



★ VIRGINIA ★
DEPARTMENT *of* ELECTIONS

VOTER PHOTO ID, USER'S GUIDE

Offline Mode

(rev. 09/2014)



Offline 

Virginia Department of Elections

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Overview

The Virginia Voter Photo ID production software (ID software) has been designed to be used inside and outside of a General Registrar's office. This portability provides significant access to persons whom cannot readily or easily access a General Registrar's office to obtain a Virginia Voter Photo Identification Card. Whenever this system is used outside of a secure location, significant security and usage concerns must be addressed to ensure that the data and materials are handled in a way that protect physical property and sensitive data.

This Guide will provide users of the ID software with guidance to properly use and produce IDs when away from their secure offices.

Understanding Online vs. Offline

When the ID software is in operation, and detects an active internet connection, it will digitally secure a direct connection to the Voter Photo ID server. This connection also allows users to lookup information on any currently registered active or inactive voter throughout the Commonwealth. This lookup ability can provide users with abilities to identify and hold any IDs that may be require a VERIS update before the ID is produced.

A secure connection through the internet allows the ID software to send and store the voter images and captured signatures directly on the servers at the Virginia Department of Elections (ELECT). This avoids the necessity to store sensitive data on a user's computer. Preference for the various types of online/offsite connections that can be used with ID software are listed in (Table 1).

ONLINE MODE CONNECTION TYPES AND USAGE PREFERENCES			
Preference	Connection Type	Connection Location	Notes
1 st	Hard-wire connection (LAN)	GR's Office	Locality Maintained Network
2 nd	Wireless Router (WLAN)	GR's Office	Locality Maintained Wireless Network
3 rd	Mobile "M-iFi" Hotspot & Virtual Private Network Software (VPN)	Any location with Mi-Fi coverage	Locality provides VPN software and MiFi Hotspot
4 th	VPN & Public Wi-Fi	Any location public Wi-Fi	Locality provides VPN software
5 th	"Mi-Fi" Hotspot (Static IP Address)	Any location with Mi-Fi coverage	Least preferred method

Table 1



When the ID software is launched and does not recognize an active and secure connection to the Voter Photo ID server, it will start in “Offline Mode.” When the ID software is in “Offline Mode,” the user will not be able to lookup voter records from the Voter Photo ID server and all captured sensitive data, images, and signatures will be stored directly on the device until the ID software is reconnected to a secure connection. This sensitive data includes: name, date-of-birth, and last four of the applicant’s social security number.

The Voter Photo ID software will perform an initial encryption of the sensitive data and images at the time of capture. The data and images’ local storage on the device, outside of a secure office location, requires that users further encrypt and secure the stored sensitive data and images with an additional layer of digital security. Users should reference the *Voter Photo ID Offsite Security Policy* (Appendix A) attached to this User’s Guide for direction in preparing devices for using the ID software without a connection listed in (Table 1).

Installing the Offline Version

The version of the ID software that contain the offline capability are versions 2.0.0.6 or higher. If the ID software is already installed on a device, the device will automatically be updated each time the software is started.

For initial installation of the software please reference the document titled *Voter Photo ID Software Installation Step-by-Step* (Appendix B) attached to this User’s Guide.

Using the Offline Version

1. Launching the ID software

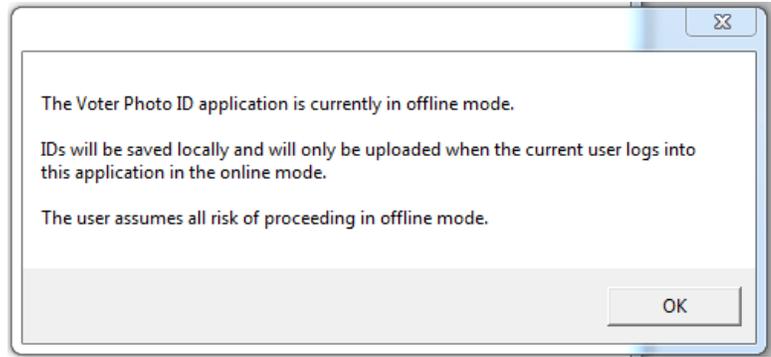
The ID software will automatically start in “Offline Mode” when it is launched from a user’s desktop and does not detect an active secure connection to the Voter Photo ID server. Users will be notified, via a pop-up message, that “[t]he Voter Photo ID application is currently in offline mode. IDs will be saved locally and will only be uploaded when the current user logs into this application in the online mode. The user assumes all risk of proceeding in offline mode.” (Picture 1)

This warning is designed to inform the user that the software is starting in the “Offline Mode” and that produced IDs will not be completed until the user logs back in when the device has an active secure connection back to the Voter Photo ID server. To continue, the user must click the “OK” button.



When in “Offline Mode” the ID software will record all activity under the name of the user that is logged into Windows, no VERIS credentials are required for this step. After clicking the “OK” button, the user will arrive at **Offline Entry Tab**.

This tab replaces the **Voter Lookup Tab** in “Online Mode.”



Picture 1

Additionally, the upper right corner of the window will present users with the status of the connection to the Voter Photo ID server. “Offline” with a red x (Picture 2), replaces “Online” with a green checkmark.

The software only checks the online/offline status when it is started. If the user believes that they have reconnected to the Voter Photo ID server, the user should restart the ID software.



Picture 2

2. Offline Entry Tab

The **Offline Entry Tab** is where users will be prompted with a message explaining the process of ensuring that an applicant’s information is correct and how to proceed without a database such as an Electronic Poll Book (Picture 3).

This message also provides the user with an explanation that all information entered offline must be 100% in order for the ID software to find a match when it is uploaded back to the Voter Photo ID server. The use of an EPB system can alleviate misintrepatation of handwritting or common entry errors.

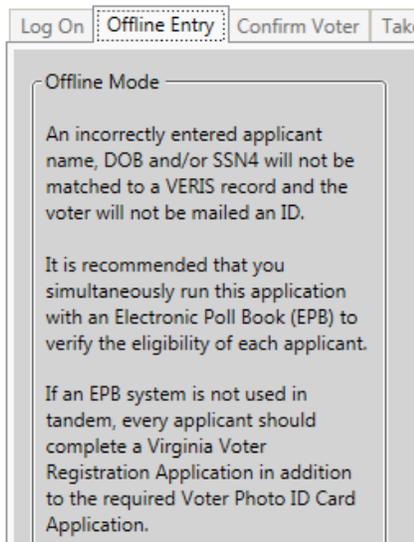
The “Offline Mode” of the ID software works differently from the online version by requiring the user to manually enter the information of the applicant into the software instead of searching for the applicant.



