

myES&S

Customer Self-Service Web Portal

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What is myES&S Portal?

With our customers' needs in mind, ES&S has developed an online portal called *myES&S* to help election officials prepare for elections. This portal is a convenient way to access election tools online any time. Access is secured with the use of a username and password authentication.

What is in this guide?

This guide explains the features of the portal. It also provides step-by-step instructions on each task in the portal.

What can I do in the portal?

- Complete Election Forms
 - Pre-Election Questionnaire
 - Layout Content Forms
 - Coding and Audio Forms
 - Layout Sign-off
 - ExpressPoll & Change Requests
 - Printing Quantities and Specification Forms
 - Balotar Forms
- Place ExpressVote Stock orders
- Manage Address and Contact details
- View order details
- View Election Calendar timeline
- Follow the status of services per Election
- Submit Repair Requests
- Access helpful documents, bulletins, and manuals about ES&S products

Why use myES&S?

The *myES&S* portal provides you a convenient way to manage elections. You don't need to hassle with sending forms and notifications through email, fax, or mail. It provides an easy way to complete and submit election forms.

ES&S asked users why they appreciate myES&S Portal:

- One site holds all the important documents, news, and information about ES&S products, services, and upcoming elections
- Forms from previous elections are stored in the portal, giving the capability to copy previous information into the new forms to avoid the repetition of entering the same information
- Order tracking available for audio programming along with ballot printing and coding
- Able to manage account information, including contacts and address
- 24/7 access to the Online Supply Store

Request Access

- Visit www.essvote.com
- Click **myES&S Portal** at the top of the page



- In the “Request Portal Access” section, enter all required fields and click **Register**

Note: After clicking **Register**, an email message will automatically be sent to the account’s manager. You will be notified with your username and password through your provided email. Eligibility is verified with the County or State before the account is created.

All requests are not guaranteed eligibility.

You may also contact Customer Support at customersupport@essvote.com or 1-877-377-8683 Option 6.

Request access.
To request a new myES&S customer portal account or reset your login information, fill out the form below.

NAME OF USER *

FIRST LAST

USER TITLE/JOB DESCRIPTION *

USER EMAIL *

USER PHONE *

JURISDICTION *

MESSAGE

CAPTCHA
 I'm not a robot 
reCAPTCHA
Privacy - Terms

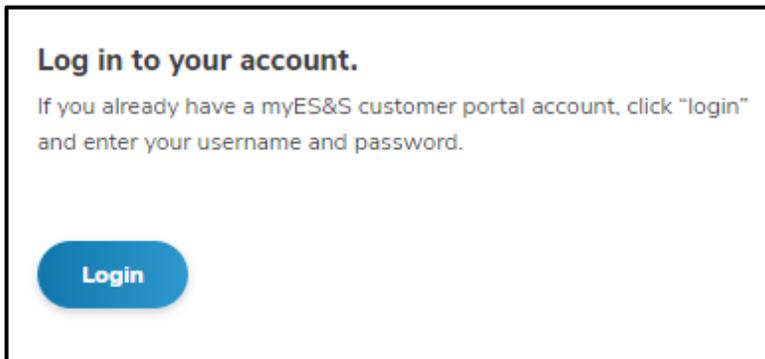
Submit

Log In

- Open a web browser
- Visit www.essvote.com
- Click **myES&S Portal** at the top of the page



- Click **Login** under “Already Have An Account?”



Log In

- A new tab will open to the Portal Login main screen



Customer Portal Home Page

Our Services



My Account



My Calendar



Election Forms



Election Status



Depot Repair



My Documents

Go to Election Forms

- Click **Election Forms** on *myES&S* homepage
 - Election List page opens
 - Select the relevant election date or select "View"
 - Click **Forms Guide** for specific instructions on completing election forms

Note: If the election date is not listed, please call **877.377.8683**, **option 6** or email **customersupport@essvote.com** or select **Request Election Date**

Our Services

The 'Our Services' menu contains six items: My Account, My Calendar, Election Forms (highlighted with a blue border), Election Status, Depot Repair, and My Documents. Each item is represented by an icon and a text label.

