ClearVote 2.1

ClearAccess Maintenance Guide

ClearAccess Maintenance Guide

Clear Ballot Part Number: 100052-10017

Document history

Date	Description	Version	Authors
01/11/2017	Initial submission to EAC.	1.0	Nel Finberg
02/03/2017	Minor typographical and reference-related edits.	1.0.1	Nel Finberg
05/15/2017	Software validation chapter expanded.	1.1	Nel Finberg
06/16/2017	Minor updates for vote-by-mail campaign.	1.1.1	Joni G. McNutt
09/25/2017	Added ClearAccess configuration section to Preventive maintenance chapter. Revised Updating Windows Defender Antivirus procedure.	1.2	Nel Finberg
10/12/2017	Environmental requirements, Managing printer toner and drum added to and Preparing supplies removed from Preventive maintenance chapter. Procedure to update Windows Defender Antivirus is now mandatory. Increased detail provided in procedure for cleaning the ClearAccess station. Corrective maintenance chapter rewritten. Supplies included with all maintenance activities.	1.3	Nel Finberg
10/20/2017	Minor edits.	1.3.1	Nel Finberg
11/03/2017	Updated Transport and storage chapter.	1.4	Nel Finberg
11/08/2017	Maintenance personnel/facilities and Forms chapters added. Preventive maintenance procedures tagged as mandatory/optional.	1.5	Nel Finberg
01/19/2018	Vote-by-Mail campaign 2	1.5.1	Joni G. McNutt
04/13/2018	Revised for new supported hardware. Reorganized for clearer flow.	1.6	Mike Quigley

Date	Description	Version	Authors
08/15/2018	Added recommendation for use of encrypted USB drives.	1.6.1	Mike Quigley
08/31/2018	Added instructions on changing printers and modifying printer settings.	1.7	Mike Quigley
08/08/2019	Restructured document, minor edits	1.8	Joe Srednicki
08/13/2019	Minor edits	1.8.1	Joni G. McNutt
11/04/2019	Updated cover page	1.8.2	Joe Srednicki
02/12/2020	Minor edits	1.8.3	Joe Srednicki

Table of contents

Preface

This section defines the purpose of this document. It contains the following subsections.

- About this document
- Scope of this document
- Intended audience
- Contact us

About this document

This document provides preventive and corrective maintenance procedures for the ClearAccess accessible voting system. It is compliant with the documentation requirements of *VVSG 2005, Volume 2, Section 2.9.*

✓ A ClearVote® system can comprise the ClearAccess®, ClearAudit®, ClearCast®, ClearCount® and ClearDesign® products. Jurisdictions are not required to purchase all products. You can ignore references to any ClearVote products that are not part of your voting system. Also ignore implementation options that are not relevant to your policies and procedures.

Scope of this document

This document contains the following sections:

- Chapter 1. Maintenance facilities, tools, and personnel
- Chapter 2. Preventive maintenance
- Chapter 3. Troubleshooting and corrective maintenance
- Chapter 4. Transport and storage guidance
- Appendix A. Corrective maintenance log
- Appendix B. Preventive maintenance log

Intended audience

This document is intended for election officials and election staff who are responsible for operations and maintenance before, during, and after an election. This document is also used by Clear Ballot personnel who support election officials and election staff.

Contact us

Clear Ballot Group welcomes your feedback on our documentation. Please send comments to Documentation@ClearBallot.com.

If you have questions about using your ClearVote product, contact your Clear Ballot representative.

Chapter 1. Maintenance facilities, tools, and personnel

1.1 Maintenance facilities

You can perform maintenance ClearAccess components in any well-lit office or warehouse equipped with sufficient electrical outlets to support the equipment.

A maintenance facility must conform to the electrical, temperature, and humidity requirements specified by the manufacturers of ClearAccess equipment. These requirements include:

- 110 VAC nominal, 15 to 20 amp electrical outlets
- Temperatures between 50° and 95° F while equipment is powered
- Humidity less than 90% RH, noncondensing

1.2 Maintenance tools and supplies

Any tools or supplies required for maintenance are listed with the corresponding maintenance activity, where applicable. See the *ClearVote Approved Parts List*. You can procure the supplies required for ClearAccess voting system maintenance from Clear Ballot.

