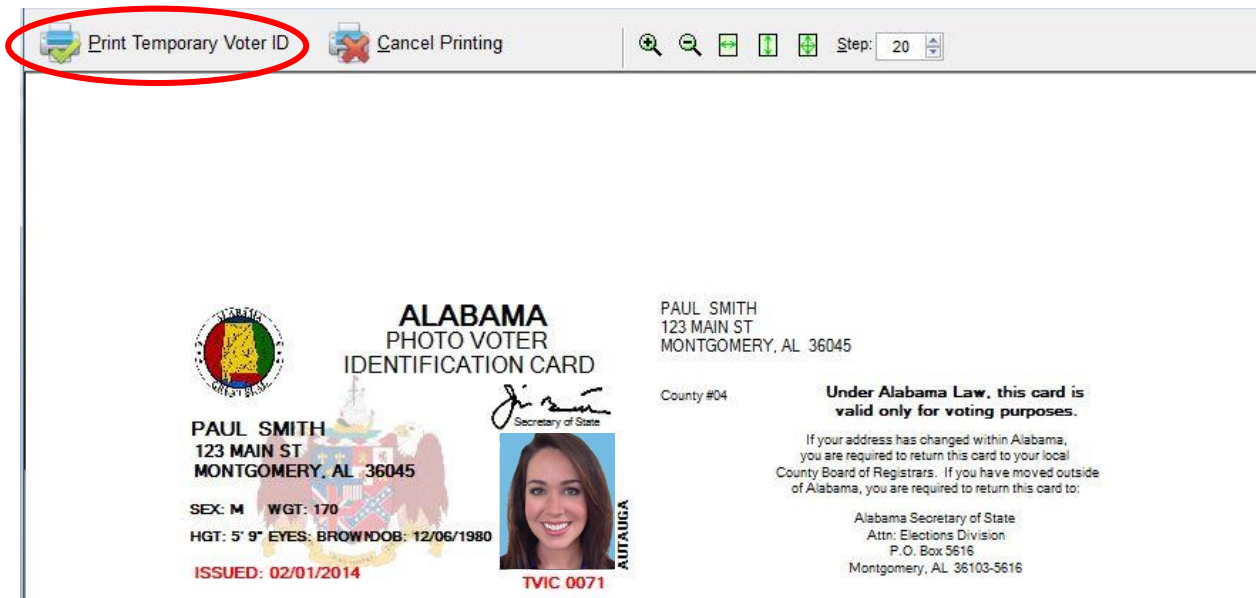
After completing the adjustments and clicking on ok, you will be returned to the **New Voter ID Card** window. There you can preview the ID and verify that the information is correct. To preview the Voter ID card, click on **Preview ID**.

After carefully verifying all information and photo quality, you are ready to print the Temporary Voter ID Card. Take one of the TVIC forms with the matching TVIC number you have entered on the TVIC Number field and place into the printer according to the instructions on the TVIC form.



it

Click **Print Temporary Voter ID** button on the top just below the menu bar to start printing.



You also click on **Cancel Printing** if you notice an error to cancel the printing.

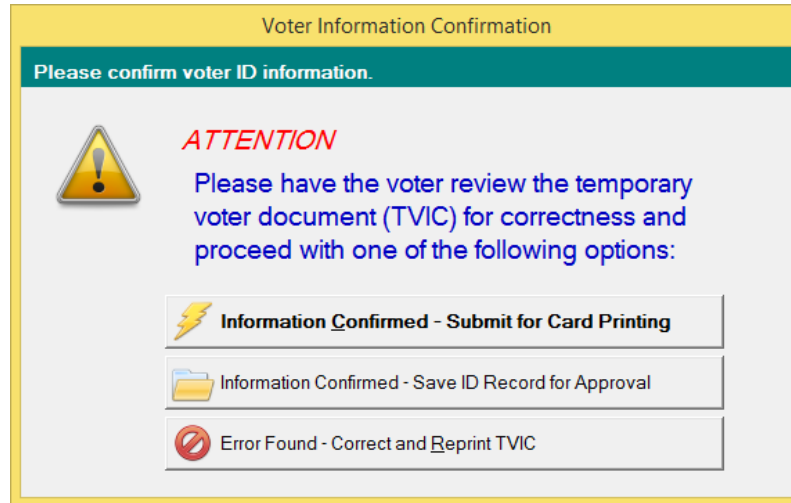


# Issuing Voter ID card

Collect the TVIC printed form from the printer and hand it to the voter to verify the information.

