

Candidate Module Tips

Troubleshooting:

Problem	Solution
<p>Cannot connect to the site</p>	<p>Ensure that you are typing in the correct URL by verifying that you are typing www.candidate.isivote.com.</p> <p>Ensure that you are not typing anything after the .com part of the URL.</p> <p>Ensure that you can connect to other common sites such as www.google.ca or www.msn.com. If not successful, you should contact your internet service provider for assistance.</p>
<p>'No Result found' when entering the website address (URL) <i>Typing the address into a search bar instead of the address bar</i></p>	<p>Ensure you are entering the URL into the address bar and not a search bar, such as a 'google' bar or 'Bing' bar. To help locate the address bar:</p> <ul style="list-style-type: none"> ✓ Ctrl-O (pressing the 'Ctrl' key and the letter 'o' key at the same time) will open a browser dialog box in most browsers, displaying only an address bar. (Only IE version 11 and older) ✓ Ctrl-L or Alt + d will highlight the browser address bar in most browsers. (Chrome, IE 11 and older, Firefox) ✓ F6 key will also highlight the browser address bar. (all browsers)
<p>Cannot get past the login screen when logging in for the first time <i>Incorrect credentials</i></p>	<p>Ensure that you are typing in the correct User Name as provided by the Election Official and Intelivote. Please check and remove if there are any leading or trailing spaces before or after the user name.</p> <p>Ensure that you are typing in the correct initial password as provided by the Election Official and Intelivote (the password <u>is</u> case sensitive). If the User Name and password entered appear to be correct, or if you are unsure if it is correct, Intelivote can reset the initial password for you to try again.</p>
<p>Cannot login after password change</p>	<p>Upon logging in with your User Name and initial password, you are asked to change your password. You must type in your current (initial) password in the Old Password box, and select a new password for the New Password box. Passwords must be at least 5 characters long and must contain at least 1 numeric, example 'y3llow'.</p> <p>You may be asked to repeat the new password setup if the one you choose is not secure enough on the first attempt.</p> <p>When the password change step is successful, you are returned to the login screen with an error message. This is normal behaviour, you are asked to login again with your User Name and new password.</p>

<p>Cannot login after password change (continued...)</p>	<p>If the login attempt is using the correct User Name and password, it is possible you are not set up correctly with the event information – ask Intelivote to investigate.</p>
<p>Duplicate login error</p>	<p>You did not exit the application appropriately by logging out (use the Log Out button and <u>not</u> the browser exit <input type="checkbox"/>). You are caught in a session time-out and must wait 20 minutes before re-entering the system.</p> <p>As a Candidate user, you can force a session to end by logging in (with the alternate User Name/password) and clicking the ‘Manage Users’ button (blue button on the left side of the window). Select the session to end (click the tick box) and then click ‘Kill Session’. Intelivote can also force a session to end if required.</p> <p>The User Name you are attempting to log in with is currently in use on a different device. A User Name cannot be logged into two devices at the same time.</p>
<p>Cannot find voters or street addresses</p>	<p>First, you should ensure that you are searching in the correct field and are spelling the name and/or street address correctly.</p> <p>If the voter(s) still cannot be found, WILDCARD SEARCH can be performed – you can broaden the search criteria by placing an asterisk (*) in the search field after the search query. Wildcard searches enable Intelivote Server to return results that match combinations of characters and wildcards.</p> <p>Wildcard searches are not simply exact string matches but are based on character pattern matching between the characters specified in a query and words in the voter names or street addresses that contain those character patterns.</p> <p>If searching for someone with the last name Johnston, you can type John* into the Last Name field. This search will then look for any voters with the last name starting with the letters ‘John’.</p> <p>This can be used for street names as well. For example, you can type Ma* into the street name search to produce search results for any streets starting with those letters (Main St, Market St, etc.).</p> <p>Postal Codes: please note that you cannot search for voters by postal code as postal code information is not available for civic addresses in the system.</p>
<p>Participation and/or voter data does not appear to update</p>	<p>Information associated with participation (# Voted) and the voters’ voting status (✓) is refreshed at least every 5 minutes. The date and time of the last refresh can be found with the time stamp associated with ‘Last Refresh’ on the left side of the window under the Statistics section.</p> <p>However; if you are not actively working in the module (ex. not doing any searches) and the last refresh time is older than 5 minutes, then you may need to click ‘Last Refresh’. When clicked, will cause a refresh of the data.</p>

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How to:

Task	Solution
List Management	<p>Creating a list: For example, you can create a list of voters who may have indicated they will be supporting your campaign in the election. To create a list, click the 'Manage Lists' button on the left hand side of the Candidate module and do the following:</p> <ol style="list-style-type: none">1. Under 'Create List' you can type in whatever name you would like such as 'Supporters' or 'John's List'.2. Click 'Add' to create the list.3. Click 'Data View' to return to the Voter List <p>Tagging voters to a list (i.e. How to add voters to a list):</p> <ol style="list-style-type: none">1. Click the 'Manage Lists' button and create a new list (above), or select an existing list to which you want to tag voters.2. Click 'Data View' to return to the Voter List.3. Search voters by first or last name or by street address that you would like to tag.4. Click the 'Add' button in the voter box for the voters you would like to add to the list. <p>To view a specific list at any time, choose the drop down menu next to 'Search In:' and select the list you want to view. You can search within this list in the module or you can also export the list to an Excel file as outlined below.</p>

<p>Exporting / Printing Lists</p>	<p>To further filter your lists, you can export a custom list or the entire Voter List into an Excel spreadsheet:</p> <ol style="list-style-type: none"> 1. Select the list which you would like to Export under the 'Search In:' field. This could be either a specific list you created such as 'Supporters', or you can export the entire Voter List. 2. Click 'Find' 3. At the bottom of the screen click the 'Export' button. 4. The list will be generated in an Excel Spreadsheet format, which can be saved to your computer. <p>Click the 'Print' button to print the list you have selected.</p>
<p>Refreshing Data</p>	<p>The system does an automatic data update to voter information and participation every 5 minutes.</p> <p>The module will display the last refresh date and time just above the 'Manage Lists' and 'Manager Users' buttons on the left side of the screen.</p>
<p>Accessing from additional devices</p>	<p>The candidate module can be used on any web-enabled device including laptops, iPads, tablets, and smart phones. To connect using any of these devices, you simply type the URL into the browser and log in with your User Name and password. Any saved lists made under your User Name will be accessible.</p>
<p>Note:</p> <p>Please ensure you log out of the website when you are finished by using the 'Log Out' button on the top right-hand side of the page and not the browser's exit . Exiting your browser prior to logging out of the system will result in a locked out session – the system will prevent you from re-entering for a 20 minute period.</p>	