



LOS ANGELES COUNTY REGISTRAR-RECORDER/COUNTY CLERK

DEAN C. LOGAN
Registrar-Recorder/County Clerk



Capture of the Computer Based Training CBT and in-person training photos.

<p>[Text when button is clicked.] Click the X to close the box. [Text when all buttons are clicked.] Click the NEXT button to continue.</p> <p>[Textbox 1.1 Customer Service Principles] [Photo/image left.] [Group photo.]</p> <p>You are responsible for quality customer service and are expected to assist all people who contact you, even if the issue is not within your area of responsibility. When interacting with the public, adhere to the following customer service principles:</p> <ul style="list-style-type: none">Be respectfulBe courteousBe professionalBe responsiveBe accurateBe prompt <p>If you are ever in a situation where you do not know what to do, call the Call Center.</p> <p>[Textbox 1.2 Quality Customer Service] [Group photo 2.]</p> <p>To provide quality customer service, follow these principles:</p> <ul style="list-style-type: none">Respect: Foster respect, and treat others with respect.Trust: Earn the confidence of the public and your colleagues.Proactivity: Promote a positive work environment.Focus: Limit distractions.Safety: Adhere to safety protocols while working.Security: Follow security measures when dealing with confidential information. <p>[Textbox 1.3 Health and Safety] [PST performing a duty.]</p> <p>Write performing your duties, health and safety is our number one priority.</p> <p>3. Okta Registration (Video)</p> <p>Audio: PSTs are sent two links for Okta registration. One link is to register for Training (Okta), and the other is to register for Production (Okta). It is extremely important that you complete this prior to in-person training.</p> <p>Visual: Screen Shot of Okta Registration</p> <p>Development Status: [New video.] [PST at computer.]</p>	<p>security measures when dealing with confidential information.</p> <p>[Textbox 2.1 Ethical and Moral Standards] [Worker working.]</p> <p>You should display the following ethical and moral standards while working for the county:</p> <ul style="list-style-type: none">HonestyStrong moral principlesAccountability for your actions <p>[Textbox 2.2 County Property] [Vote Center and/or Call Center.]</p> <p>County property includes the Vote Center, Call Center, laptops, phones, smartphones, and BMDCs. County property is for county business only and is not for personal use. If county property is used for personal reasons, it is unethical, and in some cases, illegal.</p> <p>[Textbox 2.3 Workplace Attire] [Worker with ID badge.]</p> <p>You must wear an official ID badge at all times. Please dress appropriately in business casual clothing and closed toe shoes.</p> <p>[Textbox 2.4 Security Awareness] [Computer, login.jpg]</p> <p>Security Awareness</p> <p>All individuals are responsible for safeguarding their system access login and password credentials and must comply with the password parameters and standards. Passwords must not be shared with or made available in, anyone in any manner that is not consistent with this policy and procedure. You may not, directly or indirectly, disclose, disseminate, or otherwise attempt to uncover or discover the source code, script code, underlying structure, ideas, know how, or algorithms related to the Services or any Software from all or any portion of the Services or any Software, documentation, or data related to the Services.</p> <p>If you encounter problems:</p> <ul style="list-style-type: none">Find a safe route to enter the Vote Center.Report the incident to the Call Center.If there are SO or more people, report the incident to the Call Center.	<p>disclose, disseminate, or otherwise attempt to uncover or discover the source code, script code, underlying structure, ideas, know how, or algorithms related to the Services or any Software from all or any portion of the Services or any Software, documentation, or data related to the Services.</p> <p>If you encounter problems:</p> <ul style="list-style-type: none">Find a safe route to enter the Vote Center.Report the incident to the Call Center.If there are SO or more people, report the incident to the Call Center. <p>[Textbox 3.1 Protectors] [Stock image of protectors.]</p> <p>Protectors</p> <p>If you encounter problems:</p> <ul style="list-style-type: none">Find a safe route to enter the Vote Center.Report the incident to the Call Center.If there are SO or more people, report the incident to the Call Center.
<p>Los Angeles County, CA VMAP Field Support Technician and Call Center Agent Training Course</p> <p>protectors, it is unsafe.</p> <p>[Textbox 4.1 Health and Safety]</p> <p>Write performing your duties, health and safety is our number one priority.</p> <p>3. Okta Registration (Video)</p> <p>Audio: PSTs are sent two links for Okta registration. One link is to register for Training (Okta), and the other is to register for Production (Okta). It is extremely important that you complete this prior to in-person training.</p> <p>Visual: Screen Shot of Okta Registration</p> <p>Development Status: [New video.] [PST at computer.]</p>	<p>Los Angeles County, CA VMAP Field Support Technician and Call Center Agent Training Course</p> <p>A window appears, prompting you to log in with the credentials you just created. Enter your Username and Password.</p> <p>Next, select a security question, and provide an answer.</p> <p>Select Add Phone Number to add your personal phone number. A text message in case you forget it.</p> <p>Select Create My Account. You are automatically logged into the Incident Management.</p> <p>[Safe to log screen. Text.] Click the NEXT button to continue.</p> <p>4. Your Role (Interactive)</p>	<p>Los Angeles County, CA VMAP Field Support Technician and Call Center Agent Training Course</p> <p>Title</p> <p>Click each title below to learn more about each role.</p> <p>Role 1 Role 2 Role 3</p> <p>[Text when title is clicked.] Click the X to close the box. [Text when all titles are clicked.] Click the NEXT button to continue.</p> <p>The Field Support Technician (FST) supports Vote Center equipment, including troubleshooting and device replacement. At least one FST will be present at each site.</p> <p>The Field Support Technician (FST) supports Vote Center equipment, including troubleshooting and device replacement. At least one FST will be present at each site.</p>