REQUEST ELECTION DATE MY REQUESTS

Election Date	Election Type	Election Title	Actions
11/06/2022	General	2022 G All Srvs 0526	View
09/09/2022	Special	Printing Info Order Demo 5/15/2020	View
08/18/2022	Other	2022 O All Srvs 0526	View
08/09/2022	Special	2022 S All Srv 0809	View
04/24/2022	Special	Special Four 2022	View
04/15/2022	Primary	2022 P All Srv 0526	View
04/05/2022	Primary	April 2022 Primary 3	View
01/17/2022	Primary	Testing Non PEQ Customer	View
05/12/2021	Primary	Non PEQ	View
04/24/2021	Primary	PEQ Copy Test	View

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* Field is required

COPY FORM SAVE SUBMIT PRINTABLE FORMS GUIDE

General Information Equipment ES&S Services Requested Shipping and Contacts

Account: Lancaster County, Nebraska

Election Title: Non PEQ

Election Type: Primary

Election Dates and Times

Election Date	05/12/2021	
Election Day Time *	Open time	Close time
	--:-- --	--:-- --
Candidate/Referendum Certification *	mm/dd/yyyy	
UOCAVA Date *	mm/dd/yyyy	
Test Date *	mm/dd/yyyy	
Early Vote Date *	Start Date	End Date
	mm/dd/yyyy	mm/dd/yyyy
Early Vote Time *	Open time	Close time
	--:-- --	--:-- --

Paper Ballot Preferences

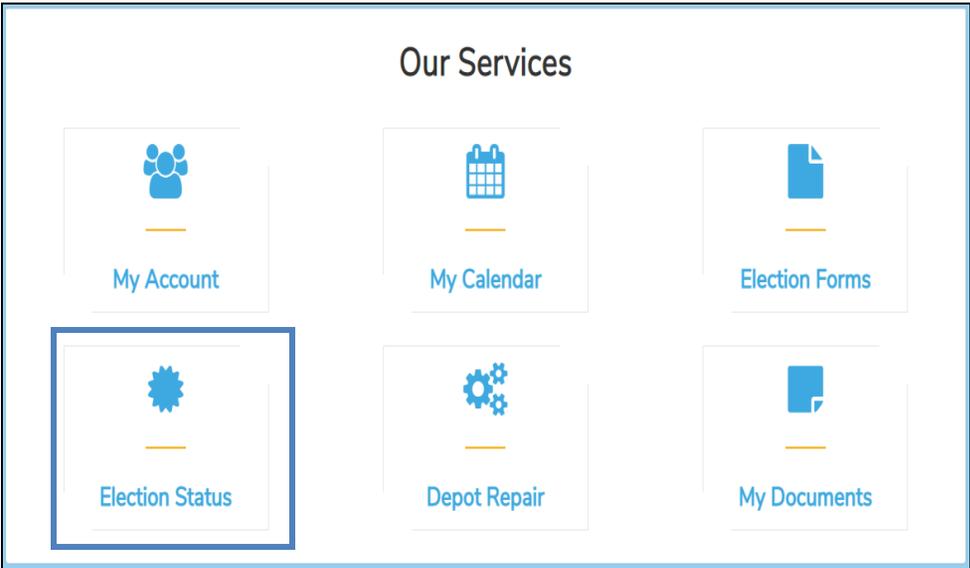
View Election Status

To view the status of **Ballot Layout, Ballot Printing, and Programming:**

- Click **Election Status** on the *myES&S* Customer Portal home page
- Click the Election date related to the order status inquiry
- Status information about ballot layout, ballot printing, programming etc. will expand.
- Each step will either list date completed, or status of “In Progress”.

Note: Expected completion timeline in the absence of an Election Calendar:

- **Ballot Layout** requires 5-7 business days from the completion of forms to first proof to finalize.
- **Ballot Print** needs seven to ten business days to complete after proofs have been signed off
- **Coding** requires five to seven business days to complete from the receipt of test ballots



