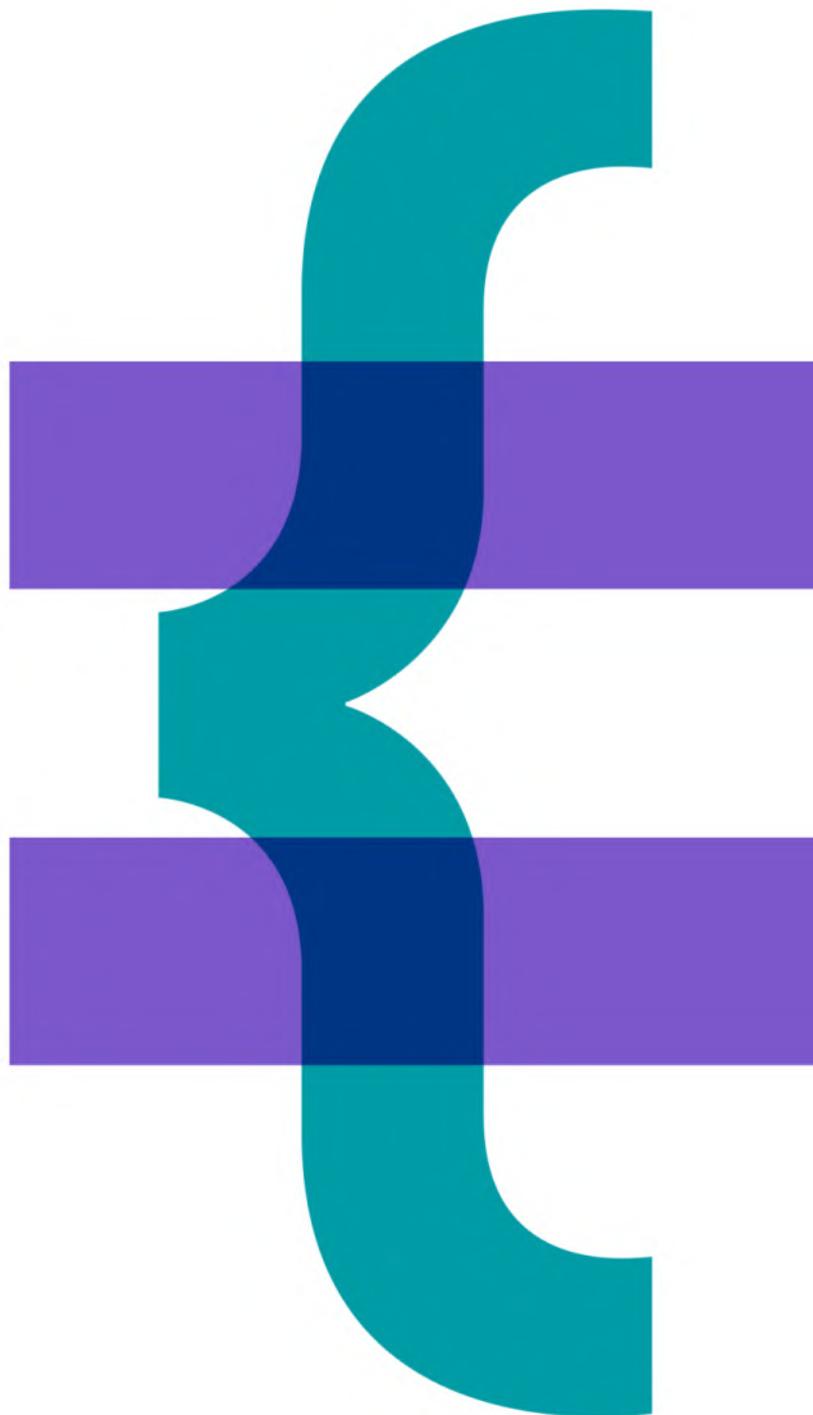


CIVICA



PO App – User guide

April 2021

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MEA PO App - Overview

The Mobile Election Application (MEA) includes an application that can be used by Presiding Officers on Election Day called the PO App. To be able to use the PO App the presiding officer must have an active MEA account.

The PO app is used to record the activities taking place at the polling station and can be used on any device that is portable and has a connection with the internet. The layout is fully responsive and will resize to match the screen size of the device being used.

As information is entered and submitted, the Election Office can view the activity taking place at the polling station. The following information can be recorded and submitted:

1. when the station is opened and closed
2. hourly log of ballot paper issues
3. submission of ballot paper accounts at close of poll
4. log visitors to the station
5. record accidents
6. note any changes required to the register when notified by electors

Supported Browsers

Any device that is portable and has a connection to the internet can be used. The layout is fully responsive and will resize to fit the screen of the device being used. Please ensure the device is running a supported browser, these are:

Desktop: Chrome, Firefox, Edge (Chromium), Safari.