Capture of CBT Design Document – 140 page document.



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*Video shoot for
Computer Based Training.*



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Capture of Computer Based Training. A prerequisite for all students.

VSAP Field Support Technician and Call Center Agent Training Course

MENU

- Exploring the FST Phone ✓
- Introduction to VSAP Activity ✓
- FST Duties**
 - Overview ✓
 - Text to Check In/Out Disclaimer ✓
 - Key FST Duties ✓
 - FST Attendance ✓
 - Chain of Custody** ✓
 - Chain of Custody Components ✓
 - Chain of Custody Hierarchy** ✓
 - Chain of Custody Fields and Navigation Overview ✓
- Prior to Opening the Vote Center ✓
- Opening the Vote Center**
 - Opening the BMD Cart and Checking In ✓

Chain of Custody Hierarchy

Chain of Custody will be conducted in a hierarchy process. It is a shared responsibility. It is the Vote Center Lead's primary task to perform Chain of Custody.

Play (Ctrl+Alt+P) ◀ PREV NEXT ▶

VSAP Field Support Technician and Call Center Agent Training Course

MENU

- Exploring the FST Phone ✓
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- FST Duties**
 - Overview ✓
 - Text to Check In/Out Disclaimer ✓
 - Key FST Duties ✓
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 - Chain of Custody Hierarchy** ✓
 - Chain of Custody Fields and Navigation Overview ✓
- Prior to Opening the Vote Center ✓
- Opening the Vote Center**
 - Opening the BMD Cart and Checking In ✓

Chain of Custody Hierarchy

However, if the Vote Center Lead is unavailable, it is the duty of the Assistant Vote Center Lead to complete this task. If both the Vote Center Lead and the Assistant Vote Center Lead are unavailable, it is the duty of the FST to complete this task. *Click the **NEXT** button to continue.*

Vote Center Lead → Assistant Vote Center Lead → Field Support Technician (FST)