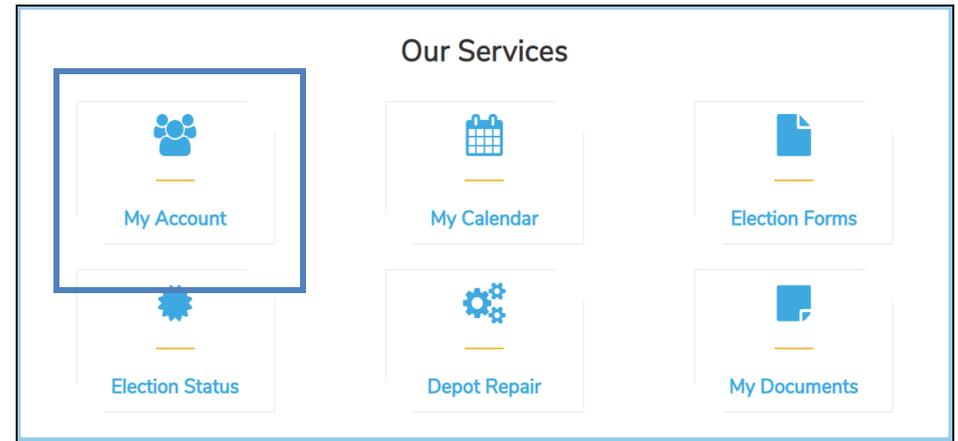
11/06/2022 - 2022 G ALL SRVS 0526	Processing Pre-election Questionnaire
+ 09/09/2022 - PRINTING INFO ORDER DEMO 5/15/2020	
+ 08/18/2022 - 2022 O ALL SRVS 0526	
08/09/2022 - 2022 S ALL SRV 0809	Processing Pre-election Questionnaire
+ 08/08/2022 - 2022 P MEDIA PRINT 927	
04/24/2022 - SPECIAL FOUR 2022	Awaiting Pre-election Questionnaire
04/15/2022 - 2022 P ALL SRV 0526	Awaiting Pre-election Questionnaire
+ 04/05/2022 - APRIL 2022 PRIMARY 3	
01/17/2022 - TESTING NON PEQ CUSTOMER	Awaiting Pre-election Questionnaire
05/12/2021 - NON PEQ	Awaiting Pre-election Questionnaire
+ 04/24/2021 - PEQ COPY TEST	
+ 03/08/2021 - TESTING ELECTION	
01/05/2021 - PROJECT CREATION	Processing Pre-election Questionnaire

- 08/18/2022 - 2022 O ALL SRVS 0526	
Coding	
Status	Completed Date
In Process	In Progress
Media Burn	In Progress
Shipped/File Transferred	10/15/2020

Manage Your Account Information

To view your account information and check alerts:

- Click **My Account** on the *myES&S* Customer Portal homepage
- Your account allows you to view/edit address and contact information as well as view order details and re-print invoices.
- Click on the Address tab to set defaults, add, edit, or delete address information



Address		Contacts		Order Details				
Search						Add Address	My Requests	
Default Delivery	Default Document	Address	City	County	State	Zip Code	Edit	Delete
<input type="checkbox"/>	<input type="checkbox"/>	17302 Emmettt Street	Omaha	Douglas	NE	68116		
<input type="checkbox"/>	<input type="checkbox"/>	Lancaster Election Commissioner , 601 North 46th	Lincoln	Lancaster County	NE	68503-3720		
<input type="checkbox"/>	<input type="checkbox"/>	Lancaster Election Commissioner , 601 N 46th St	Lincoln	Lancaster	NE	68503-3720		
<input type="checkbox"/>	<input type="checkbox"/>	Lancaster Election Commissioner , 601 N 46th Street	Lincoln	Lancaster	NE	68503-3720		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	17302 Emmet Street	Omaha	Douglas	NE	68116		

- Click on the Contacts tab to add, edit, or delete contact information.

Address		Contacts		Order Details			
Search						Add Contact	My Requests
Last Name	First Name	Title	Email	Phone Number	Edit	Delete	
fgdrfg	test	Auditor	sdfads@gmail.com				
Ericson	Kristy	Commissioner	kmericson@essvote.com		?		
Dean	Jimmy	Deputy	bmartin@ess.com	(555) 123-4567			
	Test						

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Manage Your Account Information

- Click Order Details to view order details and re-print invoices.