Determine the quantity and location of spare voting stations and supplies in an election according to the following criteria:

- The number of voting locations in a jurisdiction
- The quantity of the ClearAccess systems deployed in an election

1.3 Maintenance personnel

Trained maintenance technicians must perform all preventive and corrective maintenance for ClearAccess. This section describes the requirements for maintenance technicians.

1.3.1 Qualifications

Maintenance technicians must possess basic IT and mechanical repair skills. Maintenance technicians must also be familiar with the contents of this guide.

1.3.2 Affiliation

Maintenance personnel can be affiliated with the jurisdiction, Clear Ballot, or an external agency.

1.3.3 Quantity

A single technician can perform each preventive and corrective maintenance task. At least one technician should be present in the facility designated for equipment maintenance during election operations. The total number of technicians available during an election depends upon:

- The number of voting locations participating in the election
- The number of deployed voting machines

Each technician can be based at the warehouse or election office and can travel to polling locations within a designated service area as needed.

1.3.4 Responsibilities

The responsibilities of ClearAccess technicians include pre-election tasks, election tasks, and postelection tasks.

Pre-election tasks

- Manage voting equipment and supplies in the storage facility.
- Perform acceptance testing.
- Install software.
- Harden the voting system.
- Configure voting equipment.
- Perform preventive maintenance.
- Charge UPS devices.
- Perform corrective maintenance.
- Organize voting equipment and supplies for delivery to polling locations.
- Ensure that voting system maintenance and warehousing is performed in a secure manner.
- Inventory voting equipment and supplies.

Election tasks

- Provide technical support during voting.
- Perform corrective maintenance.

Postelection tasks

- Receive voting equipment from polling locations.
- Perform corrective maintenance.
- Work with Clear Ballot Technical Support on issues that cannot be resolved internally .
- Inventory voting equipment and supplies.

Chapter 2. Preventive maintenance

Preventive maintenance for your ClearAccess station helps ensure trouble-free operation during an election. Maintenance can be performed by the jurisdiction employing the ClearAccess voting system.

Perform the preventive maintenance tasks listed in Table 2-1 before each election.

Table 2-1. Preventive maintenance tasks for ClearAccess

Task	See
Verify the proper configuration.	"Maintaining and updating the ClearAccess configuration" below
Clean the voting station.	"Cleaning the ClearAccess voting system" on page 13
Update Windows Defender Antivirus.	"Updating Windows Defender Antivirus" on page 14
Check the printer toner.	""Servicing the printer toner" on page 19
Check the printer drum.	"Servicing the printer drum" on page 19
If necessary, adjust the printer settings for the upcoming election ballot size.	—

Record maintenance information on the "Preventive maintenance log" on page 30.

2.1   Preventive maintenance for the ClearAccess station

This section describes preventive maintenance tasks for the ClearAccess station.

2.1.1 Maintaining and updating the ClearAccess configuration

Use the Setup feature to maintain and update the following for your ClearAccess station:

- The system date and time
- Time zone
- The ClearAccess printer
- Button size
- Administrator and maintenance role codes

Check and, if necessary, modify these settings after you install ClearAccess and before each election. Only the administrator and maintenance roles can access Setup.

Notes

- By default, the ClearAccess system uses the Windows system date and time values. Change these settings in Setup only if they are incorrect.

- Selection of a printer is required to ensure proper ballot printing. You must explicitly select a printer in Setup even if a printer is installed and connected to the ClearAccess station.

- Only the administrator role can change the administrator and maintenance codes.

Configuring ClearAccess

To configure ClearAccess:

1. Log in to Windows on the ClearAccess station as the ClearAccess user and launch ClearAccess

   ClearAccess displays the following screen.

2. On the Load Election screen, select **Administrator** from the Select Role drop-down list, enter the code for the administrator in the Code field, and click **OK**.