## Verifying Voters' Information

Ask the Voter to verify all the information on the Temporary Voter ID card. Once the voter has verified that the information is correct. Click on **Information Confirmed – Submit for Card Printing** button, once the voter has verified the information.



Voter Information Confirmation

Please confirm voter ID information.

**ATTENTION**

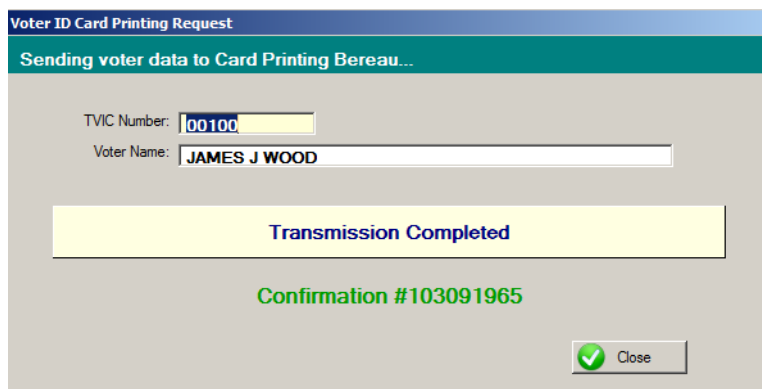
Please have the voter review the temporary voter document (TVIC) for correctness and proceed with one of the following options:

- Information Confirmed - Submit for Card Printing**
- Information Confirmed - Save ID Record for Approval
- Error Found - Correct and Reprint TVIC

## Submitting a Voter ID Card for Printing

Click on the **Information Confirmed – Submit for Card Printing** button once the voter verbally approves the information.

When you click on **Information Confirmed – Submit for Card Printing** button, the card will be automatically submitted to the PASP server over the internet connection to be printed and mailed to the Voter.



Voter ID Card Printing Request

Sending voter data to Card Printing Bureau...

TVIC Number: 00100

Voter Name: JAMES J WOOD

**Transmission Completed**

Confirmation #103091965

Close

There will be a confirmation window confirming that you have successfully submitted the Voter data to the PASP server. Please let the Voter know that they will receive their Voters ID within 45 days. If they have any need to vote before receiving their Voter ID Card they can use the Temporary Card you just issued them.



## Saving ID Record for Approval

If only one of the registrars is present when an unregistered person comes to register to vote, you must click on the **Information Confirmed – Save ID Record for Approval** button. This will save the voter's information in the Voter ID Cards Pending Approval queue until the second registrar is available for final approval.

## Reprinting Voter ID

If the Voter claims that any of the information entered is incorrect or that they don't like the photo for whatever reason, click on the **Error Found – Correct and Reprint Document** button. This will take you back to the **New Voter ID Card** window and the TVIC Number field will be blank for you to re-enter another TVIC number. Fill out the correct information that was missed, retake the photo if needed and verify with the Voter.

## Pending Voter ID's

The pending voter ID's section allows you to view all voter ID's entered in the system that are pending approval.

### Approving Pending Voter ID

When the second registrar has approved a newly registered voter, click on the **View Pending Voter ID's** button to open the Voter ID Cards Pending Approval queue. Look for the approved voter's name select it.