Address		Contacts		Order Details				
<input type="text" value="Search"/>								
Order Date	PO Reference	Tracking Number	Invoice Date	Invoice Number	Invoice Amount	Invoice Due Date	Payment Status	Print Invoice Copy
12/10/2020			12/10/2020	980841	\$1,700.00	01/09/2021	PostedAuth	Re-Print
11/23/2020	Tabulation Project Management Day		11/24/2020	980817	\$1,700.00	12/24/2020	PostedAuth	Re-Print
10/26/2020	Tabulation 34453		11/16/2020	980784	\$27,200.00	12/16/2020	PostedAuth	Re-Print
10/26/2020	Tab55555		10/26/2020	980799	\$25,500.00	11/25/2020	PostedAuth	Re-Print
10/22/2020	Tabulation Project Management Day		10/23/2020	980792	\$1,700.00	11/22/2020	PostedAuth	Re-Print
08/26/2020	testing 08062020		10/23/2020	980789	\$3,400.00	11/22/2020	PostedAuth	Re-Print
08/20/2020	Depot		10/23/2020	980786	\$170.40	11/22/2020	PostedAuth	Re-Print
07/29/2020			10/23/2020	980785	\$890.25	11/22/2020	PostedAuth	Re-Print
07/28/2020	Layout		10/23/2020	980787	\$593.50	11/22/2020	PostedAuth	Re-Print
01/21/2020			10/23/2020	980790	\$26.82	11/22/2020	PostedAuth	Re-Print

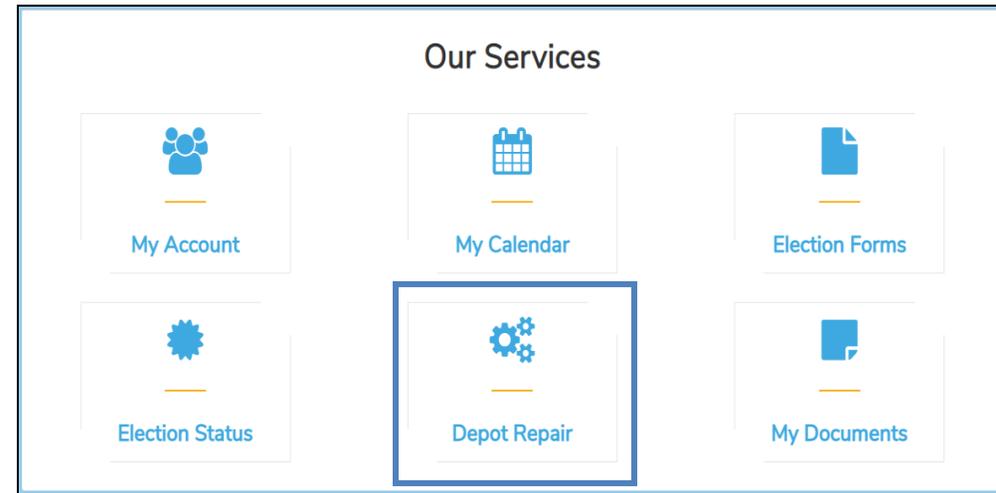
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Depot Repair

To begin the process, customers must speak with a certified hardware specialist from the ES&S Hardware Department. This provides an opportunity to resolve the issue over the phone. Call the Hardware Department Direct Line: 877.377.8683, option 4, then option 1.

If the issue requires a Depot Repair Request:

- Click **New Repair Request**.



[New Repair Request](#)

Repair Order #	Status	Created On	Boxes packed and ready to go	Submitted On	Tracking Number	Actions
12666	Released	12/18/2020	Yes	12/18/2020		View
12605	Released	12/03/2020	Yes	12/03/2020		View
12604	Released	10/01/2020	Yes	12/03/2020		View
⊙	Not Submitted	09/29/2020				✎ 🗑
⊙	Not Submitted	09/23/2020				✎ 🗑
12064	Partially Delivered	08/20/2020	N/A	08/20/2020		View
⊙	Planned	08/14/2020	Yes	08/14/2020		View
⊙	Planned	08/14/2020	Yes	08/14/2020		View
⊙	Planned	08/14/2020	Yes	08/14/2020		View
⊙	Planned	08/14/2020	N/A	08/14/2020		View

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- Please allow 3-4 weeks from the date of pick up for all repairs.
- All equipment being returned for repair must be properly packed in the original shipping box with foam inserts unless otherwise specified.
- If you order boxes your request will not be Approved until you've selected items are boxed. Please expect boxes in 7 to 10 days.
- ES&S is not liable for any damages that occur to equipment in transit to ES&S that is not properly packed as direct by ES&S, or packed in something other than the original shipping box.
- Equipment being returned for repair is not insured by ES&S. If you would like to insure your equipment being returned for repair, please refer to the insurance section.
- ES&S is not liability for any shipments lost by UPS while in transit.
- If you request Boxes for your equipment, no pick up will be scheduled until request has been updated for Question "Boxes packed and ready to go."
- All boxes must contain your RMA number on the outside.