   Clear Access displays the following screen.
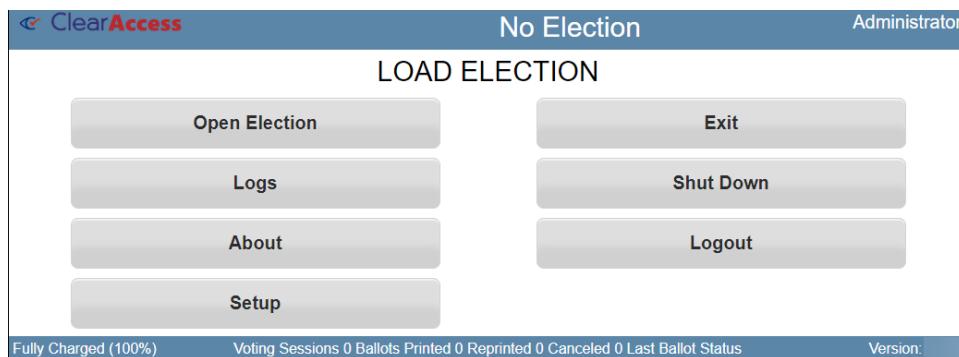
3. Click **Setup**.

   ClearDesign displays the Setup screen.
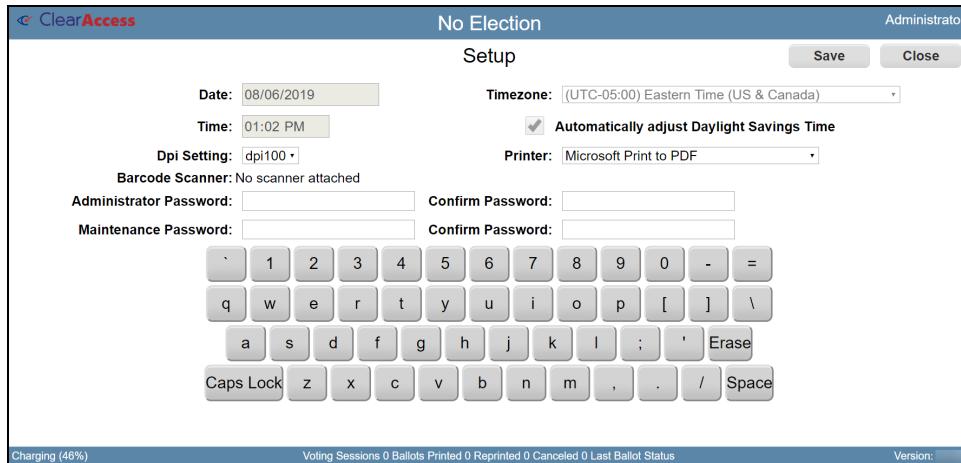
4. Make entries or selections for the settings listed in Table 2-2 as necessary.

Table 2-2. Settings on the ClearAccess Setup screen

Setting	Description
Date	Date for the ClearAccess station. Change if you need to override the Windows system date.
Time Zone	The local time zone. Change if you need to override the Windows system time.
Time	The local time. Change if you need to override the Windows system time. Ensure that Time Zone setting is correct before changing the time.
Automatically Adjust for Daylight Saving Time	Specifies whether ClearAccess should automatically adjust the system time for daylight saving time changes. Change if you need to override the Windows daylight saving time setting.
DPI Setting	Change to adjust the size of the buttons that display on ClearAccess screens. Use this setting to ensure that buttons on smaller, high-resolution displays render at an adequate size. Available button sizes are: • 100 dpi (Normal default) • 130 dpi (Large) • 160 dpi (Extra large)

Table 2-2. Settings on the ClearAccess Setup screen (continued)

Setting	Description
Printer	Set the printer for the ClearAccess station. This is required following installation of a new printer to ensure proper ballot printing.
Administrator Password	Use to change the administrator role password. Enter and re-enter a new password.
Maintenance Password	Use to change the maintenance role password. Enter and re-enter a new password.

5. When done, click **Save** to save your entries and return to the Load Election screen. To exit without saving, click **Close**.

2.1.2 Cleaning the ClearAccess voting system

Clean the ClearAccess station, printer, and personal assistive devices prior to each election and keep them clean during the election.