Mobile: IOS – Safari, IOS - Chrome, ISO – Firefox, Android – Chrome, Android – Firefox

Please note - it is important from a security and compatibility perspective that browsers are kept up to date.

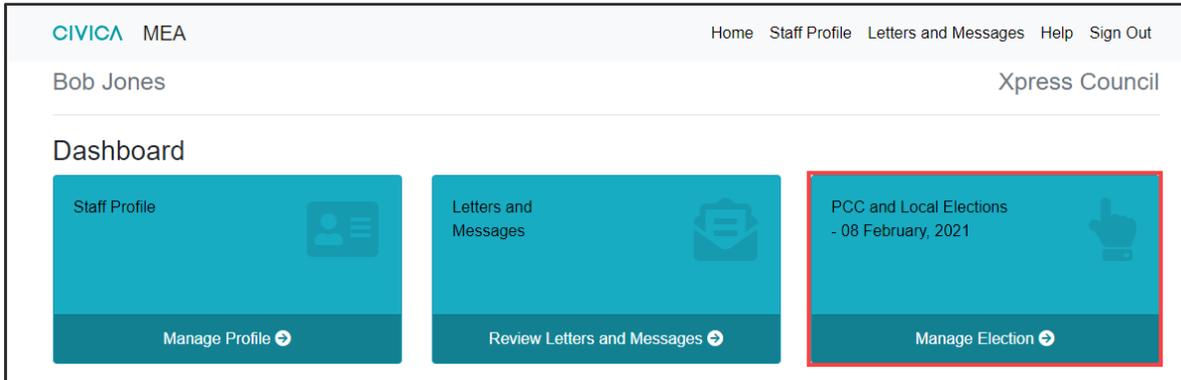
These browsers are NOT Supported and will not work with MEA

Very old versions of browsers e.g. Edge from 2018 (now called Edge Legacy) or unsupported browsers e.g. Internet Explorer.

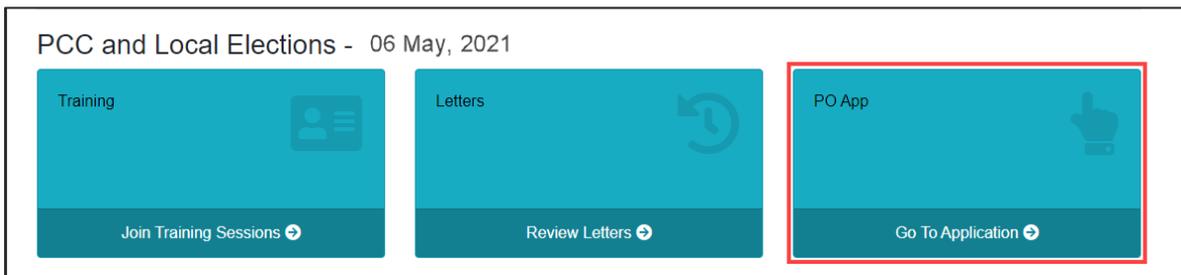
Viewing the PO App on and prior to Election Day

When the Election Office have activated the PO App and the presiding officer has an active MEA account and has accepted the presiding officer role, the PO App will be visible to the presiding officer. This allows the presiding officer to familiarise themselves with the screens they will be using on election day.

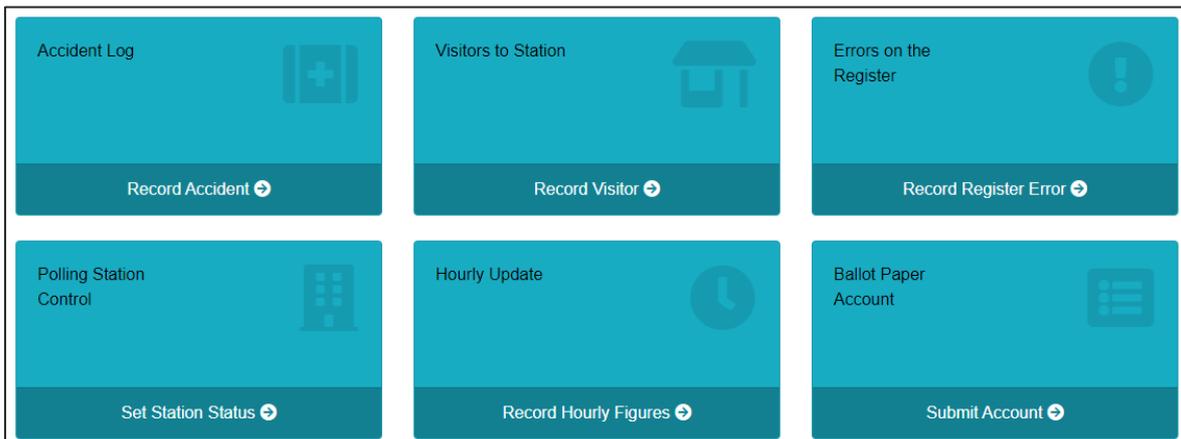
1. Sign into MEA and select the tile with the election name and date