Depot Repair

- If a repair is not yet submitted, you can edit or delete.
- If a Repair has been submitted, you can select View to see details.

[New Repair Request](#)

Repair Order #	Status	Created On	Boxes packed and ready to go	Submitted On	Tracking Number	Actions
12666	Released	12/18/2020	Yes	12/18/2020		View
12605	Released	12/03/2020	Yes	12/03/2020		View
12604	Released	10/01/2020	Yes	12/03/2020		View
⊖	Not Submitted	09/29/2020				✎ 🗑
⊖	Not Submitted	09/23/2020				✎ 🗑
12064	Partially Delivered	08/20/2020	N/A	08/20/2020		View
⊖	Planned	08/14/2020	Yes	08/14/2020		View
⊖	Planned	08/14/2020	Yes	08/14/2020		View
⊖	Planned	08/14/2020	Yes	08/14/2020		View
⊖	Planned	08/14/2020	N/A	08/14/2020		View

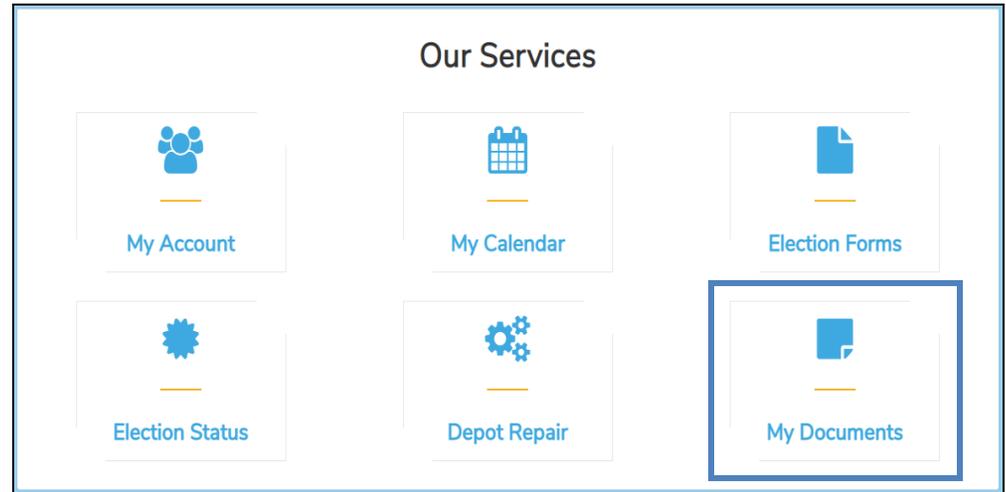
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- All boxes must contain your RMA number on the outside.

My Documents

ES&S is determined to keep customers up to date with the latest information, notices, and election news. To do this, documents about technical updates or product information can be found in the customer portal. This provides an easy outlet for customers to view documents any time without sending numerous emails each time a new document is available.

- Click **My Documents** on your *myES&S* Customer Portal home page.
- Click on **Manuals** tab to see manuals specific to your equipment.
 - Each equipment manual will be categorized by equipment type, to view select the + icon. Select the name of the document to view in PDF.



The image shows a screenshot of the 'Manuals' tab in the customer portal. The page title is 'Manuals' and the sub-header is 'Product Advisory'. Below the header, there is a tab for '7 Document(s) 85000 - DS850'. The main content is a table with two columns: 'Product' and 'Document'.

Product	Document
85000	DS850_3'4'0'0_SOP.pdf
85000	EWARE_6'0'0'0_SOP_04Deliver.pdf
85000	EWARE_6'0'0'0_SOP_05Results.pdf
85000	EWARE_6'0'0'0_SOP_06Appendices.pdf
85000	EWARE_6'0'0'0_SOP_03Design.pdf
85000	EWARE_6'0'0'0_SOP_01Admin.pdf
85000	EWARE_6'0'0'0_SOP_02Define.pdf

- Click on **Product Advisory** tab to see documents specific to your equipment.

It's just that easy!

