



STATE OF MICHIGAN
BUREAU OF ELECTIONS
LANSING

Dear Election Official:

The following pages contain important information to help you fulfill your elections role. We would like to make you aware of Bureau of Elections (BOE) staff support, resources and training available to assist you in election duties. We also ask new election officials to complete a few initial tasks at the end of this document to help keep systems up to date and to ensure timely communication with you and your staff.

The electronic version of this letter has direct links to websites and resources and is accessible on the [Bureau of Elections' Website](#) and in the [Elections eLearning Center](#) .

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RESOURCES

BUREAU OF ELECTIONS WEBSITE:

www.mi.gov/elections

The **Information for Election Administrators** page is designed for clerks and their staff members. It contains quick links to BOE contact phone numbers and emails, systems like the Elections Management Portal (EMP), MERIT elections email, the Elections eLearning Center as well as some manuals and documents to assist you in your election role. The Election Day and Training sections are also useful for election inspectors and precinct chairmen.

Michigan Elections YouTube Channel:

<https://www.youtube.com/MigovBOE>

The Bureau hosts a video training site for election inspectors, chairmen, administrators and voters. This allows jurisdictions to show or link directly to the videos.

ELECTIONS EARNING CENTER:

mielections.csod.com electionselearning@michigan.gov

This is BOE's resource and training site dedicated to election officials. It contains courses, tutorial videos, in-person class registration, manuals, procedural guidelines, the News Update Newsletter, election and filing deadline calendars and electronic report submission. Each staff member will need their own login and must register for training under their own account. Election inspectors and precinct chairmen are not given accounts and should use the resources available on the state website.

Support and Resources:

You can request an account by completing the [Election Accounts form](#) from the link on the login page at mielections.csod.com

Help Documents on using the eLearning Center and searching for content are accessible on the login page and inside the site. Email electionselearning@michigan.gov or call the Liaison Division for help.

The **Browse by Subject** box is a fast way to find all items related to specific topics. Quick link icons to helpful resources are available at the top of the Homepage.

NEWS UPDATE NEWSLETTER:

This weekly newsletter provides election officials with valuable information throughout the year and also specific election reminders. This is emailed to every city, township and county office. Past editions of the News Update newsletters are available in the Elections eLearning Center.

You can [subscribe your own email address at this link](#) or click the Subscribe button at the bottom of the News Update to receive these newsletters directly into your email box. Please see the [MERIT email](#) section of this document on how to access your jurisdiction's MERIT email account to view the jurisdiction's copy of the newsletter.

BUREAU STAFF:

BOE has a variety of staff to assist you. A list of who to contact by topic is available in the [Bureau of Elections contact](#) list on the **Information for Election Administrators** webpage and in the **eLearning Center**.

- **ELECTION SPECIALISTS:** 517-373-0065, 800-292-5973 elections@michigan.gov
Election Specialists can help with election administration, procedural or legal questions and the eLearning Center. We recommend calling the 517 number to bypass the main receptionist and go directly to the Election Specialists.
- **TECHNICAL SUPPORT FOR QVF, EMP, EPB:** 800-310-5697, 517-241-1911 qvfhelppdesk@michigan.gov
The Help Desk provides assistance with technical issues related to Qualified Voter File (QVF), Elections Management Portal (EMP), Electronic Pollbook (EPB) and MERIT email. See the [Computer Applications](#) section for more information about each of these systems.
- **CAMPAIGN FINANCE AND DISCLOSURE:** 517-335-0170 disclosure@michigan.gov
Please contact the Campaign Finance group for additional information about candidates' campaign financial questions and election night returns.

MERIT ELECTIONS EMAIL:

<https://webmail.merit.edu>

The Bureau of Elections provides an email account for every Michigan township, city and county election jurisdiction. Your voters will use this email address to contact you in addition the Bureau of Elections. We cannot emphasize **the importance of checking this email system often!**

Your jurisdiction's election email address is listed under Clerk Contact information on the Michigan Voter Information Center www.mi.gov/vote and the Federal Voter Assistance Program <http://www.fvap.gov/> websites. This email account may receive voter registration and absentee voter ballot application emails, including ones from military and out of country voters. It is important to access this account daily, especially during pre-election periods when an absentee ballot requests must be processed timely.

Support and Resources:

Jurisdiction's username and password can be obtained from the QVF Help Desk. There is only one login per jurisdiction. This is considered a shared account for the jurisdiction.

Automatic forwarding or notifications of emails can be set up for alternate email account(s) of your choice. The forwarding emails must be updated with **every** staff change otherwise the email account can send rejection messages if trying to forward to inactive email accounts. Instructions are available in the [MERIT election email guide](#) on our website and in the eLearning Center. With increased internet email security, we recommend logging into this system often to make sure you are receiving all your emails **even if forwarding is set up**.