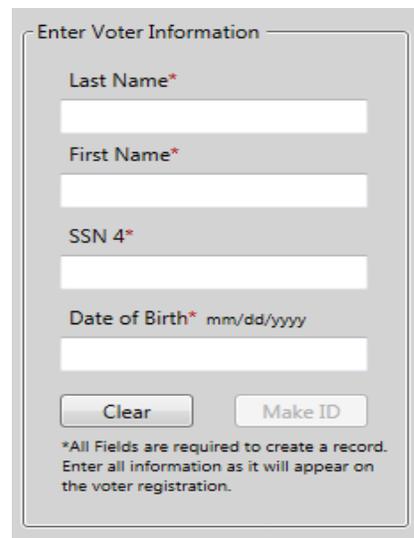
Once the applicant's sensitive data is entered and the picture and signature are captured, it will be stored on the device and uploaded to the Voter Photo ID server when the device is reconnected to the ID Voter Photo ID server.

The sensitive data pieces that are entered by the user (Last Name, First Name, Date of Birth, & SSN4) are capable of making a 100% match in ELECT's voter database. All four of these sensitive data pieces are required to create a Voter Photo ID in the "Offline Mode." If the user enters or interprets the applicant's Virginia Voter Photo ID Card Application incorrectly, the information will not find a match. This is the most important step to complete accurately. Failure to do so will result in a significantly higher probability that an applicant will not receive a Virginia Voter Photo ID Card.

On the Enter Voter Information section of the **Offline Entry Tab**, the user is required to enter the applicant's sensitive data before the "Make ID" button is available.



Picture 3



Picture 4

The format of the information entered into the Voter Information section is specific. (Table 2) highlights the formatting requirements of the data.

Field	Requirements
Last Name	Minimum of 1 Alphabetic Character
First Name	Minimum of 1 Alphabetic Character
SSN 4	4 Numeric Characters Required
Date of Birth	8 Numeric Characters Required with "/" separating month, day, year

Table 2



Once a user has entered all of the required sensitive data in the correct formats, the “Make ID” button will become available. When the user clicks the “Make ID” button, the ID software will navigate to the **Take Picture Tab**.

3. Take Picture Tab

The **Take Picture Tab** is where the user will capture the applicant’s photo. There are two main sections of the **Take Picture Tab**: Take Picture and Confirm Picture.

The Take Picture section of the **Take Picture Tab** will automatically launch with a live video feed from the attached webcam. If a webcam is not attached to the computer, an error message will appear and require the ID software to be restarted after the webcam is properly attached.

When the webcam is attached, the live video feed will appear in the Take Picture section. Users should direct the applicant to stand or sit in a location that frames his/her face predominately in the square box and within the silhouette framing guide. To fit the applicant properly, the applicant should be approximately 18” to 24” away from the lens of the camera. When the user is pleased with the framing of the applicant’s face, the user will click “Take Picture.”

The image currently framed in the Take Picture section will be transferred as a still image to the Confirm Picture section of the **Take Picture Tab**. Once an image is loaded into the Confirm Picture section, the “Confirm Picture >>” button will be available. This image is the current image that will be placed on the applicant’s ID Card.

The applicant may be directed to pose/repose for his/her picture until the user is satisfied that the applicant appears appropriately framed in the picture

and that the image allows for clear identification of the voter. If the first picture is not satisfactory, the user may re-click the “Take Picture” button until the picture is sufficient for the purpose of the ID Card.



Picture 5



Users may click the “Take Picture” Button an unlimited number of times until the Confirm Picture section is satisfactory. (Picture 5) demonstrates the advancement of the applicant’s image from the Take Picture section to the Confirm Picture section. When the users is satisfied with the final image, the user must click the “Confirm Picture” to place the picture in the applicant’s record and to proceed to the **Get Signature Tab**.

The applicant is required to remove any non-religious head covers and should be encouraged to remove their eye-glasses as to prevent glare. The applicant should be well lit using a forward facing light.

The user should avoid placing applicants directly under fluorescent lights and away from bright windows, unless the window is in front of the applicant when he/she is posing for the picture.

The applicant should be framed within the guideline silhouette. When the user is satisfied with the positioning the user will click the Take Picture Button. When the Take Picture Button is clicked, the image will move from take picture window to the confirm picture window.

4. Get Signature Tab

The **Get Signature Tab** is where the user will initiate the signature capture from the applicant. Simply by landing on this tab from the previous **Take Picture Tab**, the software initiates the signature capture, activates the signature pad and is awaiting input from the pad.

Once the user has arrived at this tab, the user will direct the applicant to use the stylus attached to the signature pad to sign the signature area. As the applicant signs the pad, the signature will appear inside of the signature window.

If the applicant made a mistake or if the user is not satisfied with the signature, the user may click “Clear” button to reset the signature window and start over. Once the user and the applicant are satisfied with the captured



Picture 6



signature, the user will click the “Confirm Signature>>” button to proceed with the production of the Voter Photo ID Card.

Once the user clicks the “Confirm Signature>>” button, the ID software will advance to the **Make ID Tab**.

5. Make ID Tab

After capturing the applicant’s signature and clicking the “Confirm Signature >>” button, the software will automatically advance to the **Make ID Tab**. This is where the user will confirm that the information is correct, that it matches the applicant’s information, that the user and applicant are satisfied with the picture and signature (Picture 7).

The user will be presented with a “Save ID” button. Above the button is an open space where the user must enter his/her name (Picture 8). This step will ensure that the person responsible for producing the ID is identified later. After the first ID is made, the software will store the entered name of the user until it is restarted.

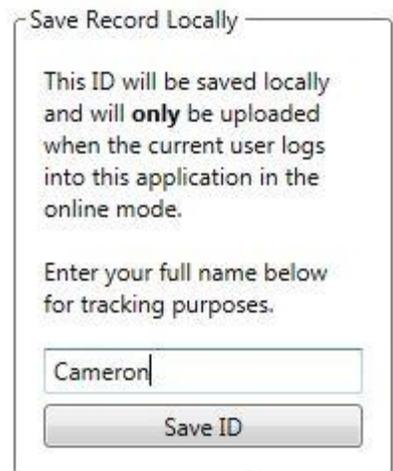


Picture 7

If any information is incorrect or the picture and/or signature need to be recaptured, the user may click on any of the tabs at the top to change the information or recapture the picture and/or signature.

When the user clicks the “Save ID” button, the applicant’s picture, signature and sensitive information will be encrypted and stored on the hard drive of the device that is being used to produce the ID. After the

process is complete, the user will be presented with a confirmation window. When the user clicks the “OK” button, the user will automatically be redirected to the



Picture 8

Offline Entry Tab to produce another ID.



