

Elections ACT

Upgrade of eVACS® for the 2024 ACT Legislative Assembly Election

Telephone Voting – User Manual

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eVACS®

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Where used in this Telephone Voting - User Manual, eVACS has the same meaning as eVACS®.

eVACS® 2024 upgraded documentation tree

—	Contract with 2024 Upgrade requirements
—	Operational Concept Description
—	System Specification - Part 1 including 2024 upgrade requirements
—	Interface Specification - Setup election
—	Installation Manual
—	User Manual - Election server
—	User Manual - Ballot Viewer
—	User Manual - Polling Place server
—	User Manual - Telephone Voting server
—	Multi Factor Authentication

Document Control Information

The controlled version of this document is in electronic form.

All hardcopy versions are uncontrolled.

Modifications

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Distribution

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1. Introduction

1.1 Scope

The Telephone Voting System has three components:

- 1) A telephone connection via which telephone calls may be received
- 2) An IVR server platform which receives the telephone calls and via audio messages linked to telephone keypad presses directs electors to:
 - a. Register to vote by telephone
 - b. Listen to instructions on how to vote via the telephone
 - c. Vote by listening to audio messages and pressing keys on their telephone
- 3) A Telephone Voting Server which receives information on which key has been pressed, and in accordance with the sequences of key presses, records the voter's preferences for their vote.

Information on the provision of 1) and 2) is provided in Section 2 Equipment required, and elsewhere as appropriate, but the main function of this manual is to provide guidance on the use of the Telephone Voting Server. How voting by telephone is undertaken is detailed in the System Design Specification [3].

Details on installation of the telephone voting system are provided in the Installation Manual [2].

The software to create the Telephone Voting Server is installed from the Election Server, and the installation process is detailed in the Installation Manual [2] and summarised in the Election Server User Manual.[1]

This Telephone Voting User Manual is focussed on the functions of the Telephone Voting Server during an election.

1.2 Referenced documents

1. Software Improvements Pty Ltd, eVACS® Election Server - User Manual, 2023
2. Software Improvements Pty Ltd, eVACS® Installation Manual, 2023
3. Software Improvements Pty Ltd, eVACS® System Specification, Part 1-Requirements ,2023

1.3 Acronyms

ACT	Australian Capital Territory
EACT	Elections ACT / ACT Electoral Commission
eVACS® / eVACS	electronic Voting and Counting System
LAN	Local Area Network
PIN	Persona Identification Number
USB-FD	USB Flash Drive

2. Software Summary

2.1 Authentication of the Telephone Voting Server

Schedule 1.13(1)



2.2 Software functionality

Schedule 1.13(1)



2.3 Security, integrity and privacy

Key considerations in the design and development of the eVACS® software have been the security and integrity of data. As a result the installation process wipes all data and software on the polling place server disks and installs a clean and safe environment (operating system, supporting drivers and utilities and application) for the software to run.

Direct access to the database or command-line interface is prohibited. Print utilities are provided to support printing of reports. Data import and export utilities are provided to support the upload of PIN/Voting Token pairs and the download of lists of used Voting Tokens. Data backup utilities are provided to aid in disaster recovery. Secure USB-FDs are used as the media to which votes are backed up, and for the upload/download of PIN/Voting Token details.

2.3.1 Unused ports

It is important that processes are put in place to prevent unauthorised access to the Telephone Voting Server and the telecommunications network connected to it.

All unused ports on the Telephone Voting Server and the IVR Server platform are to be inaccessible via physical means as well as through disconnection by using features within the operating system.

Schedule 1.13(1)

2.3.2 Drive Replacement

Schedule 1.13(1)

2.4 Assistance and problem reporting

Should any problems be encountered in the use of the eVACS® software, please check this document for clarification or detailed description of the relevant functionality. If the problem still cannot be resolved, report the problem to Software Improvements for assistance.

For any issue with telephone access to voting or registration, please contact Software Improvements immediately.

3. Access to the Software

3.1 Access control

The Telephone Voting Server does not use password-based access control, except for display of first preferences, and Drive Replacement. However, access to all functionality (selected via menu options) requires the Master Admin card for the telephone voting server to be scanned after entering a selection from the displayed Menu.

3.2 Conventions

Messages displayed on the screen are indicated using a blue typeface in this document. Descriptions and explanations are in black.

3.3 Set the date/time

The date/time on the Telephone Voting Server will have been checked as part of the BIOS setting prior to installing the voting server software.

3.4 Telephone Voting Server Menu

Schedule 1.13(1)

Schedule 1.13(1)



3.5 Stopping and suspending operations

Schedule 1.13(1)



3.6 Capabilities

Menu options 1, 2, 3 and 4 can be accessed at any time. Apart from these four options, the following restrictions apply:

- a) Using menu option 5 disables that option, and enables 6, 7, 8, 10, and 11
- b) Using menu option 6 disables that option as well as 7, 8, 10, and 11, and enables option 5.
- c) Menu option 9 is disabled and not displayed, unless menu option 8 Start Audio Services has been selected

Menu option R can only be accessed when mode 1 is displayed. Option R is never displayed on the menu screen.