DIGITAL ELECTION CALENDAR:

This is an online calendar of election dates and reminders; accessible at this [Election Calendar link](#) and in the [eLearning Center](#) as a Resource icon. You can also link this calendar to your own Outlook or email calendar. Directions are at [this link](#) and in the eLearning Center.

COMPUTER APPLICATIONS

ELECTION ACCOUNT CREATION AND INACTIVATION:

Each staff person must have their own login for election computer systems. **All staff changes including hiring and resignations** should be reported to the Bureau of Elections through the [Election Accounts form](#) on the login page at mielections.csod.com or by emailing qvfheldesk@mi.gov or electionselearning@mi.gov. This is an important step in maintaining security of the accounts. A unique email address for each staff person is required so they may receive their ID and password.

QVF SOFTWARE & ELECTIONS MANAGEMENT PORTAL:

The Qualified Voter File (QVF) is a computerized voter registration system used by many clerks statewide. The Elections Management Portal (EMP) is a limited voter registration and search database for those who do not have QVF access.

Determine which election administration software your jurisdiction uses from the following:

- **QVF (REPLICA):** was traditionally delivered to larger jurisdictions through one or more state-issued server computers. A local administrator creates local user accounts and may install QVF client software on locally-owned computer. The QVF server computer(s) should always be left on so the automatic “replication” or server update process can take place overnight.
- **QVF LITE:** is installed on a locally-owned computer and connects directly to the servers over the internet in real time. The QVF Help Desk manages user accounts. Each user must attend QVF training and sign a user agreement. Complete the Election Accounts form to add or remove a user or contact the QVF Help Desk. New users must schedule QVF training under their account in the eLearning Center.
- **ELECTIONS MANAGEMENT PORTAL (EMP):** mi.gov/emp is a web based application that can be used by all jurisdiction staff to look up voter registration information state-wide and generate an electronic AV ballot for a military or out of country voter. For **non-QVF users**, the EMP is also used to track AV ballots and download the Electronic Pollbook software. The EMP website can also be accessed directly from mi.gov/elections on the Information for Election Administrators page. Each EMP user in your office must use a unique username and password. Complete the Election Accounts form to add or remove a user or contact the QVF Help Desk.
- **JURISDICTIONS WITHOUT QVF OR QVF LITE:** Coordinate with your county clerk for voter registration maintenance, precinct lists, clerk contact information updates, and other QVF responsibilities. Jurisdictions wishing to gain access to QVF Lite must have a high-speed internet connection and a computer that meets the requirements noted above. Users must attend training and submit signed user agreements before the installation can be completed.

Support and Resources:

Manuals and training tutorials are available in the eLearning Center and on the state website. In addition, you may sign up for training classes through the eLearning Center. Complete the Elections Account form to add or remove a user accounts for QVF lite or EMP or contact the QVF Help Desk for technical QVF support and account requests.

ELECTRONIC POLLBOOK (E-POLLBOOK OR EPB):

The Bureau of Elections developed the EPB system, which can be used in the polling place on Election Day to look up and process voters, issue ballots and generate precinct reports electronically, as opposed to a traditional paper-based system. Over 90% of the precincts in Michigan are now using the EPB system. EPB software can be downloaded from QVF or the EMP and loaded onto a laptop computer prior to each election. Once the EPB software is loaded on the laptop, the software allows election inspectors to look up a voter's registration record, confirm their registration is correct, and assign a ballot to that voter, essentially automating the typical paper process. EPB also assists in directing voters to the proper polling location if they have arrived to the wrong precinct. After the election is complete, the EPB software will generate reports to complete the official precinct record and a voter history file that can be uploaded into QVF or the EMP to update voter history in a matter of minutes.

Free laptop computers are available to EPB users via a Federal grant program funded by the Help America Vote Act (HAVA). Jurisdictions that are not yet using the EPB system may sign up to implement the program and receive EPB laptops. Grant information can be found at www.michigan.gov/elections ; Information for Election Administrators; Electronic Pollbook (EPB) Information and also in the eLearning Center.

For jurisdictions already using EPB, hands-on training is offered periodically – sign up via the eLearning Center. In addition to the information found on Electronic Pollbook (EPB) Information webpage, the eLearning Center offers several EPB video tutorials.

MICHIGAN VOTER INFORMATION CENTER (MVIC): www.michigan.gov/vote

The Michigan Voter Information Center is a tool for the public and the clerk community, providing a wide variety of information on voting. Voters can enter their own personal information to determine their voter registration status, polling place location, dates for upcoming elections, voter registration deadlines, sample ballots prior to each election, and current status on absent voter (AV) ballot requests and returned ballots.

There is also a “*Find Your Clerk*” function which can be used to obtain contact information for any clerk statewide. Please check to see if the clerk contact information in MVIC is correct and update as needed. New clerks can update the information appearing on this site by updating their clerk contact information in QVF. Directions are available on the state website and in the eLearning Center. Contact the QVF help desk for additional assistance.