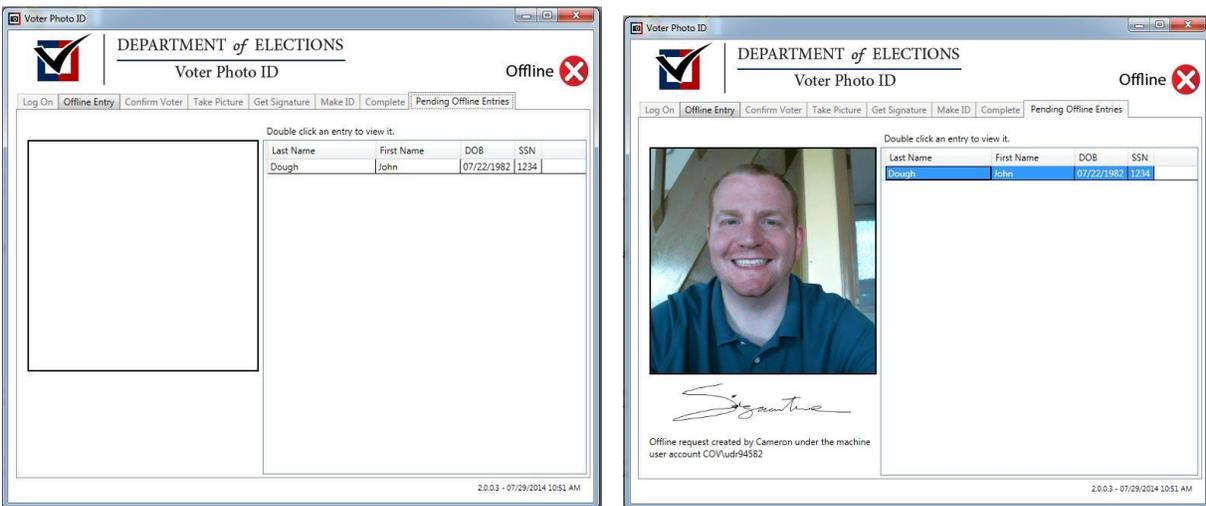
Picture 9



6. Pending Offline Entries Tab

The **Pending Offline Entries Tab** is the user can see all of the entries obtained under the current windows login name. To view an entry, the user must double click on the entry that they wish to view. When the record is clicked twice, the picture and signature will appear in the window to the left of the record (Picture 10). Additionally, the name of the user that produced the record will be shown.

The user cannot edit the images or data after it is captured.



Picture 10

Uploading the Offline Records

1. Reconnect the Device

The first step to upload offline records is to reconnect the device that produced the IDs to a network that has access to the Voter Photo ID server. This can be done through either a hardwired (LAN) or wireless (WLAN, HotSpot, Wifi, MiFi) connection. Users should coordinate this network access with their local IT Department.

2. Log into Windows

The same windows login that was used when the IDs were produced, must be used to access the saved ID records on the machine.



3. Launch the Voter Photo ID Software

When the software is launched and recognizes an active internet connection with connectivity to the Voter Photo ID server, the software will be in “Online Mode.” Regardless of who logs into the ID Software with their VERIS credentials (Picture 11), the stored records will automatically be uploaded to the Voter Photo ID server for processing.

A confirmation message will appear notifying the user of how many records were successfully uploaded (Picture 12).

The software will remain online and ready to use in the “Online Mode” until the user logs off and restarts the application without an active internet connection or without connectivity to the Voter Photo ID server.

If the total uploaded records does not match what was in the **Pending Offline Entries Tab** cue, the user should contact ELECT personnel for assistance in recovering the information.



Picture 11



Picture 12



Examples of Lower Quality Photos

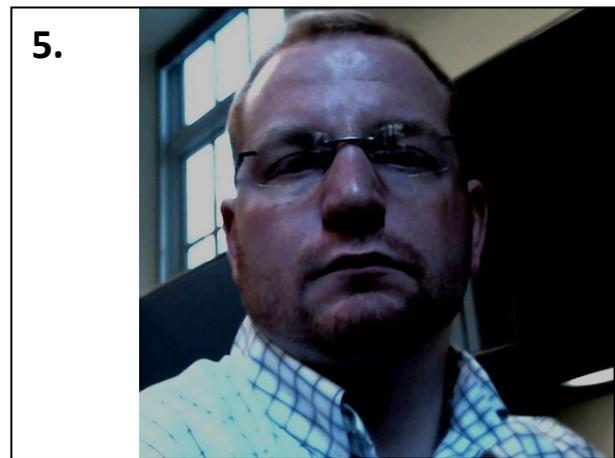
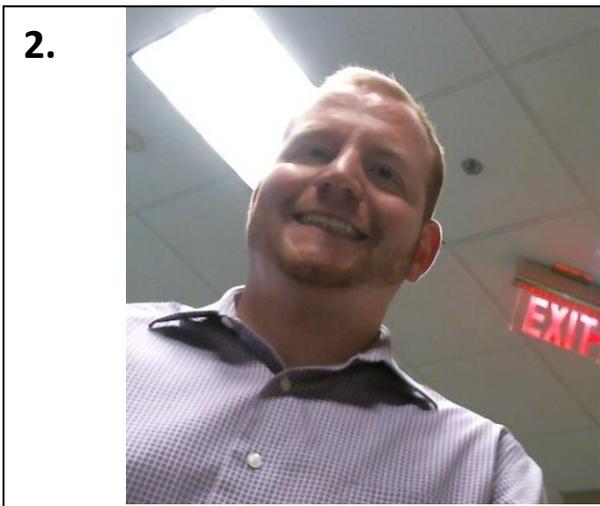
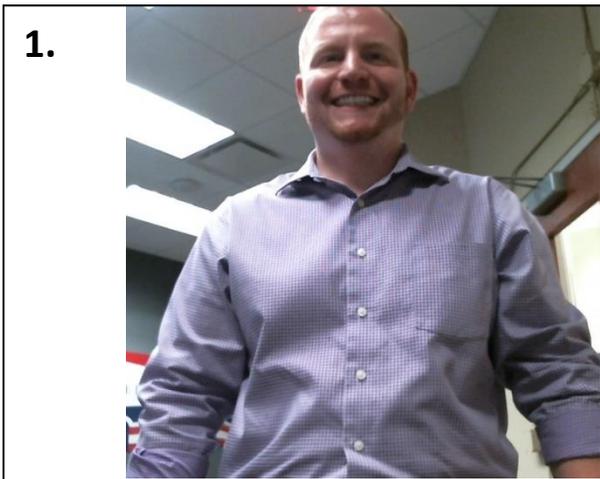


Photo Guide:

1. Face is not framed, torso is predominant, top of head is cut out of picture
2. Picture is at an angle, bright light in the picture
3. Applicant is not in focus, locality signage incorporated into picture
4. Applicant is too close
5. Picture is too dark

ELECT will attempt to perform minor adjustments on lower quality pictures. However, the ID may not be printed if the print shop deems that the picture cannot be adjusted to the quality necessary for the voter's ID



Contact/Support

- Susan Lee (General Questions)
 - susan.lee@sbe.virginia.gov 804.864.8928
- Myron McClees (Policy)
 - myron.mcclees@sbe.virginia.gov 804.864.8949
- Cameron Sasnett (Software/Hardware)
 - cameron.sasnett@sbe.virginia.gov 804.864.8948



Appendix A – Voter Photo ID Offsite Security Policy



Purpose

This document provides the Voter Photo ID software application (Software Application) users with requirements to secure the data of the Voter Photo ID software application while offsite.