TVIC #	Last Name	First, Middle Name	Voter Address
23424	CLOSE	TEST CONFIRM	1, ANYTOWNE, AL 121
87687	CONFIRM CLOSE	TESTS FOR	1, ANYTOWNE, AL 121
8797	MODE	TEST TRAINING	123 MAIN STREET, ANY
123213	SUBMIT	TEST QUEUE	1, ANYTOWNE, AL 121

Click on the **Approve ID & Submit for Printing** button below the photo of the voter. The information will be automatically submitted to the PASP server over the internet for printed and mailed to the Voter.

### Voiding Pending Voter ID

After confirming that a voter is not eligible for the Alabama Voter ID, you will click on the **View Pending Voter ID's** button to open the Voter ID Cards Pending Approval queue. Look for the voter's name select it.

Click on **Void ID & Delete Saved Record** button below the photo of the voter. The information will be automatically deleted and no card will be printed for that person.

**Approve ID & Submit for Printing**

**Void ID & Delete Saved Record**

# Training Mode

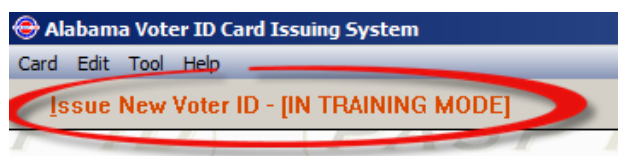
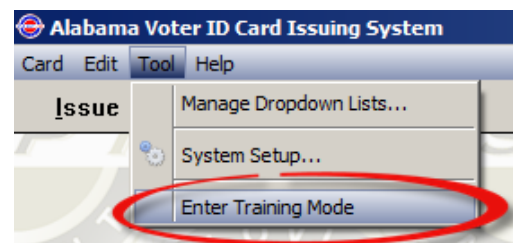
## Accessing Voter ID Training Mode

This software comes with a training module. Use the training mode to practice and to train new employees. This fully functioning module will take you through the entire issuing process.

### Starting Training Mode

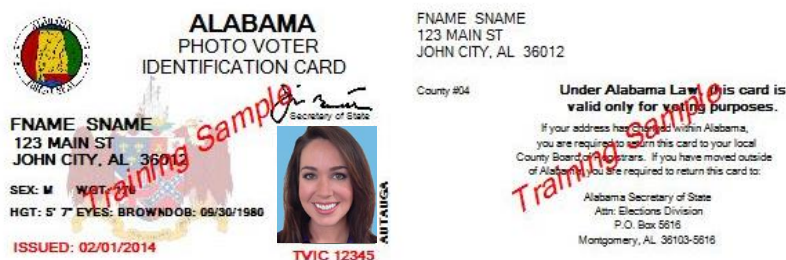
To start using the training mode, make sure the Alabama Voter ID Card Issuing System is open and log on using your User ID and Password. After logging on, click on the **Tool** button in the menu bar. Move your mouse down to **Enter Training Mode** and click to start working in training mode.

While in training mode an indicator will be present to notify you that you are in training mode.



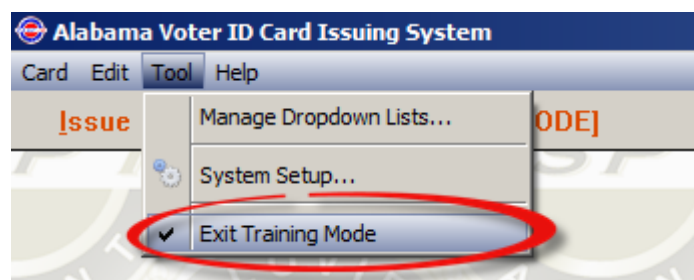
### Working in Training Mode

While in training mode you can click on the **Issue New Voter ID -[IN TRAINING MODE]** to open the **New Voter ID Card** window. This window and the rest will be the same as the one on pages 3. You can follow all of the steps from pages 3 to 8 in training mode. The only difference is the Temporary Voter ID card will be printed with a watermark across the photo.



### Exiting Training Mode

Always remember to exit training mode. To exit the training mode, go to the menu bar and click on **Tool**, then move down to **Exit Training Mode** to exit this mode.