TRAINING

ELECTION OFFICIALS' ACCREDITATION AND CONTINUING EDUCATION:

Michigan election law, MCL 168.31(k), stipulates that all newly elected and appointed county, city and township clerks must complete an accreditation process. To earn the accreditation certification, election officials must attend a two-day, in person class in addition to completing required online coursework and pass the online exam. Class dates, registration information, and training materials are available in the eLearning Center.

In addition, MCL 168.33(4) requires the completion of a continuing education program every two years to maintain accreditation. This program includes a series of in person classes, online courses and online assignments.

Enrollment in each Accreditation and Continuing Education Certification is accessed on the homepage of the Elections eLearning Center. Once enrolled you can access required assignments and view your completion status.

QVF HANDS-ON TRAINING:

Training is required for all new QVF Lite users and is available for all existing QVF users. Sessions are scheduled often at the Bureau of Elections offices in Lansing and can be registered via the eLearning Center. Occasionally regional training sessions will be offered and will be announced via a News Update newsletter. This training is now included as part of the Election Officials' Accreditation class. Supplemental training courses and video tutorials are available in the eLearning Center.

ELECTRONIC POLLBOOK TRAINING:

Election officials in jurisdictions using EPB must attend a training session. If your jurisdiction is new to EPB, initial training is scheduled by BOE when you first receive EPB laptops; otherwise EPB classes are available at the Bureau of Elections offices in Lansing and can be registered through the eLearning Center. Supplemental training courses and video tutorials are available in the eLearning Center.

OTHER TRAINING CLASSES:

The Bureau of Elections also conducts specialized training classes on a variety of topics. During the even-numbered election years, required in person classes are held such as *Train the Trainer* (to assist clerks in training their precinct inspectors) and *Election Cycle* training (covering all pertinent statewide election issues). Classes are announced in the News Update newsletters and registration is completed through the eLearning Center.

ADDITIONAL TRAINING CONTENT:

The Bureau of Elections hosts the eLearning Center to allow access to training and election information on your schedule. The eLearning Center has online courses and tutorial videos that cannot be hosted on the state website as well as procedural guides and other resources to quickly give you access to the information you need. The **Browse by Subject** box on the homepage is a fast way to find all items related to specific topics. You can filter the results by type to fit your training style: for instance, written manuals, online courses or how to videos.

TASKS FOR NEW CLERKS AND STAFF CHANGES

There are some initial tasks we ask that you complete immediately including:

- **OBTAIN YOUR MERIT ELECTION EMAIL USERNAME AND PASSWORD** from your staff or the QVF Help Desk. Check Merit election email daily at <http://webmail.merit.edu> or set up notification messages or forwarding to other email address(es) of your choice. See the [MERIT email section](#) in this document for more information.
- **VERIFY THE CLERK CONTACT INFORMATION LISTED IN THE MICHIGAN VOTER INFORMATION CENTER** (www.michigan.gov/vote ; under “Find Your Clerk”). If you have access to QVF, you may update this information in QVF (*Data Maint – Clerk Contacts*). If you do not have access to QVF, contact your County Clerk or the QVF Help Desk to make necessary changes.
- **REQUEST ELECTION ACCOUNTS** Complete the form at <https://mielections.csod.com> at the link [Need to set up an eLearning Center Account?](#)
- **IMMEDIATELY REPORT ANY STAFF CHANGES** with the [Election Accounts Form](#) or to qvfhelppdesk@michigan.gov and electionselearning@michigan.gov
- **ADD THE FOLLOWING EMAIL ADDRESSES** to your contacts or safe senders list in *your* email program to prevent important emails from being blocked by your email program:
electionselearning@michigan.gov ces.mail@csod.com
MISOS@public.govdelivery.com qvfhelppdesk@michigan.gov
- **FAMILIARIZE YOURSELF WITH THE ELEARNING CENTER** at <https://mielections.csod.com> and for the current versions of election manuals, election calendar, dates and deadlines, courses, video tutorials and other election content.
- **FAMILIARIZE YOURSELF WITH THE BOE WEBSITE** at www.michigan.gov/elections ; Information for Election Administrators.
- **SCHEDULE TRAINING** for yourself and each new deputy or staff member. This can be done through the eLearning Center. Each person must register under their own account.
- **VERIFY THE NAMES AND ADDRESSES OF YOUR POLLING LOCATIONS IN QVF** This can be completed once you obtain QVF training, or through your county if your county manages QVF for your jurisdiction.
- **CONTINUE TO MONITOR MERIT ELECTION EMAIL** for emails from your voters, additional training opportunities, important announcements about election policy and procedures and the weekly News Update Newsletter.

Please don't hesitate to contact the Bureau of Elections for assistance. To determine the division to contact for the quickest response, see the [Bureau of Elections contacts](#) list on the state website or in the eLearning Center.