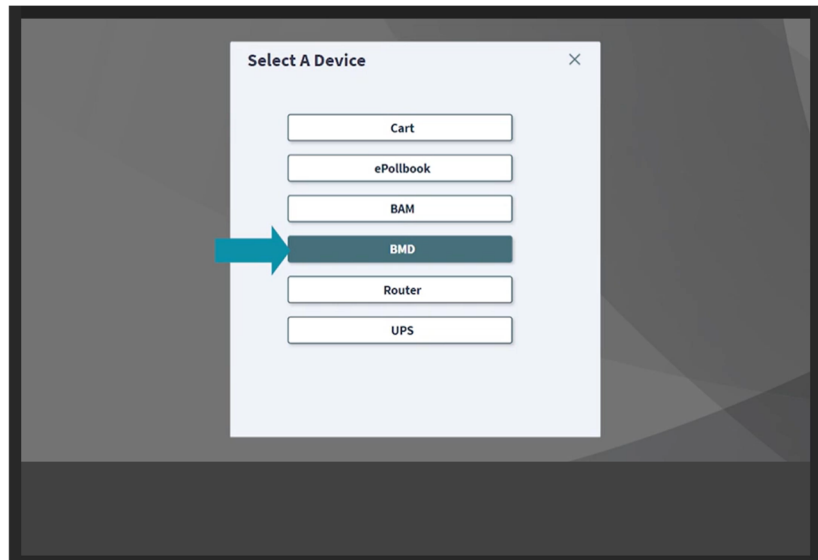
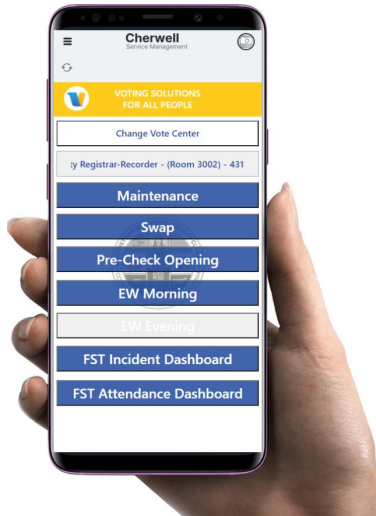
Play (Ctrl+Alt+P) ◀ PREV NEXT ▶



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The Equipment Management system is designed to track and manage election equipment inventory using technology.

This system aims to improve efficiency in equipment deployment and maintenance by providing real-time data on the location and status of equipment.



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Chain of Custody Fields and Navigation Overview

Antelope Valley Mall - Training - TE4269 - TR000:

Use Manual Barcode Entry ☐ Yes ☒ No

CoC Type: BMD Maintenance

Asset Type: BMD [What is a BMD?](#)

Asset Tag:
[What is an Asset Tag?](#)
 [Scan Asset Tag](#)

Zip Tie Lock:
[What is a Zip Tie Lock?](#)
 [Scan Zip Tie](#)

Zip Tie Lock Compromised? ☐ Yes ☒ No

IBB Seal Compromised? ☐ Yes ☒ No

Seal Barcode:
[What is a Seal Barcode?](#)
 [Scan Seal](#)

Is the Seal Compromised? ☐ Yes ☒ No

New Zip Tie Lock:
[What is a Zip Tie Lock?](#)
 [Scan Zip Tie](#)

[Submit](#)



Asset Tag – unique identifier placed on each device to distinguish devices from one another.



Tamper evident **Seal Barcode** placed on each Ballot Marking Device.

