

May 30, 2025

Maggie Toulouse Oliver
New Mexico Secretary of State
325 Don Gasper, Suite 300
Santa Fe, New Mexico 87501

RE: Application for Certification of Poll Pad Electronic Poll Book

To Whom It May Concern:

KNOWiNK is pleased to submit the Poll Pad and Poll Print for New Mexico's Voting System Certification Program. KNOWiNK is the nation's leading voter record management company and currently supports the SERVIS system. For over a decade, KNOWiNK's Poll Pads have been well received nationwide and today are the most deployed electronic poll books in the United States. In the 2024 General Election, one in every four voters who voted in person was checked in on a Poll Pad.

On February 18, 2025, KNOWiNK's electronic poll book (Poll Pad) became the first electronic poll book to be certified through the Election Assistance Commission's (EAC) Election Supporting Technology Evaluation Program (ESTEP). In order to reach this important milestone, the Poll Pad was evaluated at an EAC accredited test laboratory (SLI Compliance) for conformance to the Voluntary Electronic Poll Book Requirements, Version 1.0 (VEPBCR 1.0). As part of this certification request, we are including SLI Compliance's Election Supporting Technology Test Report, which was completed on February 5, 2025.

According to New Mexico's Election Code, a "voting system" includes the equipment and peripherals used for printing ballots. To meet the needs of New Mexico county elections officials, KNOWiNK also intends to certify the Poll Print ballot printing station as part of our certification efforts. Poll Print has been successfully used to print ballots for multiple tabulation vendors since 2019.

Additionally, we propose enhancements to SERVIS that will streamline the processing of Absentee Ballots. TotalVote VREMS (the backbone of SERVIS) is used in other states to send and receive absentee ballots directly from a voter's registration record. Our proposed solution will eliminate steps in New Mexico's absentee ballot processing and provide both time and cost savings for state and county election officials.

As part of KNOWiNK's application, we are submitting the following detailed information:

1. The voting system and version that is being submitted for certification.

KNOWiNK is submitting the EAC-certified Poll Pad, along with the Poll Print ballot printing station and enhancements for processing absentee ballots in SERVIS.

2. A description of any modification to a hardware or software component or configuration of the voting system since the last time the system was certified for use in the state, if applicable.

N/A

3. A description of how the system meets all of the applicable voting system requirements included in the New Mexico Election Code (see below).

As part of this response, KNOWiNK has included a narrative outlining how the system meets all of the applicable voting system requirements for processing absentee ballots, checking in voters, and printing ballots at the polling place.

4. A copy of the most recent Voting System Testing Lab report on the system eligible for certification. The report provided must come from an EAC accredited test laboratory.



KNOWiNK has included SLI Compliance's Election Supporting Technology Test Report, which was completed on February 5, 2025.

5. Proof of compliance with the most recent VVSG adopted by the EAC, if applicable.

N/A

6. EAC certification status, if applicable.

Poll Pad was certified through the EAC's ESTEP program on February 18, 2025.

	United States Election Assistance Commission
	Certificate of Conformance
	KNOWiNK, LLC. Poll Pad v.3.6
<p>The electronic poll book identified on this certificate has been evaluated at an accredited test laboratory for conformance to the <i>Voluntary Electronic Poll Book Requirements, Version 1.0 (VEPBCR 1.0)</i>. Components evaluated for this certification are detailed in the attached Scope of Certification document. This certificate applies only to the specific version and release of the product in its evaluated configuration. The evaluation has been verified by the U.S. Election Assistance Commission in accordance with the provisions of the <i>EAC's Election Supporting Technology Evaluation Program Manual, Version 1.0</i> and the conclusions of the testing laboratory in the test report are consistent with the evidence adduced. This certificate is not an endorsement of the product by any agency of the U.S. Government and no warranty of the product is either expressed or implied.</p>	
Product Name: Poll Pad	 Brianna Schletz, Executive Director
Model or Version: 3.6	
Test Laboratory: SLI Compliance	
EAC Certification Number: KNO-EPB-PP-3.6	
Date Issued: February 18, 2025	Scope of Certification Attached

A description of how the system meets all of the applicable voting system requirements included in the New Mexico Election Code:

Ballot Printing System Requirements

Below are KNOWiNK's responses to the relevant ballot printing system requirements required by the New Mexico Election Code.