7. Select the **PO App** tile



8. The six tiles that make up the PO App are displayed



Each tile can be viewed but information can only be submitted on Election Day.

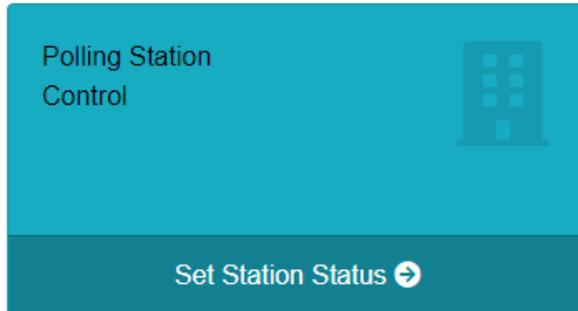
On Election Day the information entered into the PO App can be saved using the submit option available in each tile.

To move between tiles, use the back button or click into the breadcrumb trail shown at the top of the screen to return to the six tiles of the PO App.



PO App - Polling Station Control

Presiding officers can notify the Election Office when they have arrived at the polling station and again when the Polling Station is open using the Polling Station Control tile.



9. If the screen is being viewed prior to polling day, a banner will show that the page can only be submitted on Election Day.
10. The screen provides contact information for the Polling Station’s Inspector and the Poll Clerks who will be working at the station. (These details will only be shown if these staff are MEA account holders.)

When viewing from a tablet or smart phone, the telephone numbers displayed can be selected to dial direct.

Bob Jones
Xpress Council

Polling Station Control

Polling Station Status

Arrived at Station

Station Opened

Station Closed

Left Station

Poll Clerks Status

Mark any missing poll clerks below:

Nicola Adams

Smriti Rye

Contact Information

Polling Station Inspector
Robyn Bird
 Mobile: 012 839888
 Home: 012 841403
 Work:

Poll Clerk
Nicola Adams
 Mobile: 012 197888
 Home: 012 839155
 Work:

Smriti Rye
 Mobile: 012 550888
 Home: 012 810260
 Work:

Notes

Update Polling Station Control And Access Hourly Update

Cancel

Update Polling Station Control And Access Ballot Paper Account

Update Polling Station Control

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Polling Station Status

The Polling Station Status area is used to record the current status of the polling station.

When the Presiding Officer arrives at the **Arrived at Station** box can be ticked

Polling Station Status

- Arrived at Station
- Station Opened
- Station Closed
- Left Station

Then select the **Update Polling Station Control** option which will update the Elections Office with that the Presiding officer has arrived.

Update Polling Station Control

The Presiding Officer will repeat this action for the Station Opened option to inform the Election Office when the station is opened.

Poll Clerk Status

The presiding officer can access telephone details for polling staff and log if they have not arrived.

If a Poll Clerk hasn't arrived, the presiding officer can log this using the 'Poll Clerks Status' section on the left-hand side and ticking the box next to the missing person's name.

Then select **Update Polling Station Control** to save the information and the Election Office will be notified.

Poll Clerks Status

Mark any missing poll clerks below:

- Nicola Adams
- Smriti Rye

If the Poll Clerk arrives later, the tick can be removed. Then select **Update Polling Station Control** to save the updated information and inform the Elections Office.

Contact Information

The Contact Information area will show the telephone contact details for the Polling Station Inspector and Poll Clerks that have been assigned to the station.

The contact information includes any mobile, home and work phone numbers recorded for these staff.

When viewing these details from a tablet or smart phone, the telephone numbers displayed can be selected to go straight to the calls application of the device being used.

Contact Information

Polling Station Inspector
Robyn Bird
 Mobile: [012 839888](tel:012839888)
 Home: [012 841403](tel:012841403)
 Work:

Poll Clerk
Nicola Adams
 Mobile: [012 197888](tel:012197888)
 Home: [012 839155](tel:012839155)
 Work:

Smriti Rye
 Mobile: [012 550888](tel:012550888)
 Home: [012 810260](tel:012810260)
 Work:

A free type Notes area is available to record any additional information. The box can be extended by selecting the bottom right corner and dragging to extend the box.