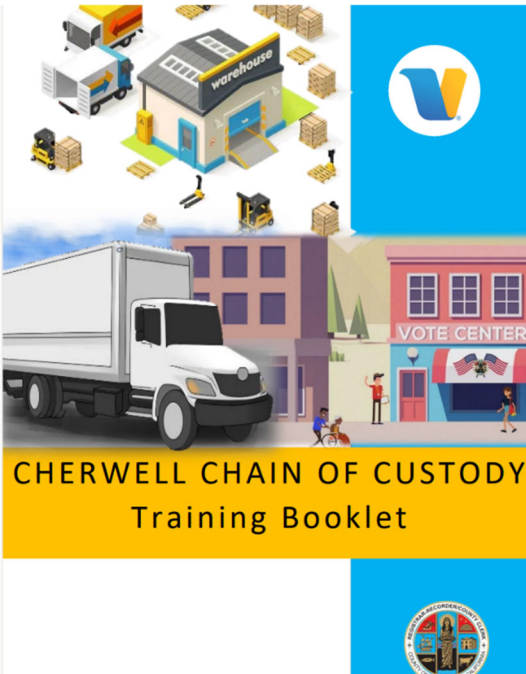




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Chain of Custody Booklet given to students during in-person training. This allows students to practice scanning the devices – 189 pages.

3. Click Scan Asset Tag.	
4. Scan this Asset tag. <i>First BMD Asset Tag.</i>	
5. Click Scan Zip Tie.	
6. Scan this Zip Tie. <i>First BMD Zip Tie.</i>	
7. Click Scan Seal Barcode.	
8. Scan this Seal Barcode. <i>First BMD Seal Barcode.</i>	



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In-person training lab and simulation. This provides hands-on practice for students to test the skills that have been learned in the classroom. Trainers provide assistance as needed, however gives the student the opportunity to use the resources provided as they will need to in the field.



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The equipment and applications are created with ADA compliance in mind for those with color or vision impairment, hearing impairment, and physical disabilities.

In-person application allows for hands-on, real-time experiences. See video links below:

[Training Chain Of Custody Video](#)

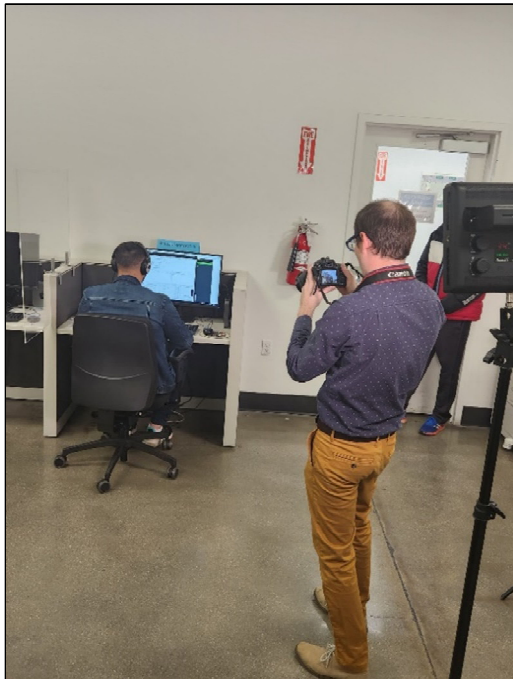
[Training Simulation Time-Lapse Video](#)



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Capture of training. Agents are able to see Chain of Custody records in real-time versus waiting for the paper documentation to come back to the warehouse. Real-time visibility allows for immediate reconciliation.

Chain of Custody Report below.

Chenell Service Management (Licensed to County of Los Angeles Registrar-Rec/County Clerk)