1-6-5.7(D). Early voting

D. When voting at an early voting location, the voter shall provide the required voter identification to the election board, county clerk or the clerk's authorized representative. If the voter does not provide the required voter identification, the voter shall be allowed to vote on a provisional ballot. If the voter provides the required voter identification, the voter shall be allowed to vote after subscribing an application to vote on a form approved by the secretary of state or its electronic equivalent approved by the voting system certification committee. The county clerk or the clerk's authorized representative shall make an appropriate designation on the signature roster or register next to the voter's name indicating that the voter has voted early.

If the voter provides the required voter identification, the voter shall be allowed to vote early after signing on the Poll Pad screen (electronically).

If a voter cannot provide proper identification, the poll worker can issue a Provisional Ballot through Poll Pad and Poll Print. Prior to doing so, the voter will fill out an application electronically, which will print on the Poll Pad's thermal printer, and sign the application.

In both scenarios outlined above, the digital signature of the voter is collected on the digital signature roster at the time of ballot issuance. This digital signature will be loaded into the voter's record in SERVIS after the election.

1-9-20. Systems designed to print ballots at polling locations; ballot preparation requirements. Systems designed to print ballots at polling locations shall provide the general capabilities for ballot preparation and shall be capable of:

A. enabling the automatic formatting of ballots in accordance with the requirements of the Election Code, as amended from time to time, for offices, candidates and questions qualified to be placed on the ballot for each political subdivision and election district.

Poll Print prints the ballot PDF provided by the jurisdiction to comply with this requirement.

B. supporting the maximum number of potentially active voting positions

Poll Print prints the ballot PDF provided by the jurisdiction to comply with this requirement.

C. generating ballots for a primary election that segregate the choices in partisan contests by party affiliation

The system uses the party affiliation information from SERVIS to print the correct ballot for a voter in a primary election.

D. generating ballots that contain identifying codes or marks uniquely associated with each format

Poll Print prints the ballot PDF provided by the jurisdiction to comply with this requirement.

E. ensuring that voting response fields properly align with the specific candidate names or questions printed on the ballot

Poll Print prints the ballot PDF provided by the jurisdiction to comply with this requirement.

F. generating ballots that can be tabulated by all certified voting systems in the state

Poll Print is currently used to print ballots for election jurisdictions around the country using Clear Ballot, Dominion, ES&S, Hart and Unisyn tabulation systems. As part of the certification, KNOWiNK has already begun working with Dominion to ensure these specifications are met in New Mexico. We are working directly with Dominion's Print Quality Manager Paul Holmes on certification.

G. generating a ballot for an individual voter based on voter registration data provided by state or county

The system uses the jurisdiction information from SERVIS to print the correct ballot for every voter.

H. functionality in absentee, early and election day voting environments

KNOWiNK's proposed solution can be used to print ballots for absentee, early and election day voting. For bulk absentee mailings, KNOWiNK proposes sending those ballots directly from SERVIS to a vendor for printing and mailing.

I. providing absentee ballot tracking ability

KNOWiNK will work with our partner, Modern Litho, to send absentee ballots to New Mexico voters. Modern Litho has been partnering with elections officials since 2005 to print and mail ballots and other election materials. Modern Litho's proprietary ballot tracking app utilizes USPS® Intelligent Mail Barcodes (IMb) for in-depth tracking of every ballot. This allows election officials to track ballots through every step of the postal process, from the time the ballot is entered into the system until it is out for delivery to the voter or back to your office. Every absentee ballot will include a QR code, which provides the voter with a direct link to the ballot tracking app and does not require the voter to set up a username and password. Through our experience, we know that voters are more likely to use a ballot tracking app that does not require any account setup or personal information. The public facing tracking app does not provide the voter with the same level of detailed tracking that is provided to your elections team. If a voter ever calls to inquire about their mail ballot status, your team can look up the voter's ballot in the Modern Litho app and provide the voter with more detailed information about the exact location of their ballot.