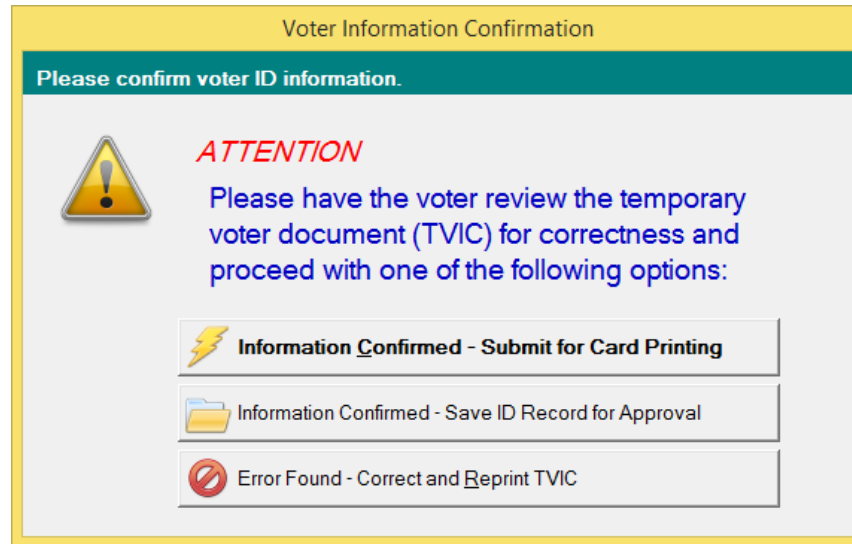


## Troubleshooting

# Troubleshooting Voter ID Software

## Error Submitting Voter ID for Printing

You will click on **Information Confirmed – Submit for Card Printing** button to submit the Voter ID Card. The card will be automatically submitted to PASP server over the internet connection to be printed and mailed to the Voter. You will see a confirmation page to confirm that it was sent.



If for some reason the Voter ID did not get sent, you will see a window with submit failed message.



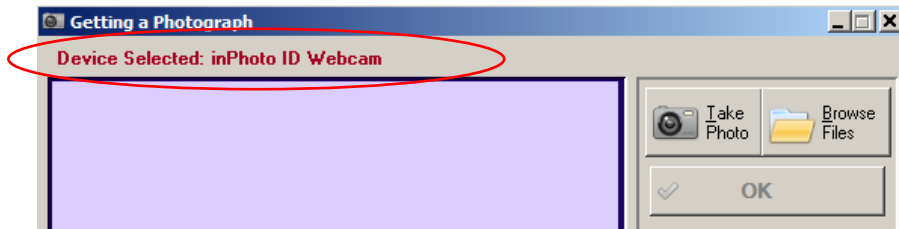
This type of error is caused because of connection errors. Please check the following to fix this problem:

### Internet cable

- Check to see if your internet cable is properly connected to the back of your computer.
- Check to see if you internet cable is properly connect to the RJ-45 jack on the wall.
- Check with you IT staff to see if the internet or the switches are down.
- Try connecting to the internet by opening your internet browser (Internet Explorer, etc.) and see if your computer will connect to the internet.

