



STATE OF MICHIGAN
BUREAU OF ELECTIONS
LANSING

Dear Election Official:

Thank you for stepping up to the task of administering elections in the State of Michigan. Your hard work and dedication ensure the security and integrity of our system. We appreciate your commitment to public service and thank you for what you are doing. The following pages contain important information to help you learn about your responsibilities and fulfill your role in election administration. The Bureau of Elections (BOE) provides staff support, resources, and training to assist you with your duties. There are several important steps both to familiarize yourself with your new position and to “onboard” new support staff in your office.

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](#) (more on those websites below).

FIRST STEPS

Use this checklist to organize your entry into election administration. Details to execute these steps are found within this document:

- ┌ Submit an eLearning account request so that you have access to the eLearning Center, where required training and other resources are available. If you already have an account but are assuming a new title, review your eLearning account information and submit a request for any changes required.
 - If hiring new staff, have them submit individual requests for eLearning account access.
- ┌ Subscribe to the Bureau of Elections “News Update for Election Administrators” email.
- ┌ Determine your jurisdiction’s Qualified Voter File (QVF) needs and begin the appropriate level of training within the eLearning Center.
- ┌ Begin the required Election Officials’ Accreditation program through the eLearning Center and explore the eLearning Center for other pertinent training resources.
- ┌ Familiarize yourself with all Bureau of Elections contact information and review the Bureau’s website for important information and notices.

RESOURCES

BUREAU OF ELECTIONS WEBSITE:

Website: www.michigan.gov/elections

The **Election Administrator Information** page is designed for clerks and their election staff members. It contains quick links to BOE contact phone numbers and emails, the Elections eLearning Center, and the BOE YouTube Channel; as well as manuals and documents to assist you in your election role. The **Election Day** and **Training Materials** sections are useful for finding guidance on the preparation and conduct of elections.

MICHIGAN ELECTIONS YOUTUBE CHANNEL:

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

The BOE hosts a video training site for election administrators and voters. Review these videos to introduce you to election administration concepts.

ELECTIONS ELEARNING CENTER:

Website: mielections.csod.com

Support: electionselearning@michigan.gov

This is the BOE's learning management system. It contains training modules, training videos, class registration, manuals, procedural resources, the News Update for Election Administrators archive, election date calendars, and electronic report submission. The eLearning Center also allows election administrators to take required training to gain access to the Qualified Voter File. To ensure accurate tracking of accreditation and continuing education status, each staff member will need their own login and must register for training under their own account.

Support and Resources:

New staff account requests or requests to update/deactivate accounts may be submitted via [Election Accounts form](#) found at mielections.csod.com. For assistance, email electionselearning@michigan.gov or call our office at 517-335-3237.

NEWS UPDATE FOR ELECTION ADMINISTRATORS (EMAIL NEWSLETTER):

This newsletter provides subscribers with valuable information and specific election reminders. Any election office staff member should also subscribe by [clicking this link to sign up their own email address](#) or by clicking the **Subscribe** button at the bottom of the News Update newsletter.

BUREAU OF ELECTIONS STAFF:

Bureau staff is available to assist you. You can find the [Bureau of Elections staff contact](#) list on the **Election Administrator Information** webpage and in the **Elections eLearning Center**.

- **ELECTION SPECIALISTS:**

Phone: 517-335-3237 **Email:** 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 Qualified Voter File (QVF) & Electronic Poll Book (EPB):**

Phone: 800-310-5697, 517-241-1911 **Email:** qvfhelppdesk@michigan.gov

The Help Desk provides assistance with technical issues related to Qualified Voter File (QVF), and Electronic Pollbook (EPB). See the **Important Software and Websites** section for more information about each of these systems.

- **CAMPAIGN FINANCE AND DISCLOSURE:**

Phone: 517-335-0170 **Email:** disclosure@michigan.gov

Please contact the Campaign Finance group for additional information about candidates' campaign finance questions and election night returns.

JURISDICTION E-MAIL:

Each county, city and township clerk's office provides an e-mail address that will appear on websites such as the Michigan Voter Information Center (MVIC) and the Federal Voting Assistance Program (FVAP). This allows for emails from the public as well as voter registration and absentee voter ballot application emails, including those from military and out of country voters. Many offices have a generic elections email account (*elections@twp.org*) or a clerk office email account (*clerk@jur.gov*). Please submit your jurisdiction's preferred election email address by updating your email within QVF's "**Clerk Contact**" information. Ideally this should be an office email address that is monitored regularly by staff to cover absences and vacations. Your local email service can provide inter-office forwarding to multiple people as needed. See your email system administrator for assistance in setting forwarding options.

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 by searching "Directions to Merge BOE's Elections Calendar"

IMPORTANT SOFTWARE AND WEBSITES

QUALIFIED VOTER FILE SOFTWARE:

The Qualified Voter File (QVF) is the statewide computerized voter registration system. QVF is the web software application election administrators use to manage their jurisdictions voter registration records, input absentee ballot tracking information, and download the Electronic Pollbook.

Individual QVF users may gain **Basic** or **Complete** access. Most jurisdictions will have at least one Complete user. Jurisdictions without Complete users must coordinate with their county clerk for assistance with voter registration maintenance, precinct lists, clerk contact information updates, and other QVF responsibilities.