J. uniform allocation of space and fonts used for each office, candidate and question such that the voter perceives no active voting position to be preferred to any other

Poll Print prints the ballot PDF provided by the jurisdiction to comply with this requirement.

K. rendering the ballot in any of the written languages required by the federal Voting Rights

Poll Print prints the ballot PDF provided by the jurisdiction to comply with this requirement. Poll Print is currently used in New York City, where ballots are provided in multiple languages.

L. conformity with optical scan vote tabulator vendor specifications for type of paper stock, weight, size and shape; size and location of voting positions used to record votes; folding; bleed through; and ink for printing

In every jurisdiction using Poll Print, KNOWiNK works with our customer and their tabulation vendor to ensure that all ballots printed on Poll Pad meet the exact specifications for type of paper stock, weight, size and shape; size and location of voting positions used to record votes; folding; bleed through; and ink for printing ballots. As part of the certification, KNOWiNK has already begun working with Dominion to ensure these specifications are met in New Mexico. We are working directly with Dominion's Print Quality Manager Paul Holmes on certification.

M. interfacing with the statewide voter file for the exchange of data

KNOWiNK proposes developing a data exchange API to directly interface Poll Pads with the state's voter registration system (SERVIS) to fully meet this requirement. SERVIS is one of numerous statewide Voter Registration and Election Management Systems (VREMS) developed by the KNOWiNK (formerly BPro) team and our team supports similar data exchanges in other states.

1-9-21. Systems designed to print ballots at polling locations; security requirements. Systems designed to print ballots at polling locations shall provide the security capabilities for ballot preparation and shall be capable of:

A. providing a full audit trail of individual voter activity

All ballot printing activities are logged and accessible on the system at all times.

B. providing full ballot production audit logs for all activity, including absentee voting by mail, in-person absentee voting, early voting, provisional voting and spoiling ballots

All ballot printing activities are logged and accessible on the system at all times.

C. creation and preservation of an audit trail of every ballot issued, including during a period of interrupted communication in the event of loss of network connectivity

All ballot printing activities are logged and accessible on the system at all times.

D. suitable security passwords at user, administrator and management levels

Ballot PDFs are not accessible from the Poll Pad without multiple passwords. Using the ePulse backend system allows jurisdictions to set up multiple passwords at the user, administrator and management levels. Poll Pads can also be locked in Guided Access mode, so that only the Poll Pad application on the iPad can be accessed.

E. preventing the modification of ballot formatting by polling place users

Once loaded onto the Poll Print iPad, Ballot PDF cannot be modified from any device on the Poll Pad/Poll Print system.

F. retaining full functionality and capability of printing ballots during a period of interrupted communication in the event of loss of network connectivity

Ballots can be printed with or without network connectivity at all times.

1-9-22. Systems designed to print ballots at polling locations; hardware, software and usability requirements.

Systems designed to print ballots at polling locations shall:

A. provide hardware requirements that:**(1) shall be networkable and scalable for multi-user environments**

Poll Pad and Poll Print are capable of being used in thousands of locations by multiple users concurrently. In 2024, Poll Pad and Poll Print were used to check-in and print ballots for over one million voters during New York City's early voting.

(2) function without degradation in capabilities after transit to and from the place of use;

KNOWiNK has worked with vendors to provide safe and secure cases to transport Poll Pad and Poll Print to and from polling places. Provided Poll Pad and Poll Print are transported in approved cases and storage solutions, the system functions normally after being transported to polling places.

(3) function without degradation in capabilities after storage between elections

Poll Pad functions without degradation between elections provided proper storing procedures are followed.

(4) function in the natural environment, including variations in temperature, humidity and atmospheric pressure

Poll Pad and Poll Print comply with this requirement and are currently used in states that experiences variances in temperature, humidity, and atmospheric pressure, including Arizona, New York, Utah and Virginia.

(5) function in an induced environment, including proper and improper operation and handling of the system and its components during the election process

Poll Pad and Poll Print comply with this requirement.

(6) contain prominent instructions as to any special requirements

Poll Pad and Poll Print come with detailed user instructions for operation. Instruction Guides are stored on the iPads and can be accessed by any users with appropriate permissions.