Use a microfiber cloth dampened with water or window cleaner to clean external surfaces. Remove stains with isopropyl alcohol. Clean the touchscreen with a microfiber cloth dampened with window cleaner.

Ensure that no liquids spill on the voting station or enter its interior. Do not apply isopropyl alcohol to the touchscreen.

For cleaning instructions for Okidata printers, see http://my.okidata.com.

Supplies for cleaning the ClearAccess station and personal assistive devices

- One microfiber cloth
- One bottle window cleaner
- One bottle isopropyl alcohol

Supplies for cleaning the printer

- Two lint-free cloths (one for cleaning, one for drying)
- One container neutral detergent

2.1.3 Updating Windows Defender Antivirus

To ensure that a ClearAccess station contains the latest antivirus definitions, update Windows Defender Antivirus on the ClearAccess station when the following events occur:

- When the system is first installed and configured
- Before each election

Because the ClearAccess station is not connected to the Internet, you must first download the Windows Defender Antivirus update files to removable media on a computer equipped with a USB port and Internet connection.

Downloading the Windows Defender Antivirus update

To download and install the Windows Defender Antivirus update:

1. On a computer connected to the Internet, insert a clean USB drive into a USB port.

   Clear Ballot recommends using encrypted USB drives. See the *ClearVote Approved Parts List* for approved devices.

2. Open a Web browser and go to https://www.microsoft.com/en-us/wdsi/definitions.

3. Locate the section Manually download the update.

4. Next to Windows Defender Antivirus for Windows 10 and Windows 8.1, right-click the **64-bit** download link.

   The browser writes a file called mpam-fe.exe to your designated Downloads folder.

5. Drag the file mpam-fe.exe from your Downloads folder to the USB drive.

6. Eject and remove the USB drive from the computer.

Installing Windows Defender Antivirus updates on the ClearAccess station

To install the Windows Defender Antivirus updates on the ClearAccess station:

1. Insert the USB drive containing the Windows Defender Antivirus updates in an available USB port on the ClearAccess station.

2. Log in to the ClearAccess station as the Windows administrator.

3. Use File Explorer to copy the antivirus file from the USB drive to the desktop of the ClearAccess station.

4. Eject and remove the USB drive.

5. To run the installer, do the following:

   - If you are updating the virus definitions for the first time as part of a ClearAccess installation, double-click the antivirus file on the desktop.

   - If you are updating the virus definitions after the first time, right-click the antivirus file on the desktop and select **Run as administrator** from the pop-up menu.

6. Click **Yes** if Windows displays the prompt:

   Do you want to allow the app to make changes to your device?

The update program runs transparently. You do not see anything on the screen as the update runs. The screen does not display a message when the update is complete.

Confirming the Windows Defender Antivirus update

To confirm that the update is complete:

1. Click the Windows **Start** button and type *defender*.

2. Right-click **Windows Defender** in the search results and select **Run as administrator**.

   The Windows Defender dialog opens on the Home tab.

3. Click the **Update tab**.

4. Check that the Last updated field contains today's date.

5. Close the Windows Defender dialog.

2.2 Sip-and-puff servicing

2.2.1 Replacing the sip-and-puff mouth tube

The sip-and-puff mouth tube is a clear plastic tube shaped by an internal wire. The tube and wire can be bent and cut to meet individual needs. The mouth tube connects to a metal tube, which in turn connects to further plastic tubing and the sip-and-puff control box.

Replacing the mouth tube involves removing the existing plastic tube and wire and installing new ones.

To remove the existing plastic tube and wire:

1. Detach the sip-and-puff device from the ClearAccess station.

2. Using a Torx T6 screwdriver, unscrew and remove the cover of the bracket that connects the headpiece to the mouth tube.

3. Note the position of the tubing inside the bracket. Then remove the mouth tube from the bracket.
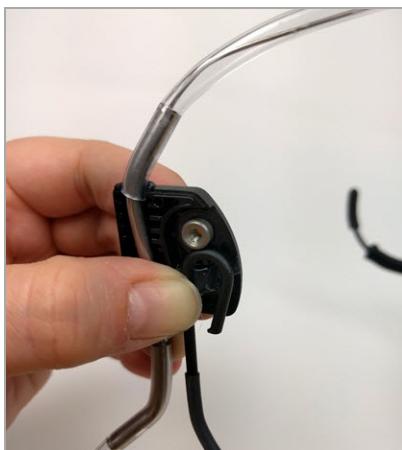
4. Note the way the plastic mouth tube is attached to the curved metal tube.

