



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 with election duties. At the end of this document, we also ask new election officials to complete a few initial tasks 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](http://www.mi.gov/elections)

The **Information for Election Administrators** 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 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 chairs.

### MICHIGAN ELECTIONS YOUTUBE CHANNEL:

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

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

### ELECTIONS EARNING CENTER:

[mielections.csod.com](http://mielections.csod.com)      [electionselearning@michigan.gov](mailto: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 chairs are not given accounts and should be directed to resources available on the state website.

#### *Support and Resources:*

You can request an account for new staff members provide notification to inactivate an account by completing the [Election Accounts form](#) from the link on the login page at [mielections.csod.com](http://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](mailto:electionselearning@michigan.gov) or call the Liaison Division for assistance. 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 in addition to specific election reminders. This is emailed to the clerk and deputies of each city, township and county office. Any election office staff member can also receive the newsletter directly in their email 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.

Past editions of the News Update newsletters are available in the Elections eLearning Center for everyone to view. On the Homepage, click the **title News Update Newsletter** and **select the year under Related Resources** to open a PDF of all the newsletters sent that year.

## **BUREAU STAFF:**

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

- **ELECTION SPECIALISTS:** 517-335-3237 [elections@michigan.gov](mailto: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 & EPB:** 800-310-5697, 517-241-1911 [qvfhelppdesk@michigan.gov](mailto:qvfhelppdesk@michigan.gov) The Help Desk provides assistance with technical issues related to Qualified Voter File (QVF), and Electronic Pollbook (EPB). See the [Computer Applications](#) section for more information about each of these systems.
- **CAMPAIGN FINANCE AND DISCLOSURE:** 517-335-0170 [disclosure@michigan.gov](mailto: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), the Federal Voting Assistance Program (FVAP) and the Overseas Voter Foundation (OVF). 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](mailto:elections@twp.org)) or a clerk office email account ([clerk@jur.gov](mailto:clerk@jur.gov)). Please submit your jurisdiction's preferred election email address using the form in the Elections eLearning Center. **See Browse by Subject, Forms / Surveys, Jurisdiction Election Email Form.** 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.

## COMPUTER APPLICATIONS

### ELECTION ACCOUNTS - CREATION AND INACTIVATION:

Each staff person must have their own login for election computer systems. **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](http://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.

### QUALIFIED VOTER FILE SOFTWARE:

The Qualified Voter File (QVF) is the statewide computerized voter registration system. QVF **Refresh** is the new web application rewrite of the QVF which modernizes functionality and security, combines local and statewide access, and has replaced Legacy QVF applications. Development of QVF Refresh continues, including forthcoming updates for Refresh Replica and Electronic Pollbook throughout 2019.

Individual QVF Refresh users may gain **Basic** or **Complete** access. 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 in order to be compliant with in-person voter registration requirements. Basic users may gain access by completing the QVF Refresh Introductory Election Administration Curriculum under their own account in the Elections eLearning Center.
- **Complete** users train on most aspects of the software including Voter Registration; they must register for this in-person training (offered regularly near Lansing and a few times a year regionally) through their account in the eLearning Center and sign a user agreement when they attend.

#### *Support and Resources:*

Manuals and training tutorials are available in the eLearning Center and in QVF Refresh under Help. In addition, you may sign up for additional training classes through the eLearning Center. Complete the Elections Account form to add or remove QVF user accounts. Contact the QVF Help Desk for QVF technical support.

### MICHIGAN VOTER INFORMATION CENTER (MVIC): [www.michigan.gov/vote](http://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 voter registration status, polling place location, dates for upcoming elections, voter registration time frames, 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 verify your 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 the QVF. Directions are available on the state website and in the eLearning Center. Please 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 one and a half 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 the Initial Accreditation Curriculum and Continuing Education is via the Elections eLearning Center. Once enrolled you can access required assignments and view your completion status.

### **QVF ONLINE AND HANDS-ON TRAINING**

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

- Basic users do not do voter registration tasks but assist with voter searches and absent voter applications and ballots. Basic users may gain access by completing the QVF Refresh Introductory Election Administration Curriculum under their own account in the Elections eLearning Center.
- Complete users train on most aspects of the software including Voter Registration; they must register for this in-person training (offered regularly near Lansing and a few times a year regionally) with their account in the eLearning Center and sign a user agreement when they attend.
- Supplemental training courses and video tutorials are available in the eLearning Center.

### **ELECTRONIC POLLBOOK TRAINING:**

Election officials in jurisdictions new to EPB receive initial training scheduled by BOE when you first receive EPB laptops. EPB classes are scheduled occasionally in Lansing with registration in the eLearning Center. Detailed clerk and inspector manuals, supplemental training courses, and video tutorials are available in 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 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 BOE 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:

- Review your **ACCOUNT IN THE ELECTIONS eLEARNING CENTER**. Update your contact information if needed. See this document for help: [Updating your Account Profile](#)
- Check 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. Look in the Additional Information section. If changes are needed, complete the form in the Elections eLearning Center under Browse by Subject, Online Forms. See the [Jurisdiction Election Email](#) section in this document for more information.
- **VERIFY THE CLERK CONTACT INFORMATION LISTED IN THE MICHIGAN VOTER INFORMATION CENTER** ([www.michigan.gov/vote](http://www.michigan.gov/vote); under "Find Your Clerk"). If 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** Complete the form at <https://mielections.csod.com> at the link [Need to set up an eLearning Center Account?](#)
- **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](mailto:electionselearning@michigan.gov) [ces.mail@csod.com](mailto:ces.mail@csod.com)  
[MISOS@public.govdelivery.com](mailto:MISOS@public.govdelivery.com) [qvfhelppdesk@michigan.gov](mailto:qvfhelppdesk@michigan.gov)  
[elections@michigan.gov](mailto:elections@michigan.gov) [electiondata@michigan.gov](mailto:electiondata@michigan.gov)
- **FAMILIARIZE YOURSELF WITH THE eLEARNING CENTER** at <https://mielections.csod.com> and view 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](http://www.michigan.gov/elections); Information for Election Administrators.
- **SCHEDULE TRAINING** for yourself. This can be done through the eLearning Center. See Browse by Subject, Classes. Remind new staff to 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 (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.