Scope

This policy shall apply to any Voter Photo ID software user and device that processes voter photo ID cards outside of a secure location (Registrar's Office).

Background

The offline version of the Software Application stores the voter data collected directly on the computer of the user processing the voter photo ID card. This data includes the first and last name, date of birth, last four digits of the applicant's social security number (SSN4), signature, and photo. The first and last name, date of birth, and SSN4 data elements are encrypted and all data elements are saved in a secure location on the user's device.

Once the user logs into the Software Application while online, any data stored on the device while offline will automatically be transmitted to the Department of Elections' database (for automatic processing), then completely removed from the device.

This local storage of sensitive data on a portable device, outside of a secure office location, requires that users of offline functionality procure and install an additional layer of encryption. See the [Vendor Solutions](#) for recommended software options and contact information.

Offsite Recommendations

Whenever possible, users should run the Software Application over a secure, online network connection. The following options for offsite use of the Software Application are listed in order of preference based on providing the highest level of security:

1. online by connecting with VPN to your local network
2. online with a static IP address on a wireless card
3. offline

Security Requirements

When using the Software Application offline and offsite:

1. A second layer of encryption is required to protect data in the event the first layer of encryption is compromised.
2. Physical security of the device is required, such as a cable lock, to secure the device to a larger, heavier object, to prevent theft of the device itself.



Vendor Solutions

Either **Symantec Drive Encryption** or **McAfee Total Protection** is required to be installed and operational on any machine pre-designated to process voter photo ID applications in the offline mode. Users can procure these software solutions through SHI International Corporation.

SHI International Corp.	Title	Name	Email Address
290 Davidson Ave	Account Executive	Erik Schroeder	erik_schroeder@SHI.com
Somerset NJ 08873	Account Manager	Patrick Jaron	Pat_Jaron@SHI.com
888-235-3871			

Definitions

Encryption - The transformation of information into a form that is impossible to read unless you have a specific piece of information, which is usually referred to as the “key.” The purpose is to keep information private from those who are not intended to have access to it. To encrypt is essentially about making information confusing and hiding the meaning of it.

Sensitive Data - The classification of data defined by COV that is required to be protected by applicable law or statute, or which, if disclosed to the public could expose the Commonwealth to legal or financial obligations; and specifically (i) more than four digits of a social security number or other unique identifier other than voter identification number; (ii) day and month of birth; or (iii) the residence address of voters qualified for protection under § 24.2-418 of the Code of Virginia.

Authoritative References

- Virginia Administrative Code / 1VAC20-20-20. Electronic Transmission of Records Containing Sensitive Personal Information; Encryption or Redaction Required
- Code of Virginia Title 2.2. Chapter 38 – Government Data Collection and Dissemination Practices Act
- Code of Virginia § 18.2-186.6. Breach of personal information notification
- Code of Virginia § 24.2-103. Powers and duties of local Elections Boards and General Registrars
- VITA CSRM IT System and Communications Encryption Policy v1.0; revised 07/01/2014
- ITRM SEC501-08; 04/03/2014 / AC-3 Access Enforcement, related controls SC-8, SC-9, SC-13
- COV ITRM Guideline SEC507-00: Information Technology Data Protection Guideline

Revision History

2014-08-29 – Initial policy created.



Appendix B – Voter Photo ID Software Installation Step-by-Step



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DEPARTMENT *of* ELECTIONS

VIRGINIA VOTER PHOTO IDENTIFICATION

Software Installation Guide

(rev. 05/2014)



Virginia Department of Elections

1100 Bank Street

Richmond, VA 23219

(804) 864-8901

info@elections.virginia.gov

www.elections.virginia.gov



- 1) Have the Webcam and Signature Pad ready, but **DO NOT** plug them in.
- 2) Locate the Installation Link in VERIS.
 - VERIS Home > Links > GR Downloads and Information > Desktop Applications and Software > Voter Photo ID > Voter Photo ID Installation Portal or [Click Here](#)
 - When you click the link, a new window will pop-up. This is the installation portal.

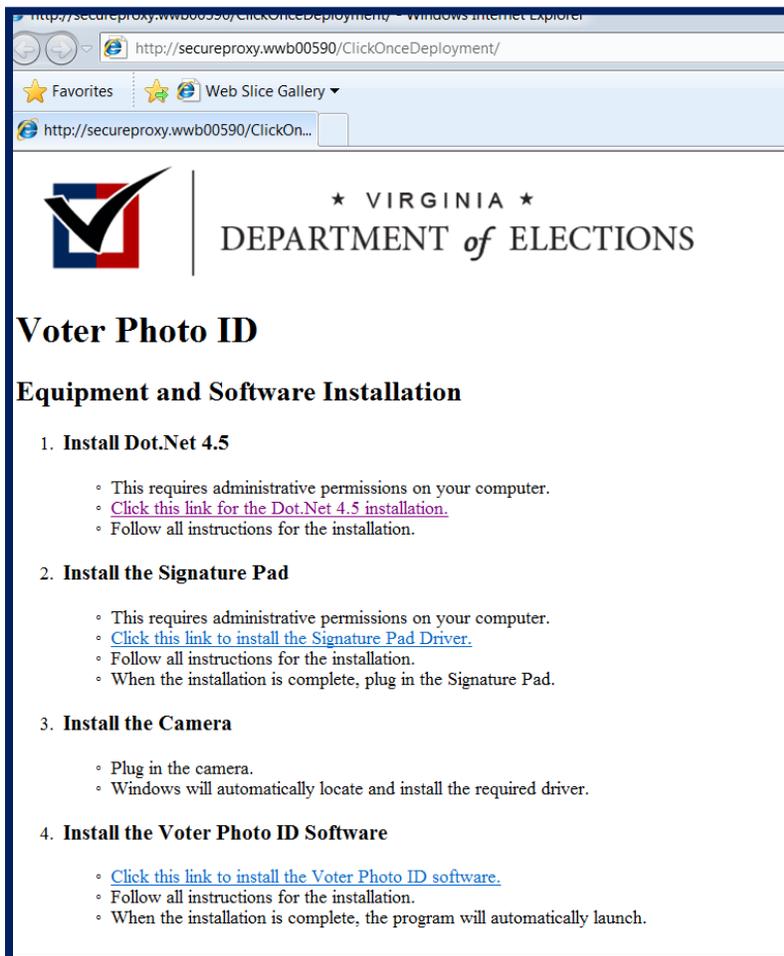


Figure 1 - Installation Portal

- 3) You may encounter a message that reads similar to: Your IP address 10.184.152.173 is not allowed to use this service. If you feel this is a mistake, then contact the Department of Elections.
If you receive this message, copy the ENTIRE message and send it to matthew.davis@sbe.virginia.gov with your name and locality in the message of the email. You will receive an email response that will indicate that you may restart the installation process from step 1.