5. Detach the mouth tube by working its lower end gently back and forth until it slips off the metal tube.

6. Ease the wire out of the metal tube.

7. Discard the old wire and mouth tube.

To install the new plastic tube and wire:

1. Remove the new mouth tube and wire from its packaging.

2. Detach the wire from the new mouth tube.

3. Insert the wire into the open end of the metal tube. Slide it in carefully until it clears the bend in the metal tube.

4. Slide the new mouth tube over the wire and ease it over the metal tube. Work it gently back and forth until it reaches the bend in the metal tube.

5. Place the mouth tube back in its original position inside the bracket.

6. Return the bracket cover and screw it shut.

7. Reinstall the sip-and-puff USB connector into the designated port of the ClearAccess station.

2.2.2 Increasing sip-and-puff sensitivity

If a voter indicates that the sip-and-puff device is not responsive enough:

1. Check to see if the fourth DIP switch is in the Off position.

2. If it is not, use a paper clip to set the switch to Off.

3. Confirm with the voter whether sip-and-puff performance improves.

4. If performance does not improve, disconnect the sip-and-puff device from the ClearAccess station, and then reconnect it. Removing the sip-and-puff device from the ClearAccess station does not affect the voting session other than increasing the sip-and-puff sensitivity.

Supplies

One paper clip

2.3 Servicing the printers

To service the Okidata B432dn and Okidata B432dn-B printers, see the user manual available at http://my.okidata.com.

2.3.1 Servicing the printer toner

Check the status of the printer toner prior to every election. Replace the toner cartridge as necessary according to the recommendations of the manufacturer's documentation.

Supplies

- One toner cartridge
- One blank sheet of paper (to place the used toner cartridge on)
- One polyethylene bag (for discarding the used toner cartridge)

2.3.2 Servicing the printer drum

Check the status of the printer drum before every election. Replace the drum as necessary.

Supplies

- One drum
- One blank sheet of paper (to place the used drum on)
- One polyethylene bag (for discarded drum)

2.3.3 Changing print settings for the Okidata B432dn and Okidata B432dn-B printers

It may be necessary to change the settings for your ClearAccess station printer to accommodate a different ballot size for an upcoming election.

To change the print settings for your Okidata B432dn and B432dn-B printers:

1. Log in to the ClearAccess station as the Windows administrative user.

2. Click the Windows **Start** button and then type *printers*.

3. Select **Printers & scanners** from the search results.

   The Printers & scanners window opens.

4. Under Printers & Scanners, click **OKI B432**, then click **Manage**.

   The Manage your device screen opens.