Notes

✎

The options at the bottom of the screen are

Update Polling station Control – This will save any changes made and remain in the Polling Station Control tile

Update Polling Station Control and Access Hourly Update will save the changes and open the Hourly update tile.

Update Polling Station Control and Access Ballot Paper Account is used at the close of poll after the close station option has been selected.

Cancel – will close the screen and display the six tiles of the PO App.

Update Polling Station Control And Access Hourly Update

Update Polling Station Control And Access Ballot Paper Account

Cancel

Update Polling Station Control

PO App - Hourly Update

The Hourly Update is used to record the handing out of ballot papers over Election day.

Presiding Officers can submit as many or few hourly updates as they wish. There is no need to complete them all or in a particular order. This allows the figures to be entered later if there is a busy period.

Access the Hourly Update screen from the and then the **PO App** tile and then select the **Hourly Update** tile. Alternatively, when the Polling station status is being submitted as open use the **Update Polling Station status and Access Hourly Update** option to go directly to the hourly update page.



Record an Hourly Update

The screen will show a tab for each contested election being held that day.

Underneath each tab is a table showing an hourly time slot for each hour the polling station will be open. The present hour of the election will be highlighted in grey.

CIVICA MEA		Home Staff Profile Letters and Messages Help Sign Out				
Home / PCC and Local Elections / PO App / Hourly Update						
Bob Jones				Xpress Council		
Hourly Update						
District/Borough		Police and Crime Commissioner				
Time Slot	Ordinary BP Issued	Ordinary BP Spoilt	Tendered BP Issued	Tendered BP Spoilt	Total BP Issued (per time slot)	Postals Received
07:00-08:00	0	0	0	0	0	0
08:00-09:00	0	0	0	0	0	0
09:00-10:00	0	0	0	0	0	0
10:00-11:00	0	0	0	0	0	0
11:00-12:00	0	0	0	0	0	0

At the bottom of the screen is the area where the ballot paper numbers are entered.

At the top of this area, the election tab that has been selected and the current hourly update time is displayed. This is useful to check before entering information.

Hourly Update - District/Borough
 Fill in the form below to update the selected time slot:
 Selected time slot: 10:00-11:00

<p>Ordinary First Ordinary ballot paper allocated to the Station</p> <input style="width: 100%;" type="text" value="5000201"/> <p>Previously entered Next Ballot Paper Number to be issued</p> <input style="width: 100%;" type="text" value="5000201"/> <p>Next Ordinary Ballot Paper Number to be issued</p> <input style="width: 100%;" type="text" value="0"/> <p>Number of Ordinary Ballot Papers Issued</p> <input style="width: 100%;" type="text" value="0"/>	<p>Tendered First Tendered ballot paper allocated to the Station</p> <input style="width: 100%;" type="text" value="5000026"/> <p>Previously entered Next Ballot Paper Number to be issued</p> <input style="width: 100%;" type="text" value="5000026"/> <p>Next Tendered Ballot Paper Number to be issued</p> <input style="width: 100%;" type="text" value="0"/> <p>Number of Tendered Ballot Papers issued</p> <input style="width: 100%;" type="text" value="0"/>	<p>Spoilt Number of Ordinary Ballot Papers marked as Spoilt</p> <input style="width: 100%;" type="text" value="0"/> <p>Number of Tendered Ballot Papers marked as Spoilt</p> <input style="width: 100%;" type="text" value="0"/>	<p>Postal Envelopes Number of Postal Vote Envelopes Received at Station</p> <input style="width: 100%;" type="text" value="0"/>
--	--	---	--

Completing the current Hourly Update

1. Select the relevant Election tab and scroll to the bottom of the screen. At the top of this area you can check the correct election tab has been selected and the time slot will default to the current hour and is shown in red.

Hourly Update - Police and Crime Commissioner

Hourly Update 10:00-11:00

2. The boxes shaded in grey will automatically populate and information cannot be entered here. These boxes display:

- **Next Ordinary Ballot Paper to be issued box** - This is the number of the very first ballot paper to be issued at the polling station
- **Previously entered Next Ballot Paper Number to be issued-** After an update has been submitted, this box will show the next ballot paper to be issued after that update, this will be the last figure entered in the **Next Ordinary Ballot Paper Number to be Issued**

The same process is used for Tendered ballot papers.

