Secretary of State Election Command Center

Track-It! 8.5

Login Locate Information Let Us Know

Track-It is the Secretary of State's newest communication tool in an effort to streamline the sharing of information between local election officials and the Secretary of State's office (SOS) offering:

- A resource center hosting equipment manuals, forms, laws, procedures, and other written material used for elections
- Instant notification and tracking of election issues or concerns to the SOS via work orders
- One click communication to the Secretary of State's office that all polls are open/closed

Track-It serves as a centralized "command center" and automates the process of clerk-to-Secretary and Secretary-to-clerk communication without having to make phone calls and streamlines issue tracking for the SOS and jurisdictions.

A Resource center ensures that everyone is looking at the most recent version of a document as it hosts necessary information in one location online where users can view and download printed material such as Sequoia manuals and Secretary of State forms.

Additionally, users may track internally and submit to the SOS a work order to notify of an election problem or issue such as a power outage at a polling location, comments from voters or notification that all polls are open or closed.

Please take a few minutes to review this manual which features instructions on how to:

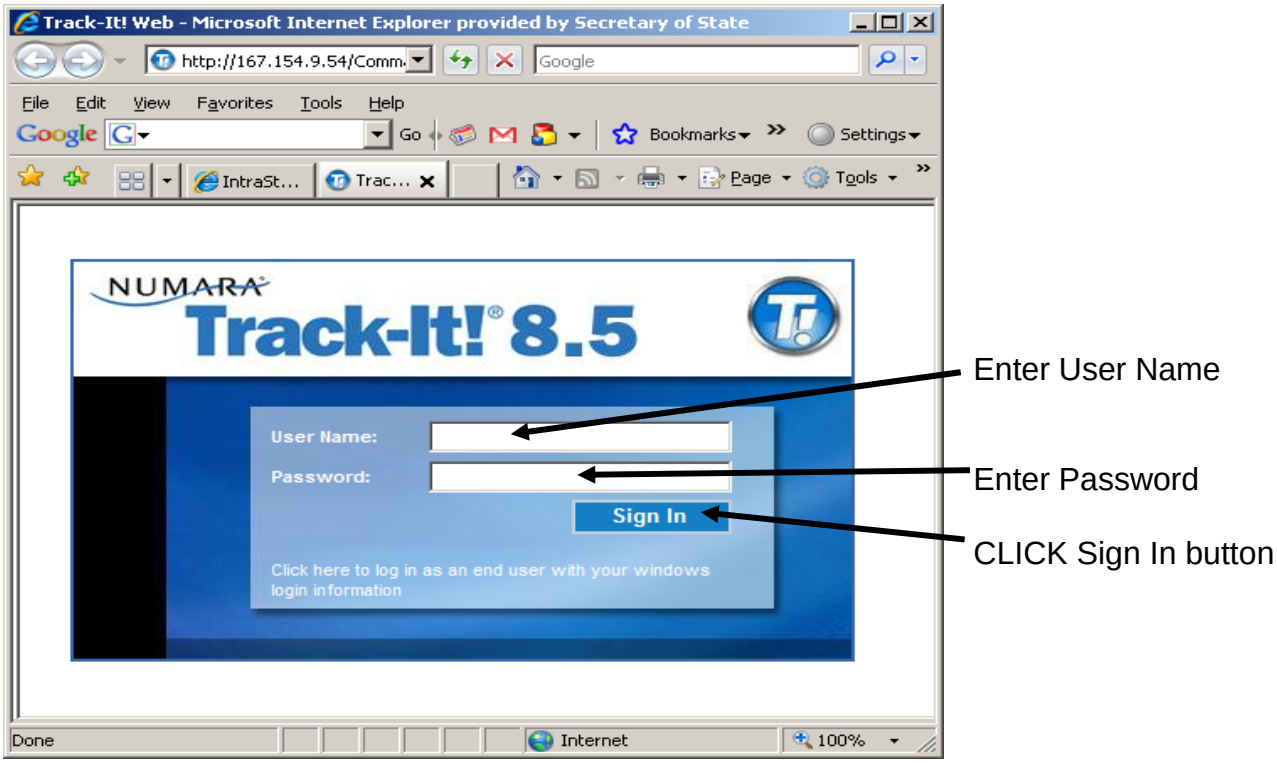
- Locate manuals and forms
- Search for manuals and forms
- Fill out a work order
- Send a work order
- Review open/closed work orders

The Command Center is available so that users can spend a week getting familiar, finding manuals and forms, and sending real-time issue requests.