5. Click the **Printing preferences** link.

   The Printing Preferences dialog opens.
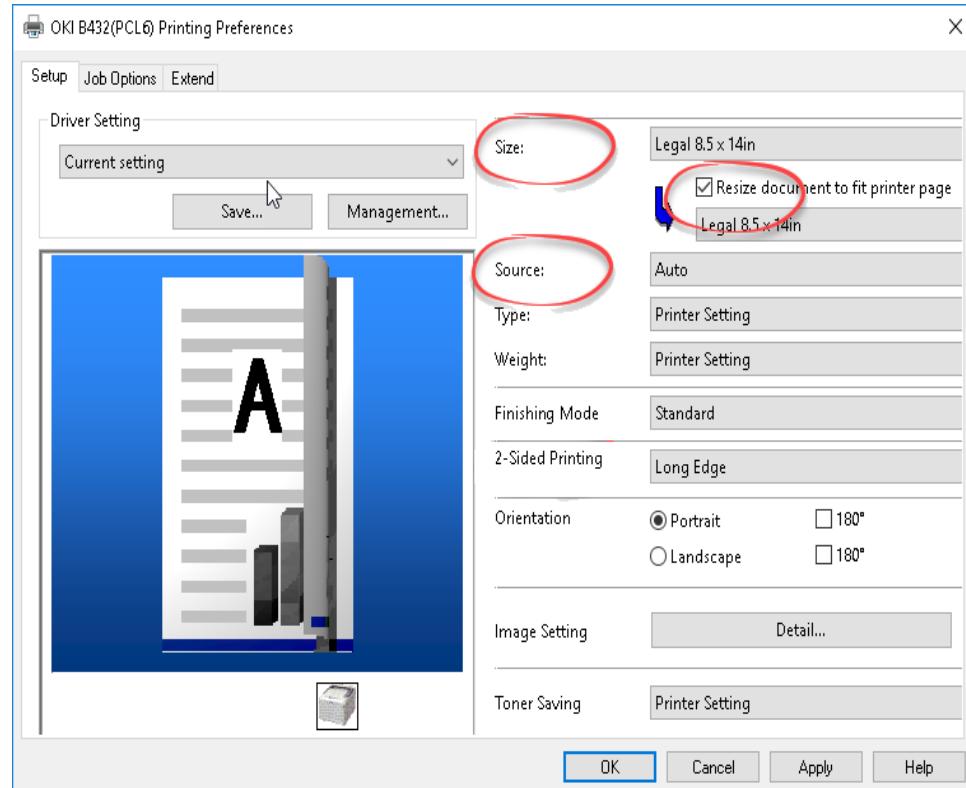
6. Make the following selections:

- **Size**: Select the desired paper size.

- Select the **Resize document to fit printer page** check box.

- **Source**: Select the paper source.

   Note: If 14-inch ballots do not print when using the Auto setting, try explicitly setting the tray number.

- **Weight**: Select the weight appropriate for your ballot stock (Medium to Heavy for typical stock weights).

- **2-Sided Printing**: Long Edge.

7. Click **OK** and close all open windows.

8. Print a test page to ensure proper operation.

Chapter 3. Troubleshooting and corrective maintenance

Perform troubleshooting and corrective maintenance as necessary to resolve issues with ClearAccess station operation. Troubleshooting can be performed by the jurisdiction employing the ClearAccess voting system.

If the ClearAccess voting system needs to be replaced and the jurisdiction does not have a replacement available, contact Clear Ballot for assistance.

Record troubleshooting and corrective maintenance information in the "Corrective maintenance log" on page 29.

3.1 Troubleshooting the ClearAccess station

This section describes troubleshooting for the ClearAccess station.

3.1.1 Loss of power

If the ClearAccess station or printer is not receiving AC power, perform the following steps in sequence until the problem is resolved.

1. If there is a power outage, use an uninterruptible power supply (UPS) to provide power. Use only the UPS models listed in the *ClearVote Approved Parts List*.

2. Ensure that power cords are plugged into the ClearAccess station, the printer, and the power outlet properly.

3. Use a charging device, such as a mobile phone charger, to test the power outlet. If the charger receives power, but the ClearAccess station or printer does not, the ClearAccess station must be replaced. Configure the new station according to the instructions provided in the *ClearAccess Installation Guide*.

4. If the power outlet is not functioning, try plugging the station or printer into an alternate power source.

5. If none of the power outlets at the polling location are functional, use a UPS to provide power.

Supplies

- Power cord
- Mobile phone charger
- UPS

3.1.2 Troubleshooting the touchscreen

If the touchscreen is not functioning as expected, perform the following steps in sequence until the problem is resolved.

1. Cancel the ballot. Then open the same ballot, ensuring that the Preferred Input Type option is set to **Screen**.

2. Cancel the ballot, end voting, and shut down the ClearAccess station *without* closing the polls. Detach and reattach the power cord to power on the ClearAccess station. Re-enter voting mode, ensuring that the Preferred Input Type option is set to **Screen**.

3. If the touchscreen continues to malfunction, replace the ClearAccess station with a new one that has been configured according to the instructions provided in the *ClearAccess Installation Guide*.

3.1.3 Troubleshooting the audio

If the audio is not functioning as expected, perform the following steps in sequence until the problem is resolved.

