Driver's License Scanning FAQs

Question: Does Poll Pad store the barcode data when scanning a driver's license?

Explanation: Most newer driver's licenses contain two barcodes: a one-dimensional barcode consisting of black and white lines and a two-dimensional (2D) barcode with black-and-white dots and shapes that create specific patterns. The Poll Pad can read both, but most states' driver's licenses encode name and date of birth in the 2D barcode. The Poll Pad uses the name and date of birth information from the barcode to search for voters.

Resolution: The only information recorded and stored during a barcode search is the name of the matched voter from the Voter Confirmation screen. The system ignores all other data in the 2D barcode, and no ID search history is stored that isn't already part of the voter record.

Question: Why do most driver's licenses scan, but some don't?

Explanation: A worn driver's license will have more difficulty scanning than a new one, so successful scanning can depend on the age and quality of the license.

Resolution: If a driver's license will not scan, perform a manual search.

Question: Why are driver's licenses not scanning, and they all say "exact match not found."

Explanation: Most newer driver's licenses contain two barcodes: a one-dimensional barcode consisting of black and white lines and a two-dimensional (2D) barcode with black-and-white dots and shapes that create specific patterns. The Poll Pad can read both, but most states' driver's licenses encode name and date of birth in the 2D barcode.

Resolution: Disable "Allow Code 128 Barcodes" in Poll Pad Configurations under "Search and License Scan."

Question: Why won't a driver's license scan when a voter holds their ID?

Explanation: The camera must have a clear view of a steady image to scan the barcode.

Resolution: Use the ID tray provided in the Poll Pad kit to hold the ID during scanning.

Question: Why have driver's licenses stopped scanning when they were scanning successfully earlier in the day?

Explanation: The camera on the Poll Pad must have a clear view of the license to scan. The camera will also start by focusing far away from the Poll Pad and gradually pull focus closer until it has a clean and clear barcode.

Resolution(s):
- If the image looks smudged, check the lens for dirt or grease.
- If the entire barcode is not in the frame, adjust the ID tray so that the entire 2D barcode is visible on the camera scan view.
- If the camera still doesn't focus, try the following possible fixes:
  - Adjust the ID tray so that the entire license takes up as much of the view as possible.
  - Check for papers or other materials on the table behind the license that the camera may be focusing on.
  - Adjust the ID tray, so there is no glare on the license.

Question: Why does a voter's driver's license scan pull up a different voter than what is on the license?

Most Likely Cause: The person presenting the driver's license is not registered to vote, but their date of birth and the first three letters of their last name matches that of a registered voter. Search ePulse under "Registered Voters" to see if the voter is registered to vote in your jurisdiction, and verify again in your Voter Registration System.

Explanation:
During a barcode scan, the Poll Pad software attempts to find a 100% match on the First name, Last name, and Date of Birth from the barcode of the ID presented.

If a single 100% match is found and there are no other restrictions on the voter's record, you can configure the Poll Pad software to go straight to that voter's confirmation page.

If the system does not find a 100% match, the software will look at a combination of the Last name plus Date of Birth to see if a partial match is found. Any partial match results will appear as a list of voters to choose from, similar to performing a manual name search.

See the table below for some *Scanning Scenario Examples*.

Note: If the system finds a partial match or you perform a manual search, the Poll Pad software will return a list of possible voter matches and will not display the Voter Confirmation screen.
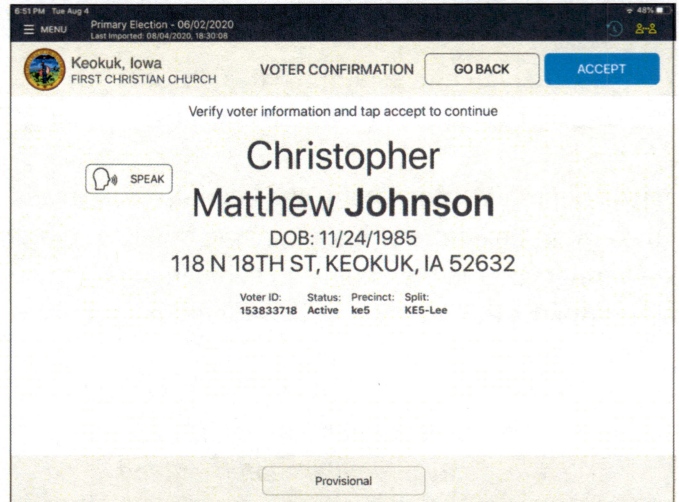
Scanning Scenario Examples