File Edit View Searching One-Stop Customer Dashboards Tools Localization Help

Task Pane: Chain of Custody

Quick Search: Search Incident

Drag a column header here to group by that column

Chain of Custody ID	Chain of Custody Type Name	Asset Tag	Location	Security Check Failed	Created Date Time
918945	Assign	110378	Christine Emerson Reed Park	False	8/30/2021 9:31 AM
918951	Assign	130415	St Bernadette Catholic Church	False	8/30/2021 9:31 AM
918949	Assign	71194	Anderson W Clark Magnet High School	False	8/30/2021 9:31 AM
918948	Assign	95701	Christine Emerson Reed Park	False	8/30/2021 9:31 AM
918940	Assign	132682	John Marshall Middle School	False	8/30/2021 9:31 AM
918953	Assign	130414	St Bernadette Catholic Church	False	8/30/2021 9:31 AM
918952	Assign	108131	Anderson W Clark Magnet High School	False	8/30/2021 9:31 AM
918942	Assign	132530	John Marshall Middle School	False	8/30/2021 9:31 AM
918955	Assign	98636	Christine Emerson Reed Park	False	8/30/2021 9:31 AM
918958	Assign	108087	St Bernadette Catholic Church	False	8/30/2021 9:31 AM
918956	Assign	102285	Anderson W Clark Magnet High School	False	8/30/2021 9:31 AM
918946	Assign	132582	John Marshall Middle School	False	8/30/2021 9:31 AM
918957	Assign	107982	Christine Emerson Reed Park	False	8/30/2021 9:31 AM
918961	Assign	127190	St Bernadette Catholic Church	False	8/30/2021 9:31 AM
918960	Assign	108212	Anderson W Clark Magnet High School	False	8/30/2021 9:31 AM
918959	Assign	98768	Christine Emerson Reed Park	False	8/30/2021 9:32 AM
918950	Assign	729773	John Marshall Middle School	False	8/30/2021 9:32 AM
918962	Assign	100323	Anderson W Clark Magnet High School	False	8/30/2021 9:32 AM
918963	Assign	93798	Christine Emerson Reed Park	False	8/30/2021 9:32 AM
918954	Assign	109995	John Marshall Middle School	False	8/30/2021 9:32 AM
918965	Assign	103896	Anderson W Clark Magnet High School	False	8/30/2021 9:32 AM
918966	Assign	107718	Christine Emerson Reed Park	False	8/30/2021 9:32 AM
918967	Assign	125528	Anderson W Clark Magnet High School	False	8/30/2021 9:32 AM
918970	Assign	125530	Anderson W Clark Magnet High School	False	8/30/2021 9:32 AM
918969	Assign	93799	Christine Emerson Reed Park	False	8/30/2021 9:32 AM
918972	Assign	94919	Christine Emerson Reed Park	False	8/30/2021 9:32 AM
918974	Assign	96334	Christine Emerson Reed Park	False	8/30/2021 9:33 AM
918968	Assign	118383	John Marshall Middle School	False	8/30/2021 9:33 AM
918976	Assign	93980	Christine Emerson Reed Park	False	8/30/2021 9:33 AM
918977	Assign	120118	Anderson W Clark Magnet High School	False	8/30/2021 9:33 AM
918971	Assign	129103	John Marshall Middle School	False	8/30/2021 9:33 AM
918980	Assign	127867	St Bernadette Catholic Church	False	8/30/2021 9:33 AM
918979	Assign	762746	Anderson W Clark Magnet High School	False	8/30/2021 9:33 AM
918973	Assign	70355	John Marshall Middle School	False	8/30/2021 9:33 AM
918981	Assign	96593	Christine Emerson Reed Park	False	8/30/2021 9:33 AM
918983	Assign	95939	Anderson W Clark Magnet High School	False	8/30/2021 9:33 AM
918986	Assign	130653	St Bernadette Catholic Church	False	8/30/2021 9:33 AM
918975	Assign	68408	John Marshall Middle School	False	8/30/2021 9:33 AM
918985	Assign	97512	Anderson W Clark Magnet High School	False	8/30/2021 9:33 AM
918986	Assign	104296	St Bernadette Catholic Church	False	8/30/2021 9:33 AM
918978	Assign	125162	John Marshall Middle School	False	8/30/2021 9:33 AM
918988	Assign	130253	Anderson W Clark Magnet High School	False	8/30/2021 9:34 AM
918987	Assign	108085	Christine Emerson Reed Park	False	8/30/2021 9:34 AM
918989	Assign	107118	St Bernadette Catholic Church	False	8/30/2021 9:34 AM
918990	Assign	106445	St Bernadette Catholic Church	False	8/30/2021 9:34 AM
918991	Assign	118625	John Marshall Middle School	False	8/30/2021 9:35 AM
918992	Assign	103875	John Marshall Middle School	False	8/30/2021 9:35 AM