Determine which level of QVF software your jurisdiction uses from the following:

- **Basic** users do not regularly perform voter registration tasks but assist with voter searches and absent voter applications and ballots. During the 14 days prior to the election and through Election Day, basic users will be granted access to the voter registration module to help the local jurisdiction comply with in-person voter registration requirements. Basic users may gain access by completing the [QVF Basic User Curriculum](#), and submitting their user agreement presented in the software following their first log in into the software.
- **Complete** users have full access to the QVF software including Voter Registration. They must complete the [QVF Basic training and the QVF Basic to Complete](#) training through their account in the eLearning Center, (or in-person QVF Complete training when available) and submit a new user agreement as presented in the software following their first log in into the software.

Support and Resources:

Manuals and training tutorials are available in the eLearning Center and in QVF Refresh under the Help menu. In addition, you may sign up for additional training classes through the eLearning Center. Contact the QVF Help Desk for QVF technical support.

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

The Michigan Voter Information Center, referred to as both MVIC and Michigan.gov/Vote, 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 access:

- Voter registration status
- Online voter registration
- Polling place location
- Dates for upcoming elections
- Voter registration time frames
- Sample ballots prior to each election
- Online absentee ballot application
- Absentee ballot status

There is also a “*Find Your Clerk*” function which can be used to obtain contact information for any clerk statewide. Please check to verify your clerk contact information in MVIC is correct and update as needed.

ELECTION ACCOUNTS - CREATION AND INACTIVATION:

All staff changes including hiring and vacancies should be reported to the BOE through the [Election Accounts form](#) on the login page at mielections.csod.com This is an important step in maintaining account security. A unique email address for each staff person is required so they may receive their ID and password and training information.

TRAINING

ELECTION OFFICIALS' ACCREDITATION AND CONTINUING EDUCATION:

The Michigan Election Law, MCL 168.31(k), requires that all newly elected and appointed county, city, and township clerks must complete an accreditation process. To earn an accredited status, election officials must complete the [Online Accreditation Program](#), found within the eLearning Center. This comprehensive online curriculum will introduce training resources, the Elections Officials' Manual, and serve as a collection for helpful election administration resources.

You can track your accreditation progress by viewing the [Online Accreditation Curriculum](#), and can send any questions or concerns to electionselearning@michigan.gov

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. As applicable, these programs will be introduced and assigned via the eLearning Center and News Updates.

QVF TRAINING

Training is required for all QVF users. Individual users may gain Basic or Complete access.

- Basic users do not conduct voter registration tasks but assist with voter searches and absent voter applications and ballots. Basic users may gain access by completing the [QVF Basic User Curriculum](#) under their own account in the Elections eLearning Center.
- Complete users are responsible for all voter registration tasks. To achieve this level of access a user must have completed the [QVF Basic User Curriculum](#) **and** the [QVF Basic to Complete](#) via their own account in the eLearning Center (or take the in person QVF Complete training when available) and submit a new user agreement as presented in the software following their first log in.
- Supplemental training courses and video tutorials are available in the eLearning Center and in the QVF Help menu.

ELECTRONIC POLLBOOK TRAINING:

The Electronic Pollbook (EPB) is used on Election Day to keep track of voters at polling places. EPB Practice Days are conducted prior to each major election. Detailed clerk and inspector manuals, supplemental training courses, and video tutorials are available in the Help menu within QVF or within the eLearning Center.

OTHER TRAINING CLASSES:

The BOE also conducts specialized training classes on a variety of topics. During the even-numbered election years, required 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 BOE hosts the eLearning Center to allow access to training and election information on your schedule. The eLearning Center has a "Search" bar that allows for easy navigation by topic, tag, or title. Please contact electionselearning@michigan.gov with all questions and concerns.

REMINDERS FOR NEW CLERKS AND STAFF CHANGES

There are important tasks we ask that you complete immediately, including:

- **ESTABLISH YOUR ELEARNING CENTER ACCOUNT.** Utilize the [Account Request Form](#) to send a new account request or update existing account information.
- Check/update your **JURISDICTION ELECTION EMAIL** by viewing your profile in the Elections eLearning Center. On the menu, point your mouse at Home, and click on My Profile. If changes are needed, utilize the [Account Request Form](#) and explain the changes in the "Optional Comments" box.
- **VERIFY THE CLERK CONTACT INFORMATION LISTED IN THE MICHIGAN VOTER INFORMATION CENTER** (displayed at www.michigan.gov/vote; under "Find Your Clerk"). Once you have access to QVF, you may update this information in QVF ("Lookup-Clerk Contacts") If you do not have access to QVF, contact your County Clerk or the QVF Help Desk to make necessary changes.
- **IMMEDIATELY REPORT ANY STAFF CHANGES AND REQUEST ELECTION ACCOUNTS FOR ANY NEW STAFF** Report these changes by completing the [Account Request Form](#) and putting the details of the change/removal in the "Optional Comments" box.
- **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	qvfhelpdesk@michigan.gov
elections@michigan.gov	electiondata@michigan.gov
- **EXPLORE THE ELEARNING CENTER** at <https://mielections.csod.com> and view current versions of election manuals, election calendar, dates and deadlines, courses, videotutorials and other election content.
- **EXPLORE THE BOE WEBSITE** at www.michigan.gov/elections and review the [Election Administrator Information](#)
- **PLAN YOUR TRAINING.** Set time aside to review the trainings available within the eLearning Center. See Browse by Subject, Classes. Remind new staff to access training under their own account.
- **VERIFY THE NAMES AND ADDRESSES OF YOUR POLLING LOCATIONS IN QVF** This can be completed once you obtain QVF training (under Lookup, Precincts and Polling Locations, and under Elections, Election Geography before an election), or through your county if your county manages QVF for your jurisdiction.

Please don't hesitate to contact the BOE 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.