<p>Ordinary</p> <p>First Ordinary ballot paper allocated to the Station</p> <p>5000201</p> <p>Previously entered Next Ballot Paper Number to be issued</p> <p>5000201</p>	<p>Tendered</p> <p>First Tendered ballot paper allocated to the Station</p> <p>5000026</p> <p>Previously entered Next Ballot Paper Number to be issued</p> <p>5000026</p>
--	--

- To submit an update, enter the next ballot paper number to be issued in the **Next Ordinary Ballot Paper to be issued box**. This will automatically calculate the number of ballot papers issued in the **Number of Ordinary Ballot Papers Issued** box.
- If tendered ballot papers have been issued, enter the next tendered ballot paper number to be issued in the **Next Tendered Ballot Paper to be issued box**. This will automatically calculate the number of Tendered ballot papers issued in the **Number of Tendered Ballot Papers Issued** box.

<p>Ordinary</p> <p>First Ordinary ballot paper allocated to the Station</p> <p>5000201</p> <p>Previously entered Next Ballot Paper Number to be issued</p> <p>5000201</p> <p>Next Ordinary Ballot Paper Number to be issued</p> <p>5000389</p> <p>Number of Ordinary Ballot Papers Issued</p> <p>188</p>	<p>Tendered</p> <p>First Tendered ballot paper allocated to the Station</p> <p>5000026</p> <p>Previously entered Next Ballot Paper Number to be issued</p> <p>5000026</p> <p>Next Tendered Ballot Paper Number to be issued</p> <p>5000027</p> <p>Number of Tendered Ballot Papers issued</p> <p>1</p>
---	---

- If any ballot papers have been spoilt, enter the figures in the relevant spoilt box.

Spoilt

Number of Ordinary Ballot Papers marked as Spoilt

Number of Tendered Ballot Papers marked as Spoilt

- The number of any absent votes handed into the Polling Station during that hour is entered into the **Number of Postal Vote Envelopes Received at Station** box

Postal Envelopes

Number of Postal Vote Envelopes Received at Station

- Select **Save Hourly Update** or **Save Hourly Update and Exit** to return to the PO App tiles. A confirmation message appears at the top of the screen and the information submitted will be available to view in Management.

Hourly Update

Success: Hourly update saved successfully.

- If combined elections are being run, change the Election tab to the next election and then complete the hourly update for that election and select **Save Hourly Update**, repeat the process for each election being held.
- As hourly entries are made, and the updates are saved they will show in the table.

Bob Jones Xpress Council

Hourly Update

Success: Hourly update saved successfully. x

District/Borough: Police and Crime Commissioner

Time Slot	Ordinary BP Issued	Ordinary BP Spoilt	Tendered BP Issued	Tendered BP Spoilt	Total BP Issued (per time slot)	Postals Received
07:00-08:00	34	0	0	0	34	1
08:00-09:00	25	0	0	0	25	2
09:00-10:00	59	1	0	0	60	2
10:00-11:00	70	0	1	0	71	0
11:00-12:00	0	0	0	0	0	0

Completing or amending the Hourly Update for an earlier Time Slot

If an update was missed for an earlier time slot, this can be entered by selecting the relevant Time Slot in the table and then adding the next ballot paper that would have been issued at the end of the time slot into the **Next Ordinary Ballot Paper to be issued box**.

Click **Submit Hourly Update** to save and send the revised entry to the Elections Office.

If an amendment is required to an earlier entry, select the time slot, and correct the information as required.

Accidentally Issuing Ballot Papers out of order

If ballot papers have accidentally been issued out of order and entering the number of the next ballot paper to be issued would give an incorrect result.

1. In this instance, leave the **Next Ordinary Ballot Paper Number to be issued** box blank
2. In the **Number of Ordinary Ballot Papers Issued** box, manually enter the actual number of ballot papers entered
3. **Select Submit Hourly Update**

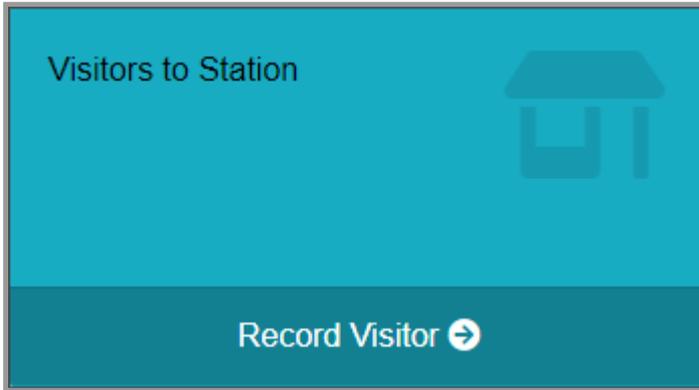
Completing the Hourly Update for split stations

For a split station the ballot papers issued figure will need to be calculated manually. The **Next Ordinary Ballot Paper Number to be issued field** will therefore not be displayed but **the number of ballot papers issued** field will be enabled allowing manual entry of the number of ballot papers issued.