- 4) If you typically require Administrator privileges to install software on your computer, have your IT/IS professional ready to assist.
- 5) From the Voter Photo Installation Portal, click: [Click this link for the Dot Net 4.5 installation](#)
 - This will open up a new Security Warning window.
 - Click “Run”. (You may be prompted to enter Administrator credentials).

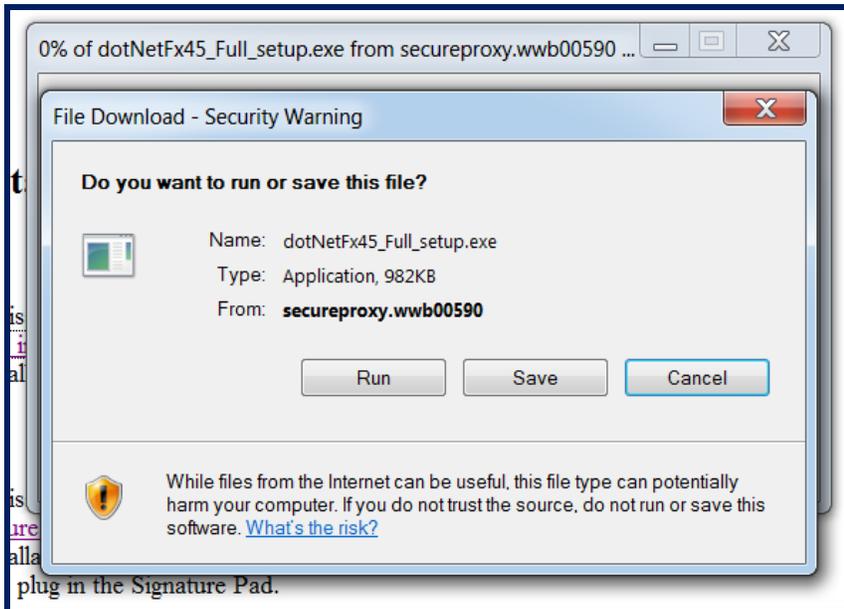


Figure 2 - .NET Framework 4.5 Security Warning

- 6) When prompted, accept the license terms and click “Install”.
 - The download and installation of .Net Framework 4.5 will begin.
 - This will take approximate 5-10 minutes depending on the speed of your internet connection.

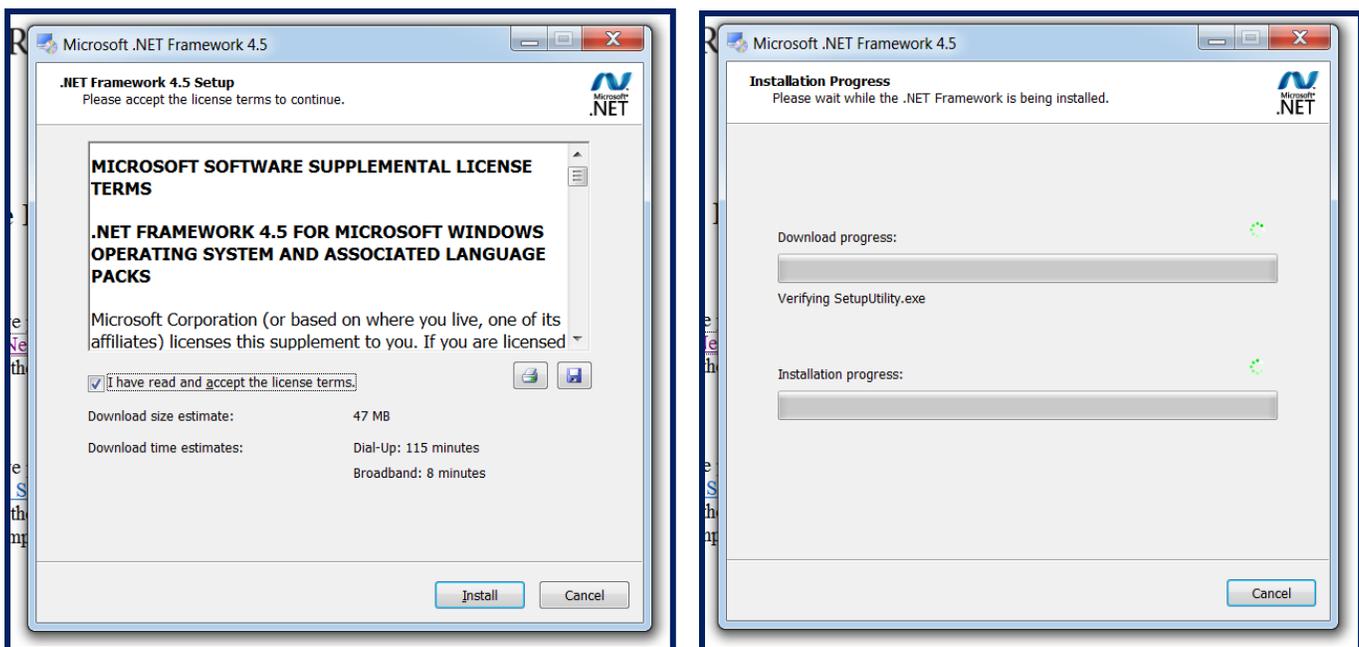


Figure 3 - .NET Framework 4.5 Terms Agreement & Installation Begin



- 7) During the installation of the .Net Framework 4.5, you may be prompted to close certain background programs that are running during the installation.
- Click “Yes” to close the programs and proceed.

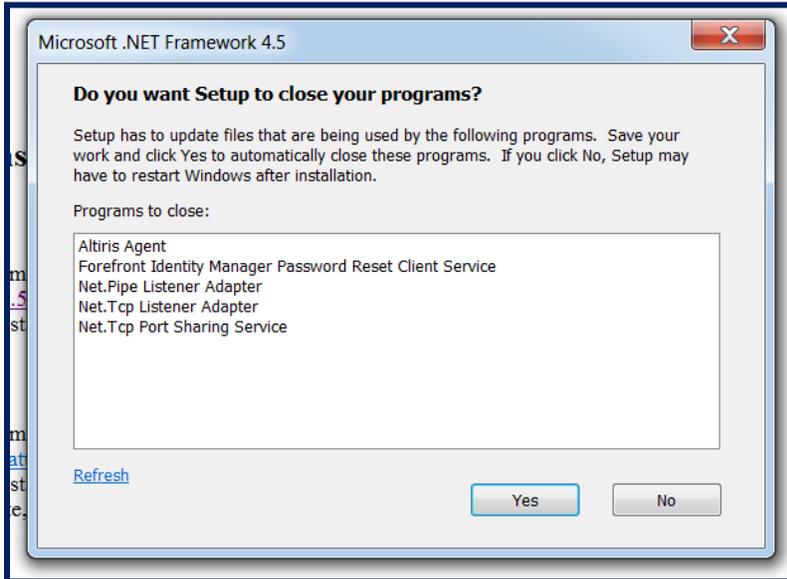


Figure 4 - .NET Framework Close Program Prompt

- 8) When the .NET Framework 4.5 Installation is complete, a confirmation message will display.
- Click “Finish” to proceed.

