## How to Reset ClearAccess Logs

ClearAccess 1.4, 1.5, and 2.0



The purpose of this guide is to help administrators troubleshoot the error message, "Warning – The logs are not valid" on ClearAccess.

- 1. Log in as administrator and repeat the steps that produced the invalid logs error message.
- 2. Tap **OK.**



The Polls Open Menu Appears.

3. Tap **Logs**.

Clear	Access Hocking County Pr	Primary: BOE OFFICE [POLLS_OPEN] Administra	tor
	UNL	LOAD ELECTION	
	Close Election	Exit	
	Logs	Shut Down	
	About	Logout	
	Setup		

4. On the Election Log screen, tap **System Log.** 

unty P	rimary: B	OE OFFI	CE [POL	LS_(	OPEN	N] Adm	ninistr
	Sy	stem Log	Export	P	rint	C	lose
Jser	State	Message	Session	Ballot Name	Split I	Name	Pr Na
Administra	tor	Open Election Hocking County Primary-2-	2				
Election Administr	ator	List VoteCente	ors				
Election Administ	rator	List VoteCente	ors				

## 5. Tap Reset.

ng County Primary: BOE OFFICE [POLLS_OPEN]						
Log	Election Log	Reset	Export Pri	nt Close		
Severity	User	Message		Valid		
All) 🔹	(All) •	(All)		Y		
nformation		ClearAccess ve	prsion 1.5.1 started	Validated		
Tracing		Prompt for Logi	n	Validated		
Information	Administrator	Login succeede	d	Validated		
Tracing	Administrator	Main page		Validated		
Information	Administrator	Setup saved	Validated			

6. On the confirmation screen, tap **OK.** 



ty Primary: BOE OFFICE [POL	S_OPFN	Administrator	
Reset System Log ou sure you want to reset the System Log? current log in a backup file and then create a new	OK I log file.	Cancel	

The logs are now reset.