QUESTIONS?
☎ Ryan High (775) 684-5650

Login

1. Visit http://167.154.9.54/CommandCenter/ - be sure to bookmark this link in your favorites folder



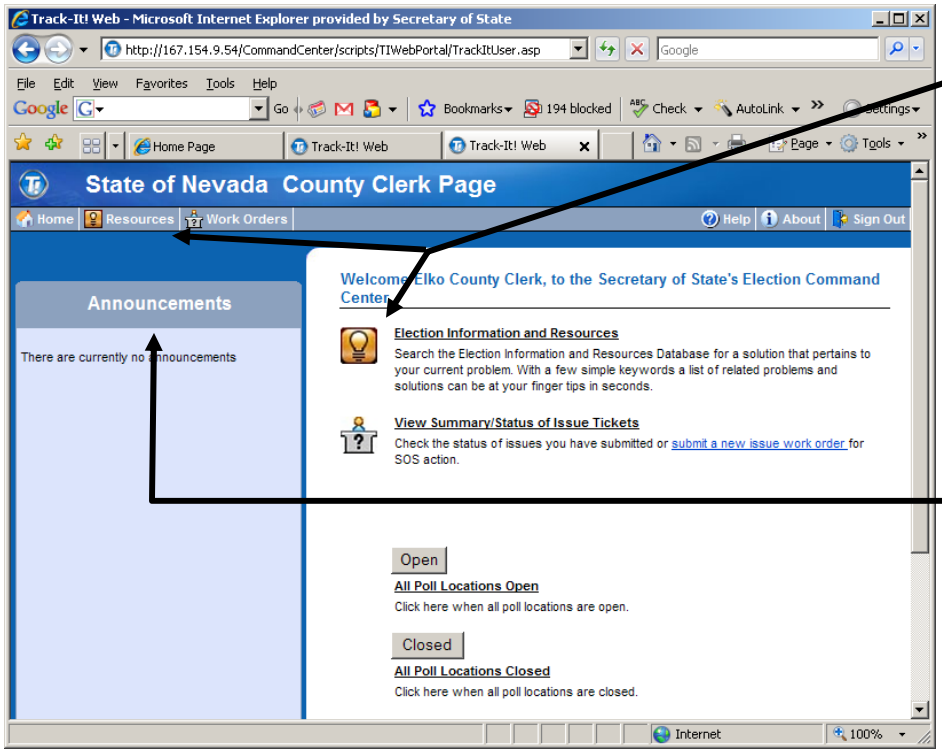
2. Enter User Name – User Names are case specific. *(Note: different login names allow for different levels of access, with the County Clerk login being the highest)*

3. Enter Password - passwords are case specific.

4. CLICK Sign In.

Locate Information

This is the HOME PAGE for Track-It after you Sign In.