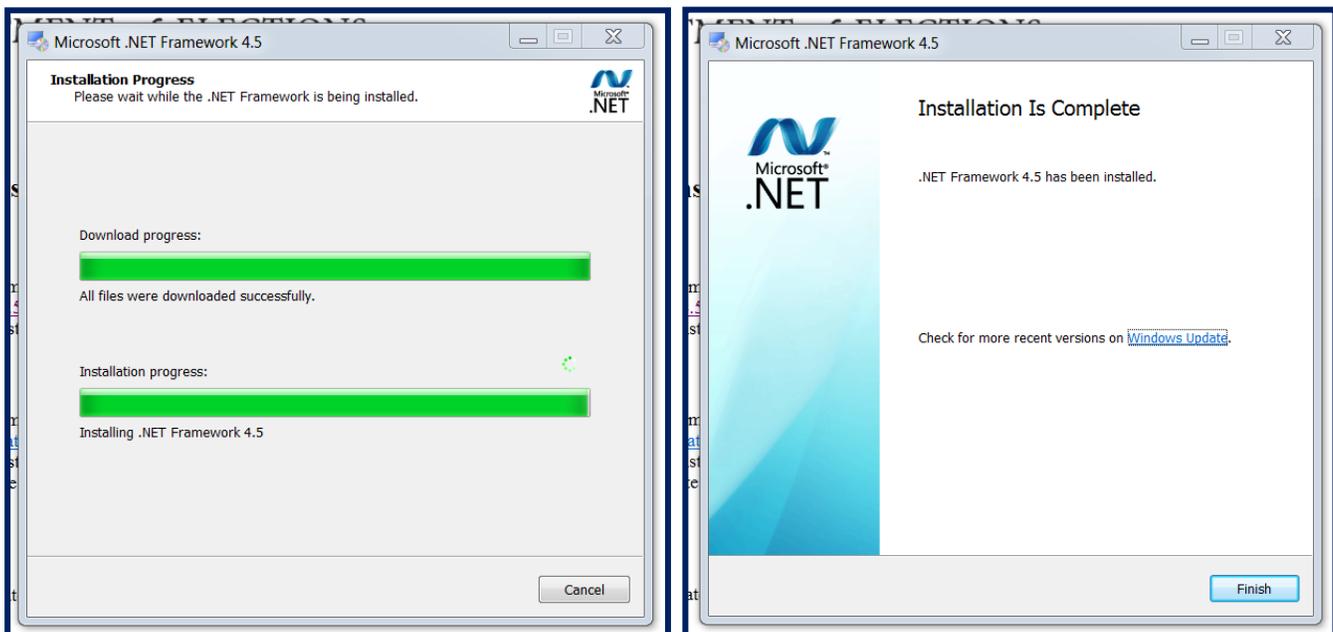


Figure 5 - .NET Framework 4.5 Installation Progress and Confirmation



- 9) From the Voter Photo ID Installation Portal, click: [Click this link to install the Signature Pad Driver](#)
- This will open up a new Security Warning window.
 - Click “Run”. (You may be prompted to enter Administrator credentials).

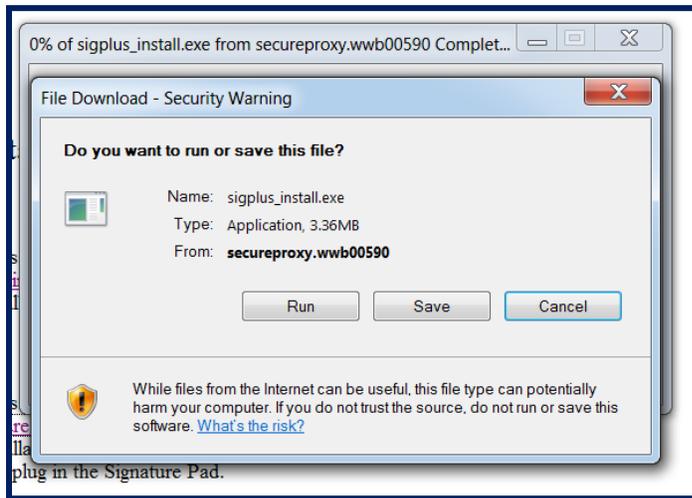


Figure 6 – sigplus install Security Warning

- 10) The installation of the sigPlus Signature Pad Driver will begin.
- You will be prompted a number of times with installation windows.
- 11) The SigPlus 4.4.0.19 Welcome Screen will display.
- Click “Next>” to continue.
- 12) When the Read Me File Screen will display.
- Click “Next>” to continue.

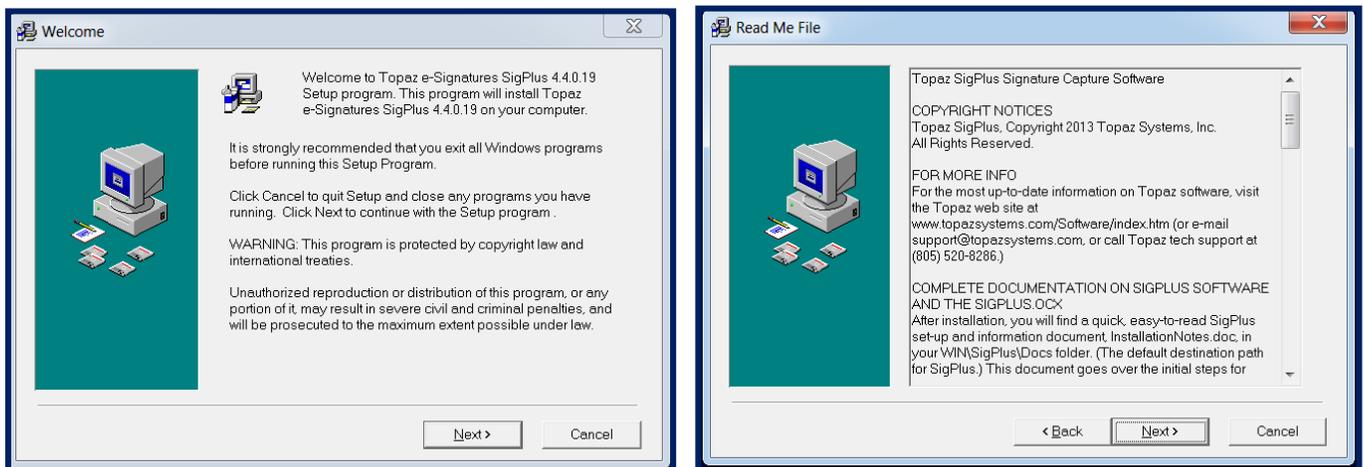


Figure 7 - SigPlus Installation Welcome Screen & Read Me File Notification



- 13) Choose Destination Location Screen will display.
- “C:\Windows\SigPlus” is the default destination.
 - Click “Next>” to continue.

