



Online ElectSure Learner's Guide

Welcome to the ElectSure online Election Worker training! We're excited to have you on board. Whether you're new to our online learning or a seasoned professional, this FAQ sheet will help you get started with the platform. Below are some answers to common questions to help ensure you have a smooth experience.

Frequently Asked Questions

What is the course timeline?

All courses are self-paced, but due before you are scheduled to report for duty. We **strongly recommend** that all online trainings be completed before attending an in-person training session. This allows training staff time to answer any questions about online content. Failure to complete required online trainings in a timely manner may result in removal from all election-related duties.

- If you are expected to work during Early Voting, your coursework is due by October 18th.
- If you are expected to work on Election Day, your coursework is due by November 1st.

All online coursework will remain accessible until 12pm on November 5th.

Will the course be graded?

Yes, all required course material will be assigned a grade. Content that is considered required viewing will be assigned either a pass/fail based on completion.

Quizzes will be graded on a 0-100% scale. You will always have two attempts to pass all quizzes. Those who receive quiz scores 60% and under will be referred to the Clerk's office to complete additional training.



How do I navigate through the course?

Courses are organized into sections or modules. You can move through them using the “Previous” and “Next” buttons on the bottom of each page, or by selecting specific sections from the course menu on the left-hand side.

[< Previous Lesson](#)[Back to Course](#)[Next Lesson >](#)

Can I see explanations or answers for quizzes or assessments?

This will depend on the course, but most quizzes will offer explanations as feedback when you select and submit an answer. For certain quizzes, you may need to submit an answer at least once before you are able to view the correct answer. Check your answer by selecting the blue “Check” button on the bottom right of the page.

Election workers must report to their Voting Convenience Center at what time prior to the polls opening for any day of service?

☐ 30 minutes

☐ 2 hours

☐ 1 hour

☐ At the time the polls close

[Check](#)

Can I track my progress?

Yes, the platform tracks your progress automatically. You can view your progress in the courses you are enrolled in at all times via the green progress bar at the top of the page.

100% COMPLETE 7/7 Steps

Lesson 3: De-Escalation Techniques

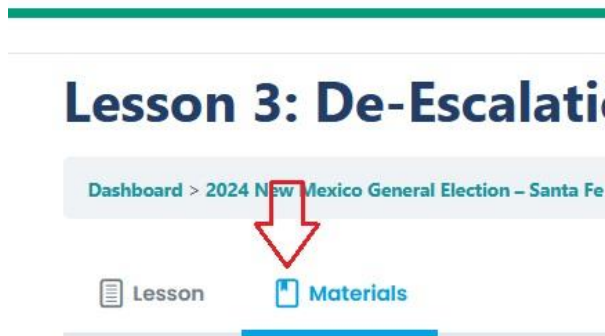
[Dashboard](#) > [2024 New Mexico General Election – Santa Fe County Training](#) > [Lesson 3: De-Escalatio...](#)

COMPLETE



Can I download course materials or handouts?

This depends on the course. If materials or handouts are available, you'll find links on the right-hand side of the course page next to your course content.



How do I complete a course?

Each course has different completion criteria depending on the content. If quizzes are included, you must provide answers or input to each question before continuing. If videos are available, you must watch at least 95% of the video. If the document is only text, you must spend at least a few moments on the page before clicking "Next."

Will I receive a certificate when I complete the course?

Yes! After completing all of your required online training, you will be sent a completion certificate.

What if I encounter technical issues?

If you experience any technical issues that prevent you from completing your training, please reach out to our team by calling the Clerk's Office (505-986-6280) or by emailing us at either gschultz@santafecountynm.gov or knwilson@santafecountynm.gov