(7) have no restrictions on space allowed for installation, except that the arrangement of the system shall not impede the performance of duties by election

workers, the orderly flow of voters through the polling place or the ability of voters to vote in private

Poll Pad and Poll Print comply with this requirement. Through our team's experience as former elections officials, our team has worked to ensure that all KNOWiNK equipment is compatible with the (sometimes) limited infrastructure of polling places. The Poll Pad only requires one electrical outlet to power both the printer and iPad, which charges off the USB outlet on the thermal printer.

(8) operate with the electrical supply ordinarily found in polling place, nominal one hundred twenty volts alternating current, sixty hertz, single phase

Poll Pad and Poll Print comply with this requirement. The Poll Pad only requires one electrical outlet to power both the printer and iPad, which charges off the USB outlet on the thermal printer.

B. provide software requirements that shall:**(1) be capable of exporting voter data and voter activity status data to state and county voter registration systems**

All Poll Pad data can be exported in common formats such as CSV. As part of this certification effort, KNOWiNK proposes developing a data exchange API to interface with SERVIS to fully meet this requirement.

(2) be capable of generating all required absentee and early voting signature rosters in a state-approved format

Users with appropriate permissions can generate signature rosters in PDF format after the election in ePulse. Some configurations will need to be made to generate rosters in New Mexico's state-approved format.

(3) generate daily and to-date activity reports based on user-defined criteria

Users with appropriate permissions can customize and print daily and to-date activity reports from ePulse.

(4) have both single transaction and batch transaction absentee production capability

Absentee ballots can be produced as both a single transaction or batch transaction. Single transactions will be used for in-person (in office) absentee ballot requests and batch will be used to process absentee ballot requests received by mail.

KNOWiNK proposes to set-up a Poll Print station in any New Mexico Clerks office that contracts with KNOWiNK. This Poll Print station can produce an absentee ballot that is given to any voter who wishes to fulfill an absentee ballot request in person. In addition to the absentee ballot, the voter will receive other absentee ballot materials including the return envelopes, instructions, etc.

For absentee ballot requests received by mail, KNOWiNK proposes batch transactions to deliver absentee ballots through the mail. This can be fulfilled by New Mexico's current absentee ballot vendor or through KNOWiNK's partner, Modern Litho. Modern Litho has been providing absentee ballots and other mailed election materials to voters throughout the country for over 20 years and is KNOWiNK's exclusive absentee ballot partner. Modern Litho's absentee ballots also include a ballot tracking application that provides high-level tracking information directly to voters, along with in-depth USPS IMb tracking information to elections officials.

C. be capable of being operated by computer users familiar with a graphical user Interface

When the first Poll Pads debuted almost 15 years ago, touch screen phones and tablets were new to the market and there was a fear that poll workers would be uncomfortable with the touch screen technology. In 2025, the opposite is true. Many poll workers are unfamiliar with laptop computers, while most poll workers are very familiar with touch screen devices, including the Apple iPad's graphical user interface.

Absentee Ballot Processing

KNOWiNK's certification effort will provide New Mexico with significant time and cost savings by utilizing SERVIS to process most absentee ballots. The TotalVote system, which SERVIS was built on, is currently used by states that use vote-by-mail for all (Washington) or most (Arizona, Hawaii, North Dakota) of their elections.

Using SERVIS will allow New Mexico elections officials to record when the absentee application was requested, when the application was returned and approved (or rejected), and when the absentee ballot was sent and returned directly into SERVIS. This process will eliminate extra steps in the absentee process and will speed up the delivery and return of absentee ballots.

Absentee ballot requests received by mail or electronically by a County Clerk's office will be processed directly in SERVIS. Once approved by an authorized County SERVIS user, requests will be automatically added into a batch that is delivered to a print/mail vendor for production and mailing. This can be fulfilled by New Mexico's current absentee ballot vendor or through KNOWiNK's partner Modern Litho. Ballots sent by Modern Litho will include the proprietary

ballot tracking app that utilizes USPS® Intelligent Mail Barcodes (IMb) for in-depth tracking of every ballot. This allows election officials to track ballots through every step of the postal process, from the time the ballot is entered into the USPS system until it is out for delivery to the voter or back to your office. Every absentee ballot will include a QR code, which provides the voter with a direct link to the ballot tracking app and does not require the voter to set up a username and password.