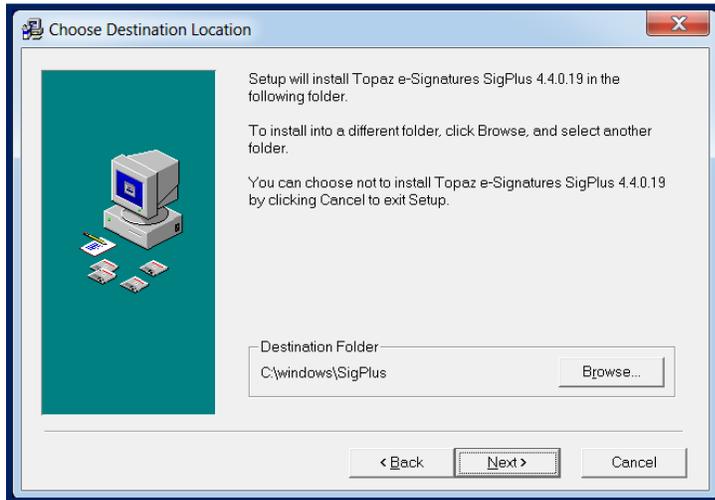


Figure 8 - Choose Destination Location Screen

- 14) The installation will prompt you with a series of choices to ensure that the installation is performed for the exact model signature pad (T-S460-HSB-R).
- On each screen, select the correct option and then click “OK”.

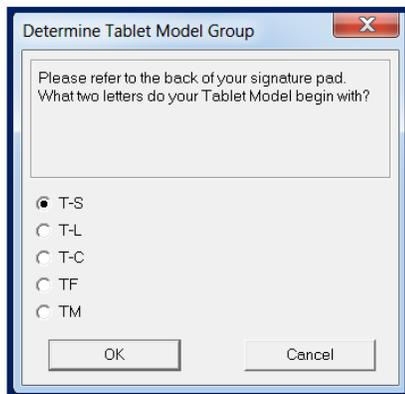


Figure 10 - "T-S" Option

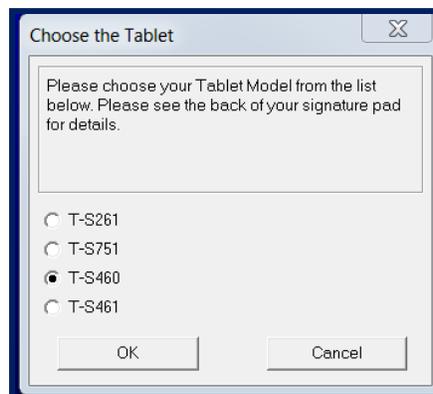


Figure 11 - "T-S460" Option

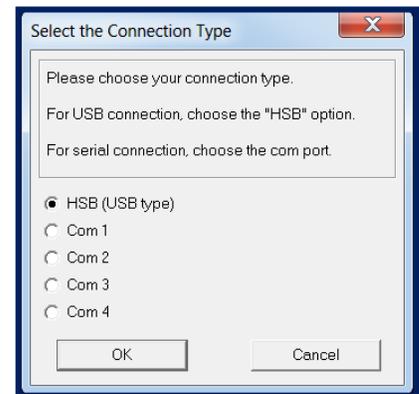


Figure 9 - "HSB (USB type)" Option



- 15) You will be prompted to read and agree to the License Agreement.
- Click “Agree” to proceed.



Figure 12 - SigPlus License Agreement

- 16) Next you will be asked if you want to place a Demo Ocx.exe shortcut on your desktop. This shortcut allows you to access the test program for the signature pad.
- Select “Yes”
 - Click “OK”

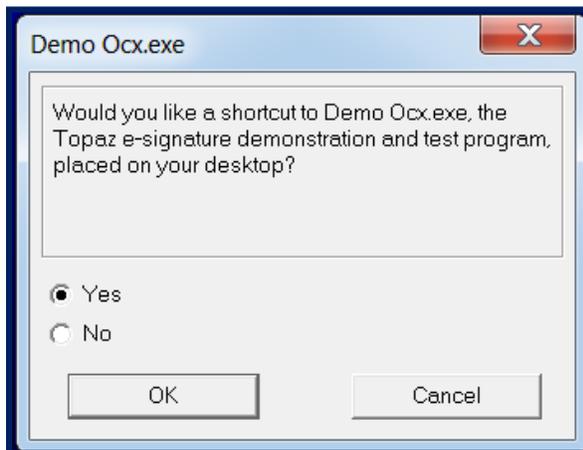


Figure 13 - Demo Ocx.exe Confirmation Window



17) Two information windows will display.

- You may disregard the messages in each of the windows.
- Click "OK" on both windows to proceed.

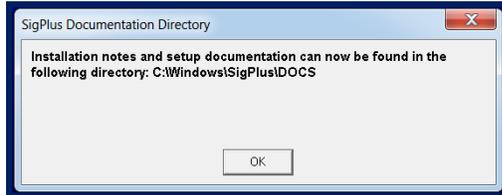


Figure 14 - SigPlus Installation Notes Directory

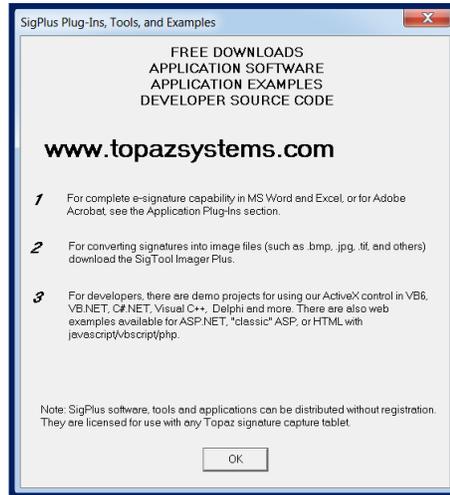


Figure 15 - SigPlus Developer Resources

18) Next you will be notified that the SigPlus installation is complete.

- Click "Finish >" to proceed.

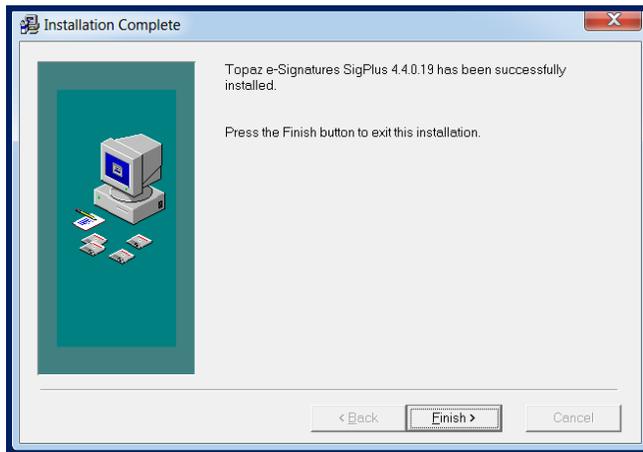


Figure 16 - SigPlus Installation Complete Notification

19) A window will display notifying you that you must restart your computer to complete the installation.