Resource Center

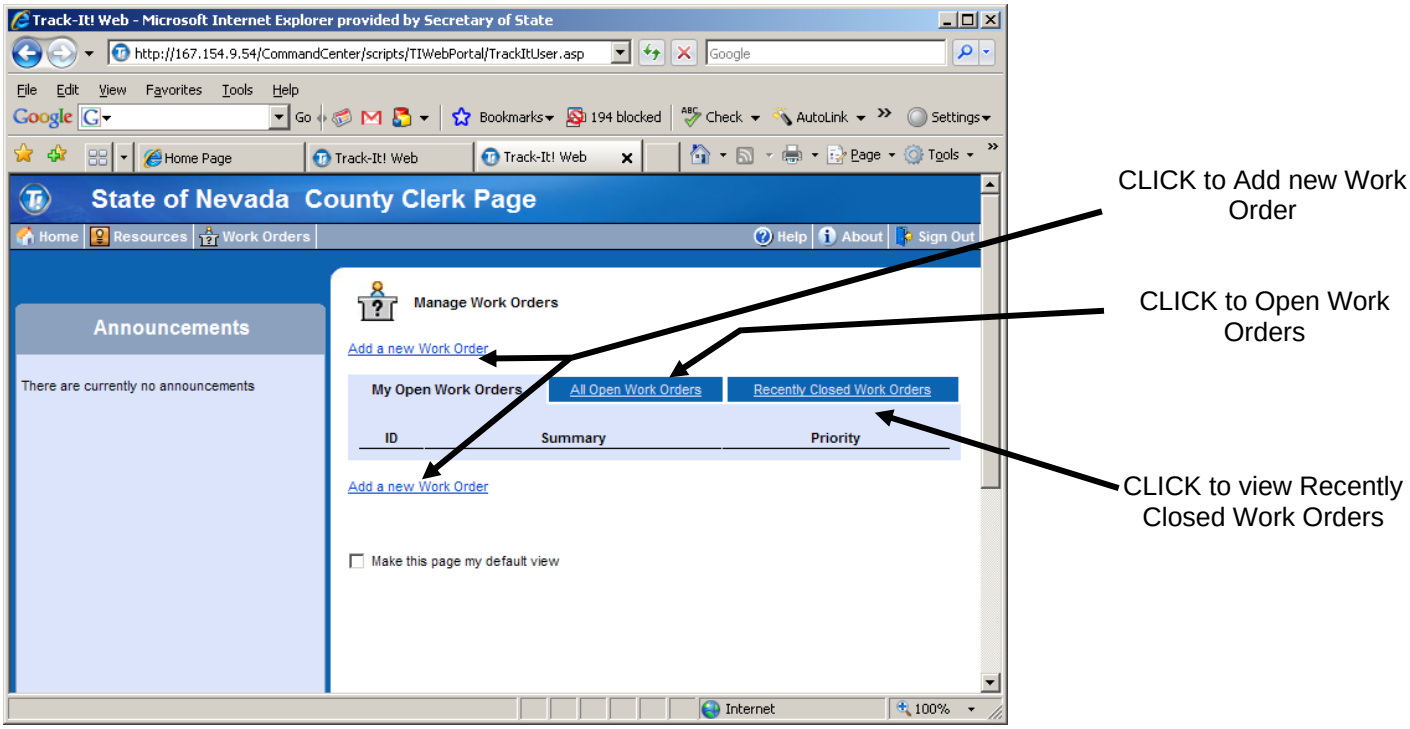
Announcements from SOS will be found here. Keep checking this link as it will be refreshing every 3 minutes.

Locate Election Information and Resources such as manuals, forms, equipment information, Federal and State Statutes, Candidate Information and Election Calendars and Guides by clicking on one of two hyperlinks (see above screen shot).

Let Us Know – Submit a Work Order to the SOS

<u>To get to this page from the HOME PAGE, CLICK on Work Orders on the tool bar or View Summary/Status of Issue Tickets under the WELCOME Section.</u>

Managing work orders:



