



## BOE Phone System

The Bureau of Elections implemented a new phone system called CXone on June 13, 2024. This change helps us respond more quickly and comprehensively to clerk questions and requests for assistance and is part of our commitment to providing our clerks and customers the highest quality of customer service.

Previously, BOE had multiple phone lines to call based on different topics like Election Administration, Notary, QVF and Campaign Finance, that in some instances had the same staff. **All lines were consolidated into one main number: 800-292-5973.** All previous numbers should not be used as they are being phased out.

Standard phone line hours are 8am – 5pm Monday – Friday; however, additional hours are added to cover election, early voting and MOVE support. Additional hours outside of standard hours will be communicated via the News Update.

### BOE UIN

Each county and jurisdiction will use a unique identification code (BOE UIN) when accessing the clerk menu in the system. Your code is personalized for your use and will allow you to take advantage of the new phone system's Interactive Voice Response (IVR). This code exists to ensure BOE can prioritize clerk calls over public calls and BOE can offer phone support specific to clerks only.

*County:* Your unique identification code is your county code listed in QVF + 12345

*Local jurisdiction:* Your unique identification code is your county code + 5-digit jurisdiction code listed in QVF.

- If you are unsure of your QVF code, you can find it on our [County & Jurisdiction Call System Codes](#) document posted in eLearning.

### Navigating the Clerks Menu within the IVR:

1. Upon dialing (800-292-5973), stay on the line for the call center. When prompted, choose option 1 for Local, County Clerk, or Election Administrator. The other options are designed for the general public and other roles.
2. Enter your 7-digit unique identifier Number. Your unique identification Number verifies if you are a county or local clerk or election support staff. If you are a county clerk or county clerk support staff, enter your 2-digit county code + 12345. If you are a local clerk (jurisdiction) or local clerk support staff, enter 2-digit county code and 5-digit jurisdiction code.
3. You will be asked to confirm the 7-digit code is correct, press 1 if it is correct. To re-enter the clerk ID press 2.
4. Once you get to the menu, listen to the full prompts to understand which menu option applies to your call. You will be given prompts that cover QVF, Election Administration, Reimbursements, Filing for Office and Notary.

### Call Back Feature:

After a Clerk has been on hold for 10 minutes and haven't been connect to a live agent a call back option will be offered: Clerk should hear the following message and prompts:

- *Thank you. We will save your place in line, and call you back, at the number you specified (enter your 10-digit phone number you want to receive a callback on)*

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- *When we call you back, if we reach a machine, voicemail box, or, if you're calling from an extension. please note, that we cannot leave a message, and may not be able to connect with you.*
- *Goodbye.*

### **Voicemail**

If you are calling after hours or when the phone line is closed for training, you may still leave a voicemail. That voicemail will be returned the next business day or when the next staff member for that specific topic is available.

If you have questions, concerns, or feedback about the new process, please the Bureau of Elections via email ([MDOS-BOEOperations@michigan.gov](mailto:MDOS-BOEOperations@michigan.gov)) on the subject line: *Support Desk-CXone*. Please fully document your questions, concerns, and feedback along with the contact information.