## Office of the Municipal Clerk

DATE:        April 25, 2022

TO:          Observer/Date of Complaint:
             Brenda Hastie 4/21/22

FROM:        Jamie Heinz, Deputy Clerk Elections

SUBJECT:     Response to Observer Complaint re Locking Computers, Shared Passwords

You filed an Observer Complaint that you have observed election workers who have stepped away from their machines without locking computers and other co-workers use the machine still logged in by someone else. You have also noticed that some machines have a generic profile that multiple workers use, indicative of a common shared password and that passwords should not be shared. You offer additional suggested best practices.

The lock screen for the signature verification computers all have the same log in information as they are non-networked and are shared computers. This password is only to unlock the computers.

To access the Fluence Automation system, which is the sorter/signature verification system, all election officials have their own specific user account and login. These passwords are private and are not shared.

The computers are also programmed to "lock" or return to the home screen requiring a log in or to "time out" the session, requiring a new log in, after brief inactivity. It is an MOA's best practice, however, to lock computers anytime a worker steps away, and staff will be reminded of this practice.

# Municipality of Anchorage
## April 5, 2022 Regular Municipal Election
## Complaint Form

<table>
<tr>
<td rowspan="3"><strong>OBSERVER INFORMATION</strong></td>
<td>4/21/2022<br>Date</td>
</tr>
<tr>
<td>Brenda Hastie<br>Printed Name Of Observer</td>
</tr>
<tr>
<td>Liz Vazquez<br>Name Of Candidate Or Organization/Group Representing</td>
</tr>
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<tr>
<td rowspan="2"><strong>COMPLAINT</strong></td>
<td>SPECIFIC INFORMATION REGARDING COMPLAINT, INCLUDING ELECTION OFFICIAL NAME, IF APPLICABLE:</td>
</tr>
<tr>
<td>Please refer to the attached page for specific information regarding this complaint.</td>
</tr>
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<tr>
<td rowspan="2"><strong>SIGNATURES</strong></td>
<td>Brenda Hastie<br>Signature of Observer</td>
<td>4/21/2022<br>Date Submitted</td>
</tr>
<tr>
<td>Signature of Municipal Clerk or Designee</td>
<td>Date Received</td>
</tr>
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Integrity of all elections processes must be maintained by all involved in the ballot counting process.

I have observed a number of occasions where election workers stepped away from machines without locking computers and other co-workers use the machine still logged in by someone else and conduct searches, perhaps other work on other than their own credentials (including the municipal clerk)

I have also noticed that machines have a generic profile that multiple workers use, indicitave of a common shared password.

Election workers should be assigned individual identifiable equipment login profiles to access election hardware and software. Additionally, election workers should keep their passwords private, maintaining best practices at all times — locking screens when stepping away and disallowing co-workers and superiors from working under ~~the~~ a login other than their own.