Example 1: A successful scan for an active registered voter in the correct polling place

Voter: Chris Johnson
DOB: 11/24/1985

Chris Johnson arrives at the FIRST CHRISTIAN CHURCH polling place and scans his driver's license.

He is in the correct polling place and is an Active voter, so scanning his license prompts the Poll Pad to display the Voter Confirmation screen.
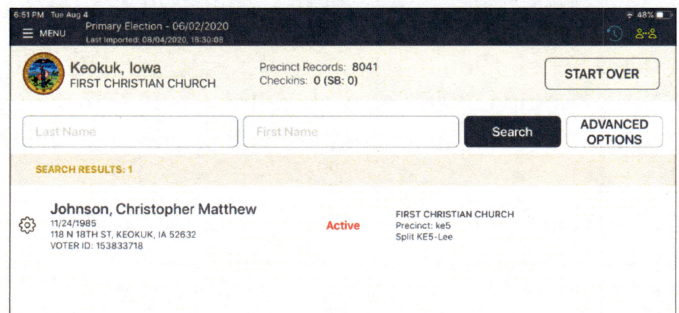

Example 2: An unregistered person in the same polling place as the above voter Christopher Johnson

Voter: Susanne Johansson
DOB: 11/24/1985

Susanne Johansson arrives at the FIRST CHRISTIAN CHURCH polling place and scans her driver's license.

She is not registered to vote, but her date of birth and first three letters of her last name (JOH) matches a registered voter so scanning her license prompts the Poll Pad to display a partial match list that includes Christopher Johnson.

The partial match list is a list of potential matches to choose from and is not "pulling up a different voter than what is on the license." In this case, the poll worker should manually search to see if the voter is registered to vote in the jurisdiction.

Example 3: An unregistered person in the same polling place but with no matches in the county
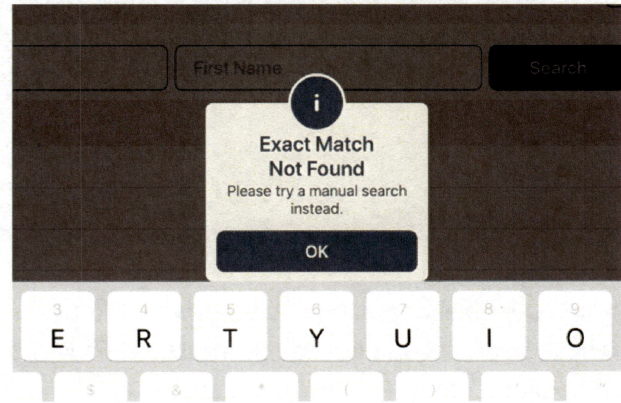
Voter: James Breeden
DOB: 1/23/1945

James Breeden arrives at the FIRST CHRISTIAN CHURCH polling place and scans his driver's license.

He is not registered to vote, and his date of birth and the first three letters of his last name does not match any other voter in the county so scanning his license prompts the Poll Pad to display an alert message which says:

Exact Match Not Found
Please try a manual search instead.

Example 4: An active registered voter in the wrong polling place

Voter: Terry Thompson
DOB: 11/24/1985
Terry Thompson arrives at the FIRST CHRISTIAN CHURCH polling place and scans his driver's license.

He is registered to vote, but he is in the incorrect polling place so scanning his license prompts the Poll Pad to display a partial match with an alert that he is in the wrong location.