PO App - Station visit recording

During Polling day, Presiding Officers can record visits made to the station by different agencies, for example police officers, accredited observers, Election Agents and Polling Agents.

To access the Visitors to Station screen from the Presiding officer MEA account, select relevant Election tile, and then the **PO App** tile and then select the **Visitors to Station** tile.



Log a station visit

1. The Visitors to Station screen will open.

2. In the **Visitor Type** box use the drop-down arrow to show a list of visitor types

Bob Jones

Visitors to Station

Visitor Type

Select

- Select
- Election Agent
- Polling Agent
- Electoral Commission Observers
- The Returning Officer
- Polling Station Inspector
- Police Officer
- Other

3. Select the visitor type and complete the details of the visitor. If the visitor is a Police officer, their Badge Number can be entered.

Bob Jones Xpress Council

Visitors to Station

Visitor Type: Police Officer

Arrival Time: 14:00

Badge Number: 123456789

Departure Time: 14:10

Visitor Name: PC Smith

Contact Number: 0765 432 1234

Cancel Submit Station Visitor

4. To record the time of Arrival and Departure, either manually type in the hour and minutes using 24-hour clock format or alternatively, use the Clock Icon and select the hour and minutes by sliding the hours column and select the relevant time, then slide and select the minutes in the minutes column.
5. Add any further information about the visit in the **Notes** area.
6. Press **Submit Station Visitor** to save the details of the visit. A confirmation will appear at the top of the screen.

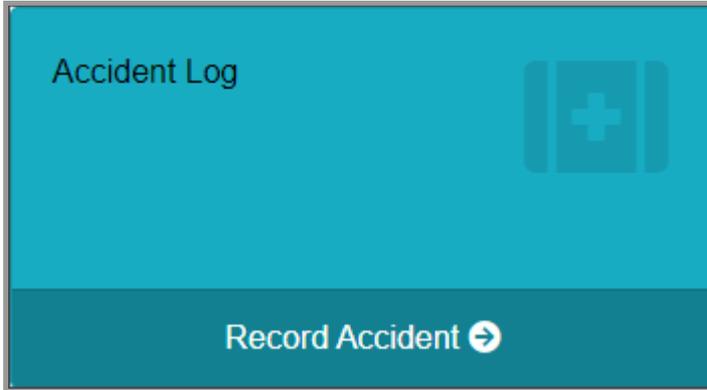
Success: Visitor log saved successfully

7. Repeat these actions for all visitors.

Accident Log

During polling day, the Presiding Officer can record details of any accidents that occur in or around the polling station.

To access the Accident Log, the Presiding Officer MEA account, select relevant Election tile, and then the **PO App** tile and then select the **Accident Log** tile.



Recording details of an Accident

1. Select the **Accident Log** tile from the **PO App**.
2. The Accident Log screen opens.
Fill in the details of the accident in the form, included the person injured and any witnesses.

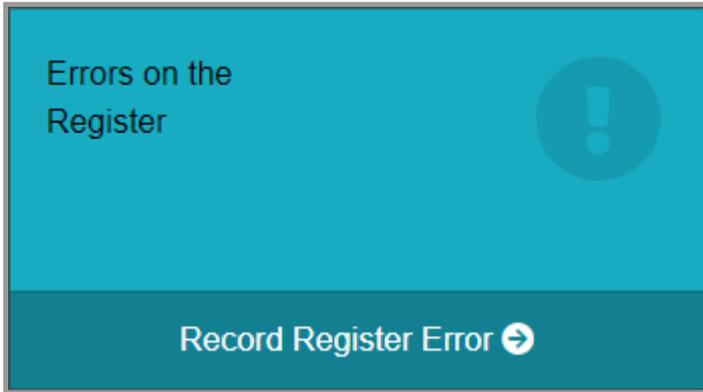
3. An Image can be uploaded if appropriate. Select the **Choose File** option and select the image saved on your device to upload it.
4. Once all the details have been logged, select **Submit Accident Log** to save and send the information to the Elections Office.
A message will appear at the top of the screen to confirm the Accident log has been saved.

Success: Accident log saved successfully.

Errors on the Register

During the course of polling day, the Presiding Officer can detail any register errors that become apparent on Election Day.

Access the **Errors on Register** area from the **PO App** tile and then select the **Errors on Register** tile.



Recording Errors on the Register

1. Select the **Errors of Register** tile from the **PO App**.
2. The Errors on Register Screen will open. Fill in the details of the elector and the error and their contact details in case the Elections Office need to contact them.