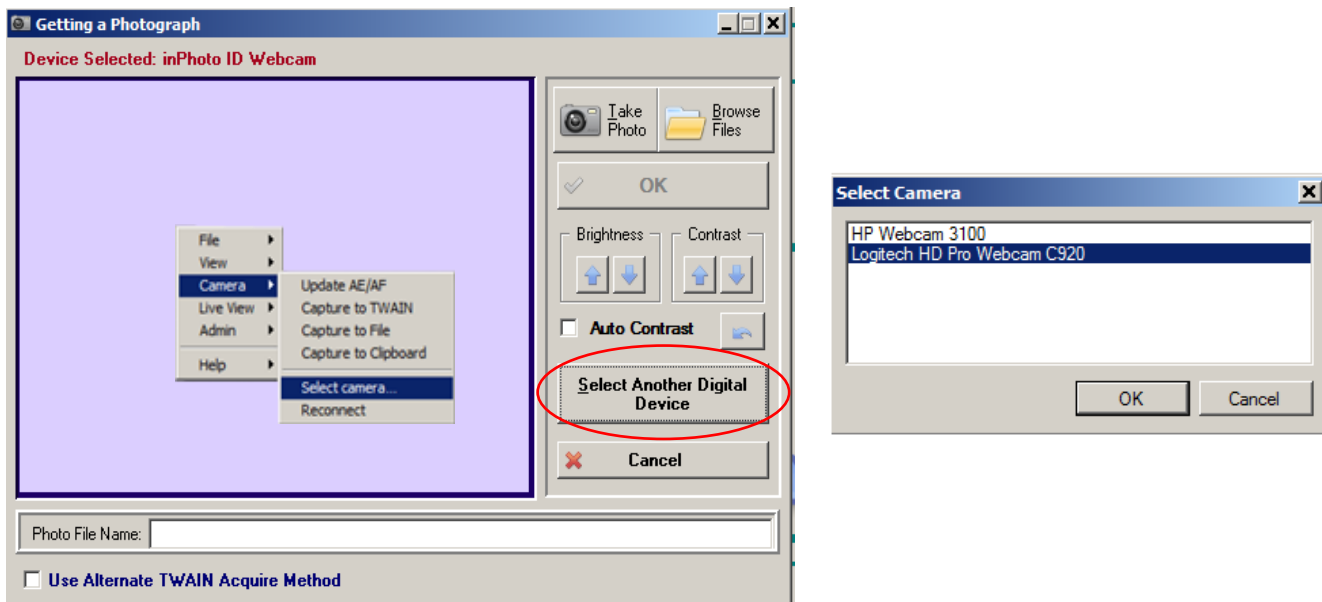
## Webcam does not work

When you click on **Take Photo** to start the photo taking process and the **Getting a Photograph** window opens but you do not see the **inPhoto ID Webcam** listed on the top, the first thing is to check and see if the webcam is plugged into the computer. If it is plugged in, then try selecting the webcam on the **Getting a Photograph** window.



### Selecting Camera

To select the camera, click on the **Select Another Digital Device** on the bottom right or you can right click on the screen area, click on **Camera** then click on **Select camera**. Both steps will open the **Select Camera** window.



## Reasons why this Happen

Some of the possible reasons you have gotten this error are:

- There may be multiple web cameras installed on your computer.
- Webcam is not plugged into the computer.

# FREQUENTLY ASKED QUESTIONS

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## FAQ

**1. If the person being photographed does not like their picture can I retake the picture?**

Yes, you can retake the photo as many times as you like. Simply click on the take photo button and repeat the process until you have a good photo.

**2. Does the person have to stand in front of the blue backdrop to have their picture?**

They can stand or sit depending on the setup in your particular office. However, the blue backdrop is mandatory.

**3. I am having a bad day because I just mistakenly knocked my web camera off the desk and it broke into pieces. What do I do?**

Accidents do happen. This web camera is a common off the shelf camera and can be purchased at any online store. The Logitech C920 can be found at Walmart, Target, Amazon, etc.. You can also call PASP at 912-537-0780 as we keep this item in stock and will ship it for delivery the next day.

**4. My printer stopped working and we confirm that it is broken. What do I do?**

The HP Deskjet 1010 can be found at Walmart, Target, Amazon, etc.. You can also call PASP at 912-537-0780 as we keep this item in stock and will ship it for delivery the next day.

**5. Can I put the PASP ID Software on multiple computers?**

Yes, you may put the PASP ID Software on as many computers as desired. However, the inPhoto Software module used to drive the Logitech C920 webcam is a separate license. It is recommended that you use the inPhoto Software on each system for continuity and ease of use. Please contact PASP 912-537-0780 to purchase these additional third party licenses.

**6. Can we issue another card to a Voter who says they have lost their Alabama photo ID card?**

Yes, you issue another card. People lose things all the time and if they affirm that they have lost their card then you should issue another card going through the same process as you did at first issuance.