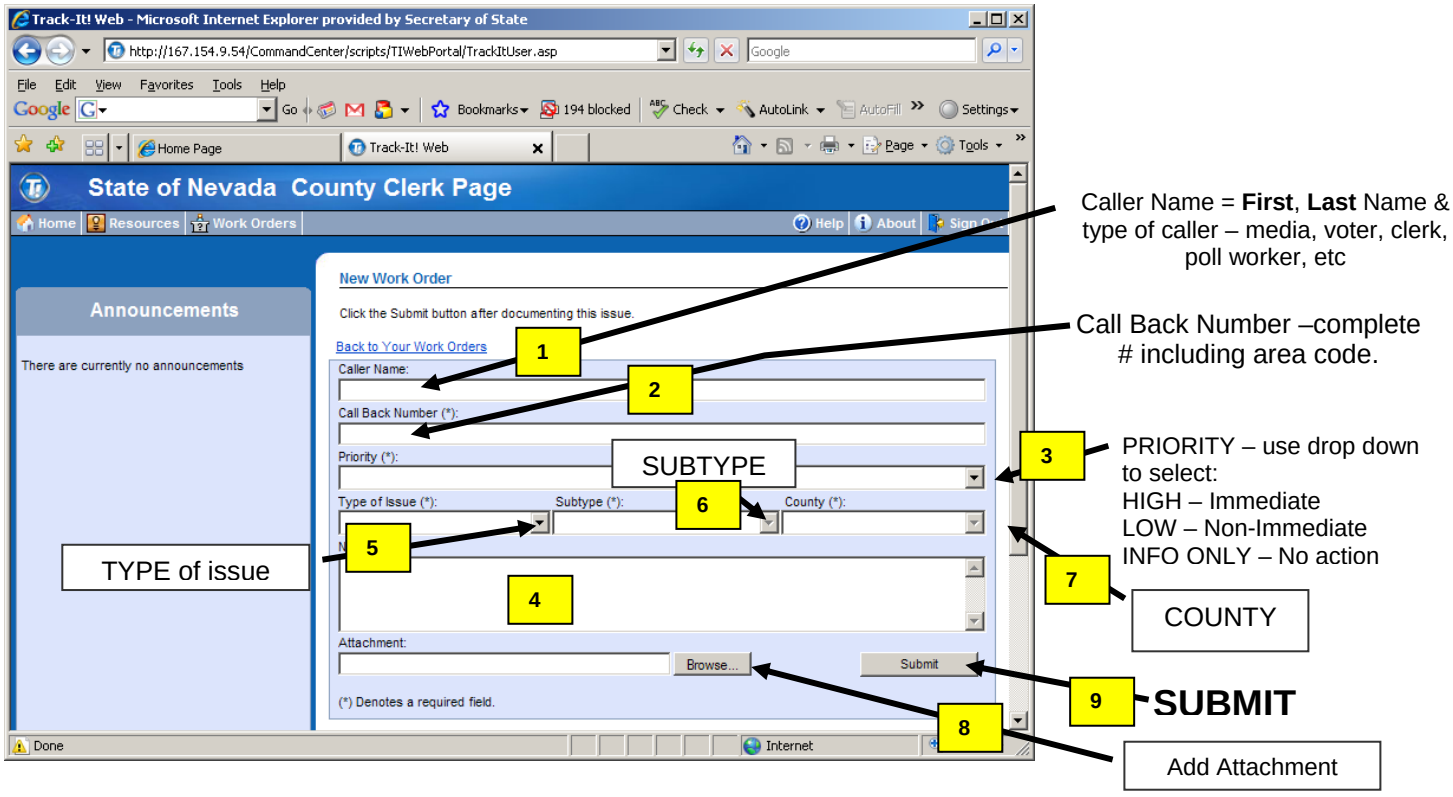
This page allows you to CREATE and MANAGE Work Orders. Note the three (3) tabs in the center section under Manage Work Orders. The first tab opens a new work order, the second tab shows all work orders you have submitted, and the third tab allows you to view recently closed work orders.

From both the <u>ALL OPEN</u> and <u>RECENTLY CLOSED</u> tabs, submitted Work Orders can be opened and viewed.

If you want to make any of these three tabs your DEFAULT page, use the checkbox.

Also on all three tabs, there are **two (2) places** where you can <u>Add a new Work Order</u> by clicking on <u>Add a new Work Order</u>.

Filling out a work order:



1. "**Caller Name**" - FIRST then LAST Name and specify type of caller (Media, Voter, Poll Worker, etc).
2. "**Call Back Number**" – include AREA CODE. This is a required field. If caller refuses, please indicate.
3. Select a "**Priority**" from drop down menu. This is a required field.
   - ☐ HIGH = immediate need or resolution needed
   - ☐ LOW = non-immediate
   - ☐ INFO ONLY = provided for tracking/information purposes only
4. Type concern/issue in "**Notes**". Get as much of the initial information while caller on the line and finish details after hanging up if necessary.
5. Select "**Type**" of issue from drop down menu. This is a required field.
6. Select "**Subtype**" from drop down *(Note: you will not be able to select a "Subtype" unless you first select a "Type"). This is a required field.*
7. Select "**County**" in which issue occurs from drop down menu. This is a required field.
8. To add an optional "**Attachment"** click browse and locate file to attach and send with work order.
9. Select "**Submit"** once completed. *(Note: for updates on your work Orders, check the Recently Closed Work Orders folder).*

Type and Subtype drop down menu selections

Type of Issues: Start here with broad issue.	**Subtype**: Narrow down by subtype to specific issue.
Candidate	Ballot Other Poll Place Activity Signage
Equipment	ADA Card Activator Desktop Edge Laptop Optech Printer Server Voting Card WPAT
Media/SOS	Exit Polling Laws/Regulations Litigation Other Poll Location Poll Observers Reporting Statistics Website
Polling Place	ADA Campaign Activities Exit Polling Facility Problems Long Lines Not Open Other Parking Poll Worker Complaint Signage Voter Intimidation