Bob Jones
Xpress Council

Errors on Register

Error Details

Elector Forename

Elector Surname

Prefix	Number	Suffix
<input type="text" value="KI"/>	<input type="text" value="132"/>	<input type="text"/>

Register Error Details

Contact Information

Home Phone Number

Mobile Phone Number

Email Address

Address Line 1

Address Line 2

Address Line 3

Address Line 4

Address Line 5

Postcode

Cancel
Submit Error on Register

3. Select the **Submit Error on Register** to save the information and send to the Elections Office. A confirmation message will appear at the top of the screen.

Success: Error log saved successfully

PO App - Completing the ballot paper account and leaving the station

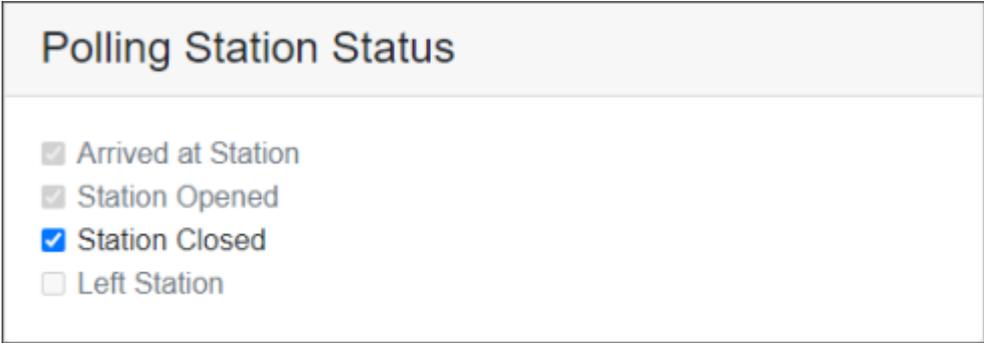
At the close of poll, the Presiding Officer will log that the station is closed and submit the Ballot Paper Account.

The Ballot Paper Account will calculate from the hourly updates if these have been completed. If the hourly updates have not been completed or only in part, or if the ballot papers were issued out of order, the total issued figures can be manually entered into the ballot paper account.

The ballot paper Account can be accessed from the Ballot paper Account tile or from the Polling Station Control tile after the Station Closed box has been selected.

Step 1 - Close the Station

1. Go to the **Polling Station Control** tile.



Polling Station Status	
<input type="checkbox"/>	Arrived at Station
<input type="checkbox"/>	Station Opened
<input checked="" type="checkbox"/>	Station Closed
<input type="checkbox"/>	Left Station

2. In the Polling Station Status area check the Station Closed box
3. Select **Update Polling Station Control and Access Ballot Paper Account** to save the details and go straight to the Ballot Paper Account Screen.

Step 2 - Submit the Ballot Paper Account

Choose the correct option if hourly ballot paper updates were completed or not.

Presiding Officer has completed the hourly updates

The figures will be populated in the Ballot Paper Account. The Presiding Officer can review these figures and manually adjust them where required. The white boxes can be manually adjusted.

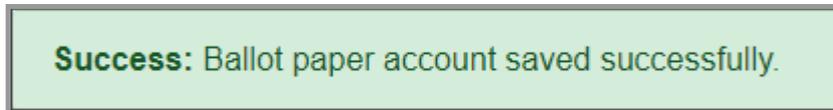
Presiding Officer has not completed the hourly updates or only part completed or issued ballot papers out of order

The final information can be manually entered into Ballot Paper Account. The Next Ordinary and Next Tendered Ballot paper issued boxes do not need to be completed. The Total Issued and Total Spoilt can be added or updated manually.

District/Borough: Police and Crime Commissioner	
Ballot Paper Account - District/Borough	
Ordinary Ballot Papers - White Total Ballot Papers Received: 1300 First Ballot Paper Issued: 5000201	Tendered Ballot Papers - Pink Total Ballot Papers Received: 25 First Ballot Paper Issued: 5000205
Next Ordinary Ballot Paper Number to be issued: 5000881 Total Issued: 680 Total Spoilt: 1	Next Tendered Ballot Paper Number to be issued: 5000205 Total Issued: 0 Total Spoilt: 0
Total: 679	Total: 0

1. When the Ballot Paper Account has been completed, select **Enter Ballot Paper Account** to save.

A message will appear at the top of the screen to confirm the Ballot Paper Account has been saved.



Although, the information has been saved it can still be changed and saved again if required.

2. If combined elections are being run, go to the next election tab at and complete the Ballot Paper Account for that election.
3. When all Ballot Paper Accounts are complete and correct, select the **Submit Ballot Paper Account and Leave Station** option.
4. A message will display to check if you want to continue with the action and that it cannot be undone. Select **Yes** if you want to submit, selecting No will allow you to check the information again.