Absentee ballots returned to the County Clerk's office (either in person or by mail) will also be processed directly in SERVIS. Counties can process these ballots either individually using a hand scanner or in bulk using a mail sorting and processing system (like Runbeck's Agillis machine). All returned absentee ballots will be automatically added into a queue in SERVIS for processing by an authorized SERVIS user. If the ballot is rejected, a reason is added directly in SERVIS and the envelope is routed to a separate work group for follow up. If the envelope is accepted, it is recorded in the voter's SERVIS record, along with the date and time stamp when the ballot was returned. Undeliverable ballots are also processed directly in SERVIS when they are returned to the elections office.

Absentee ballots returned at the polling place will be processed on the Poll Pad. Using the proposed API, these records will be sent to SERVIS every two minutes during early and Election Day voting.

Electronic Poll Book Requirements

KNOWiNK's Poll Pad is designed to be poll worker and voter friendly. We combine the knowledge of election officials with former government and commercial information technology professionals to deliver a total solution: the Poll Pad electronic poll book and ePulse election management application. KNOWiNK's mission is to improve the election experience for voters, election workers, and election officials by providing a solution that lets you deliver confidence and accessibility.

ePulse, the Poll Pad's Election Day management suite, includes capabilities for help desk, ballot tracking, poll worker management, and more to make election office activities streamlined and efficient. KNOWiNK has hardened both systems to Department of Homeland Security Cyber Infrastructure Security Agency (DHS CISA) benchmarks and the Poll Pad and ePulse application codes have also been reviewed line-by-line by U.S. states from coast to coast. In addition to DHS, the Idaho National Laboratory and the Center for Internet Security have conducted penetration tests on our systems. Together, Poll Pad and ePulse provide a comprehensive, fully secure solution that manages activities from creating an election to tracking tasks on a successful Election Day.

As part of this certification effort, KNOWiNK is submitting SLI Compliance's Election Supporting Technology (ESTEP) Test Report, which was released on February 5, 2025. This report was

used to evaluate the Poll Pad against the Election Assistance Commission's Voluntary Electronic Poll Book Certification Requirements. Upon review of this report, KNOWiNK's Poll Pad became the first electronic poll book to be certified by the Election Assistance Commission.

A direct connection between the Poll Pad and SERVIS will dramatically improve New Mexico's Same Day Voter Registration process by eliminating unnecessary steps and reducing the overload on election officials. To meet New Mexico's Same Day Voter Registration laws, the proposed SERVIS API will communicate directly from the Poll Pad to SERVIS to confirm a voter's eligibility on Election Day. KNOWiNK proposes an electronic version of the Voter Registration Form on the Poll Pad be used as a replacement to New Mexico's current paper-based version. An electronic version would be more cost effective and would be transmitted directly to SERVIS within minutes of being entered into the Poll Pad. The Poll Pad can also store replacement affidavits and other election forms that are currently paper based. Electronic versions of these forms can be filled out and signed by the voter before being sent to SERVIS through the API.

Similarly, KNOWiNK can reduce the amount of paper used to close the polls at the end of the day. To comply with New Mexico's end of day reconciliation requirements, KNOWiNK can configure the Poll Pads to produce "end of day" and "close of polls" reports that allow election workers to compare between the voters checked in on the Poll Pad and the number of ballots counted on the tabulation machine. These end of day, polling place reports could be printed on thermal paper from the Poll Pad or display electronically on the Poll Pad for comparison with the number of ballots counted on the tabulation machine.

The Poll Pads and ePulse also include a poll worker module for time keeping and payment of election workers, which will improve New Mexico's current process for compensating election workers for their time. All election workers are entered into ePulse and allows them to sign in and sign out on Poll Pads when they start and end their day at a polling place. This feature will provide New Mexico with more accurate timekeeping and simplify the payment process for every election worker.

New Mexico's state and county election officials will also benefit from the transparency of the Poll Pads. Authorized users can monitor activity at every voting location through ePulse and see the number of check-ins, wait time, and if any devices are offline or running low on battery power. This oversight provides the County Clerk and other election officials with a look inside every polling place, without having to drive from location to location on Election Day.