1. If a voter reports a problem with the volume control, assist him or her in operating the controls.

   > If a ballot is displayed on the touchscreen, navigate to a screen with no vote selections before adjusting the volume.

2. Cancel the ballot. Then open the same ballot again, ensuring that the Sound On option is selected.

3. Cancel the ballot, end voting, and shut down the ClearAccess station *without* closing the polls. Detach and reattach the power cord to power on the ClearAccess station. Re-enter voting mode, ensuring that the Sound On option is selected.

4. Disconnect the headphones from the ClearAccess station, and then reconnect them.

5. If the headphones continue to malfunction, replace the headphones.

6. If the headphones continue to malfunction, replace the ClearAccess station with a new one that has been configured according to the instructions provided in the *ClearAccess Installation Guide*.

Supplies

One pair of audio headphones

3.2 Troubleshooting the printer

This section describes how to troubleshoot the printer.

As you read through the subsections of this topic on troubleshooting the printer, see the user manual available at http://my.okidata.com.

3.2.1 Viewing the print queue

The following procedure is used to troubleshoot a printing disruption by checking the ClearAccess print queue:

1. Log in to the ClearAccess station as the Windows administrative user.

2. Click the Windows **Start** button and then type *printers*.

3. Select **Printers & scanners** in the list of search results.

   The Printers & scanners dialog opens.

4. Select your printer from the list, then click **Open queue**.

   The printer queue opens, displaying any current print jobs and error conditions.

5. If necessary, to access printer properties or preferences, in the Printers & scanners dialog, select the printer, then click **Manage**.

When printer diagnosis is complete, close any open dialogs and continue.

3.2.2 Paper jams

To resolve paper jams, see the documentation provided by the printer manufacturer listed at the beginning of this section.

If frequent jamming occurs, the paper pickup rollers may require cleaning.

If you cannot resolve the cause of the jamming, replace the printer with a new one that has been configured according to the instructions in the *ClearAccess Installation Guide*.

Supplies

- One lint-free cloth
- Warm water

3.2.3 Printer paper misfeed

To resolve paper misfeed issues, see the documentation provided by the printer manufacturer listed at the beginning of this section.

If you cannot resolve the cause of paper misfeeding, replace the printer with one that has been configured according to the instructions in the *ClearAccess Installation Guide*.

3.2.4 Toner low

If a toner low message is displayed on the printer or printed ballot pages are pale, the printer toner may need to be replaced. See "Servicing the printer toner" on page 19.

3.2.5 Miscellaneous printer problems

If the printer experiences problems not described earlier in this section and you cannot resolve the issues by using the manufacturer documentation, replace the printer with one that has been configured according to the instructions in the *ClearAccess Installation Guide*.

3.2.6 Replacing a printer

Follow the steps in this section if you need to replace the printer for your ClearAccess station.

Replacing a printer with an identical model

To replace a printer with an identical model:

1. Disconnect the old printer from the ClearAccess station and connect the new one.

2. Power on the new printer.

3. Log in to the ClearAccess station as the administrator and select **Setup**.

4. In the Printer field, select the new printer.

    The name will be an iterated version of the old printer. Example: *OkidataB432dn (2)*.

No additional configuration is necessary.

Replacing a printer with a different model

To replace a printer with a different model:

1. Disconnect the old printer from the ClearAccess station.

2. Plug an external keyboard into an available USB port on the ClearAccess station.

3. Plug the media device (USB or DVD drive) containing the installation program for the new printer into an available port on the ClearAccess station.

4. Log in to the ClearAccess station as the Windows administrative user.

5. Optionally, if you want to remove the driver for the old printer:

   a. Click the Windows **Start** button.

   b. Type *printers* and select **Printers & scanners** from the search results.

      The Printers & scanners dialog opens.

   c. Select the printer you want to remove and click the corresponding **Remove device** button.

6. Use File Explorer to browse to the installation program for the new printer and copy it to the Windows desktop.

7. Install the new printer according to the instructions in the *ClearAccess Installation Guide*.

   Note: Due to ClearAccess system hardening, you must run the printer installation program as the Windows administrator. To do so, right-click the program file and select **Run as Administrator** from the pop-up menu.