- Click "OK"
- Your computer will restart.

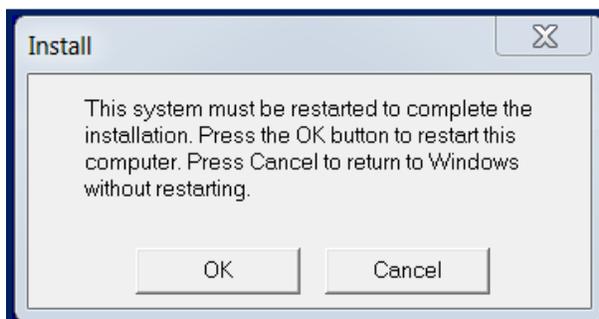


Figure 17 - SigPlus Restart Message



20) Plug the USB end of the signature pad into a USB port on your computer.

21) Find and double-click the “DemoOCX” icon to launch the SigPlus test program.

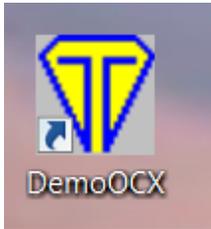


Figure 18 - DemoOCX Icon

22) Once the DemoOCX program opens you will be able to verify that the signature pad is connected and working properly.

- Click “Start” to initiate the program.
- Write on the signature pad with the stylus to verify that it is working.
- Close the DemoOCX test program.

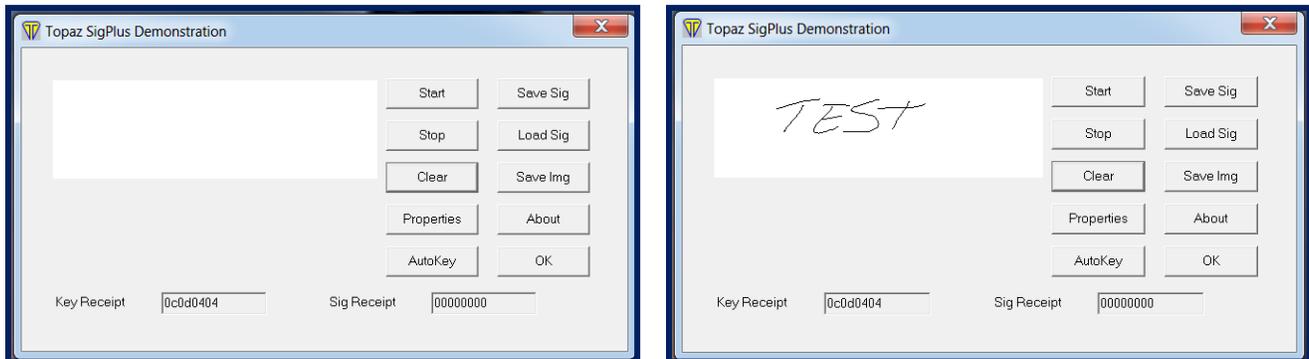


Figure 19 - Topaz SigPlus DemoOCX

23) Plug the USB end of the webcam into a USB port on your computer.

- A small installation notification balloon will display in the lower right corner of your computer.
- A small successful notification balloon will display in the lower right corner of your computer.
- Your webcam is ready to use.

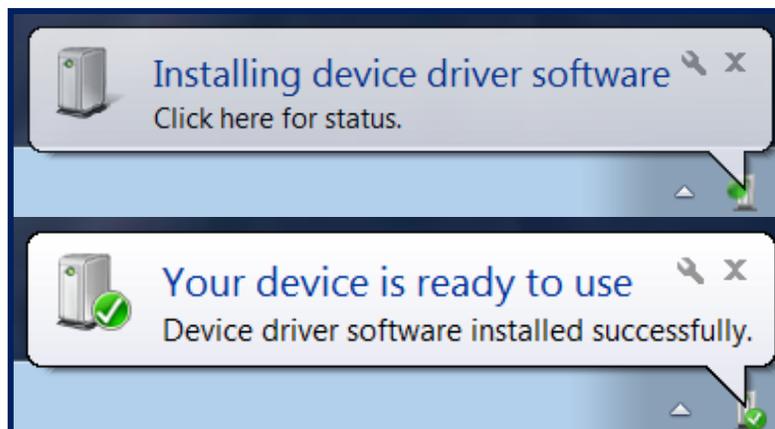


Figure 20 - Windows Driver Automatic Installation



24) Log into VERIS and return to the Voter Photo ID Installation Portal.

- VERIS Home > Links > GR Downloads and Information > Desktop Applications and Software > Voter Photo ID > Voter Photo ID Installation Portal

25) From the Installation Portal, click: [Click this link to install the Voter Photo ID software.](#)

- This will open up a new Security Warning window.
- Click “Run”

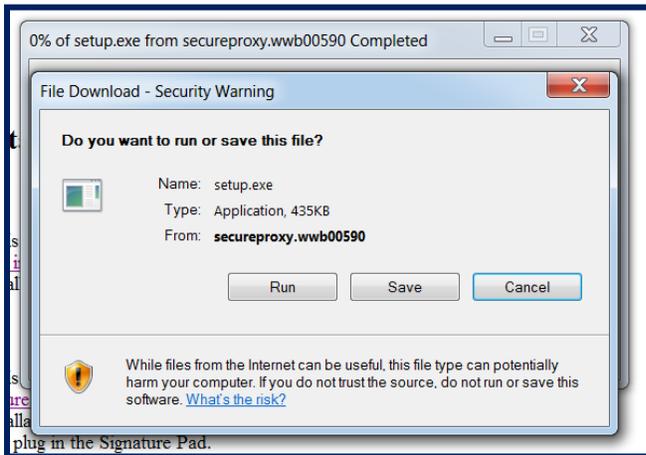


Figure 21 - Voter Photo Security Warning

26) The installation of the Voter Photo ID software will begin. You will be prompted to allow the installation.

- Click “Install”

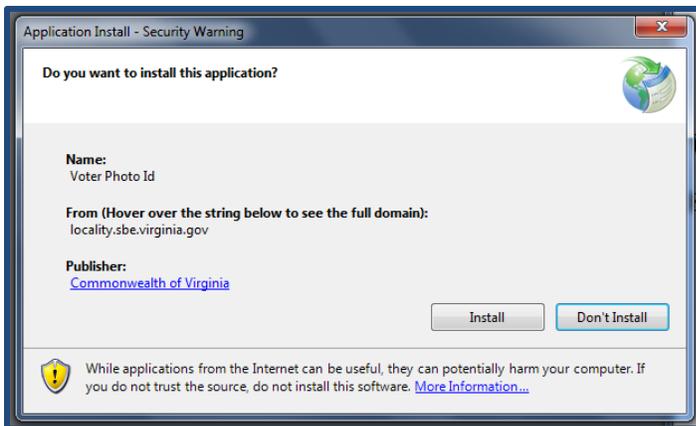


Figure 22 - Voter Photo ID Publisher Warning

27) The installation will complete and automatically open the Voter Photo ID software.