Are you sure you want to Submit all Ballot Paper Accounts?
This cannot be undone

- Once submitted the **Left Station** box is automatically ticked that you have left the station and the Ballot Paper Account is submitted to the Elections Office.

Errors on submission of ballot paper accounts

If a ballot paper account has not been completed on selecting the **Enter Ballot Paper Account** a message will appear at the top of the screen advising that it has not saved, and the screen will indicate where the information is missing.

Complete the missing information and select the **Enter Ballot Paper Account** to save the ballot paper account.

In the example below the Ballot paper account for the District/Borough has been saved but the PCC election has not been saved because the boxes that are highlighted in red have not been completed.

In this instance the information would need to be entered and then the **Submit Ballot Paper Account and Leave Station** option would be taken as the ballot paper accounts for both elections have been completed.

Police and Crime Commissioner has not been saved.

Success: Ballot paper account saved successfully

District/Borough: Police and Crime Commissioner

Ballot Paper Account - Police and Crime Commissioner

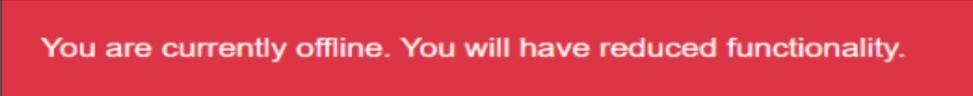
Ordinary Ballot Papers - White	Tendered Ballot Papers - Pink
Total Ballot Papers Received: 1300	Total Ballot Papers Received: 25
First Ballot Paper Issued: 5027301	First Ballot Paper Issued: 5000801
Next Ordinary Ballot Paper Number to be issued: <input type="text"/> (Error: The Next Ordinary Ballot Paper Number field is required.)	Next Tendered Ballot Paper Number to be issued: 5000801
Total Issued: <input type="text"/> (Error: The total issued is required)	Total Issued: 0
Total Spoilt: <input type="text"/> (Error: The total spoilt is required)	Total Spoilt: 0
Total: <input type="text"/> (Error: The total is required)	Total: 0

Buttons: Enter Ballot Paper Account, Cancel, Submit Ballot Paper Account and Leave Station

PO and PSI App - Offline Mode

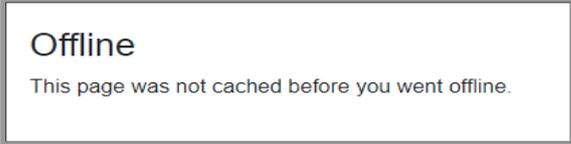
Offline mode is an optional setting which will give PO and PSI App users the chance to save a page of data whilst being offline. Should internet connectivity at their polling station drop, an attempt will be made to cache the last saved information.

You will be notified on-screen when offline mode is active, see red banner below. Where an MEA User knows that they will be visiting a polling station with intermittent internet connectivity, we recommend that they manually disconnect from the wi-fi in order to complete the page of data. This is to avoid the following scenario, using a PSI as an example; the PSI is halfway through completing a polling station checklist and on losing connection, loses checked items off of the list because it's the last saved information that is cached.



You are currently offline. You will have reduced functionality.

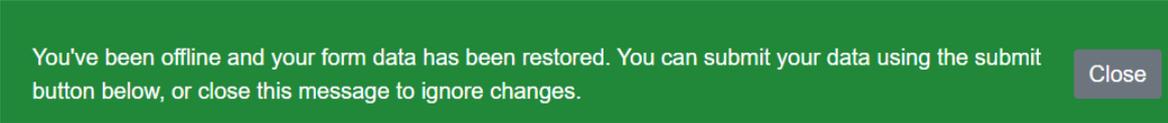
If for any reason the information is not cached, a message will inform you on screen.



Offline

This page was not cached before you went offline.

There are various limitations of use due to the last saved information being cached, so as a general rule the MEA user can save one page of data, for example, one Accident Log, or one Hourly Update entry without experiencing a loss of functionality.



You've been offline and your form data has been restored. You can submit your data using the submit button below, or close this message to ignore changes.

Close

For security, any data saved in the browser cache will be lost when the browser or browser tab is closed. If the MEA user has saved data and internet connectivity is restored, the data will be restored automatically from the cache into the page and they will have the opportunity to commit this data to MEA or ignore to remove the data permanently from the cache. They will also be free to make any changes to this data before committing to MEA.

For the May 2021 Elections, Offline Mode is not available on devices using IOS software.

Document Control:				
Version:	Author:	Date:	Comments:	Status:
1	D Pybus	16/04/21		

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