8. After installation is complete, select the new printer as the default printer in ClearAccess Setup as described in the *ClearAccess Installation Guide*.

3.3 Troubleshooting the sip-and-puff device

If the sip-and-puff device is not functioning as expected, perform the following steps in sequence until the problem is resolved.

1. If a voter's personal sip-and-puff devices does not register inputs in the ClearAccess voting system, ensure that "Installing a voter's sip-and-puff device on the ClearAccess station" in the *ClearAccess Supervisor Guide* was followed correctly.

2. If the sip-and-puff mouth tube has been changed and the previous mouth tube functioned properly, ensure that "Replacing the sip-and-puff mouth tube" in the *ClearAccess Supervisor Guide* was followed correctly.

3. Disconnect the sip-and-puff device from the ClearAccess station and then reconnect it.

4. Cancel and open the same ballot, ensuring that the Preferred Input Type is set to **Sip-and-Puff**.

5. Cancel the ballot, end voting, and shut down the ClearAccess station without closing the polls. Detach and reattach the power cord to power on the ClearAccess station. Re-enter voting mode, ensuring that the Preferred Input Type is set to **Sip-and-Puff**.

6. Ensure that the sip-and-puff DIP switches are configured properly. See "Increasing sip-and-puff sensitivity" on page 19.

7. If the sip-and-puff device continues to malfunction, replace it with a new sip-and-puff device.

8. If the sip-and-puff device continues to malfunction, replace the ClearAccess station with a new one that has been configured according to the instructions in the *ClearAccess Installation Guide*.

Supplies

- One spare mouth tube (if the mouth tube is being changed)
- One sip-and-puff device (if the device is being replaced)
- One paper clip (if DIP switch settings must be changed)

3.4   Troubleshooting the keypad

If the keypad is not functioning as expected, perform the following steps in sequence until the problem is resolved.

1. Disconnect the keypad from the ClearAccess station and reinsert it into the USB port.

2. Cancel and relaunch the ballot. Ensure that the Preferred Input Type option is set to **Keypad**.

3. Cancel the ballot, end voting, and shut down the ClearAccess station without closing the polls. Detach and reattach the power cord to power on the ClearAccess station. Re-enter voting mode, ensuring that the Preferred Input Type option is set to **Keypad**.

4. If the keypad continues to malfunction, replace the keypad.

5. If the keypad continues to malfunction, replace the entire ClearAccess voting system with a new one that has been configured according to the instructions provided in the *ClearAccess Installation Guide*.

Supplies

One accessible keypad

Chapter 4. Transport and storage guidance

Transport ClearAccess stations, personal assistive devices, and printers in the original manufacturer-supplied packaging.

Store ClearAccess voting equipment at temperatures between 0° and 140° F, and at humidity at or less than 90% RH noncondensing. Keep the equipment clear of freestanding water.

Remove the toner cartridge from each printer prior to shipping to eliminate the possibility of leakage. Transport the toner cartridge separately, locked in the image drum, in its designated plastic bag. Reinstall the cartridge at the destination.

Appendix A. Corrective maintenance log

Use this form to record corrective maintenance performed on a ClearAccess station.

Print the log sheet and store it with the ClearAccess voting station. Do not discard it. When the log sheet is full, archive it.

Table A-1. Corrective maintenance log for ClearAccess

ClearAccess Serial Number				
Date	Issue	Resolution	Technician	Time

Appendix B. Preventive maintenance log

Use this form to record preventive maintenance performed on a ClearAccess station.

Print the Preventive maintenance log and store it with the ClearAccess voting station. Do not discard it. When the log sheet is full, archive it.

Table B-1. Preventive maintenance log for ClearAccess

ClearAccess Serial Number:			
Activity	**Initials**	**Date Completed**	**Comments**
Update Windows Defender Antivirus			
Clean system			
Assess printer toner status			
Replace printer toner			
Assess printer drum status			
Replace printer drum			
Change printer settings (as needed)			
Charge UPS devices			
Configure ClearAccess Setup (as needed)			