

# EP Legal Front End User Guide

*Last Updated: 9/23/22*

## **Overview**

EP Legal is the hotline's substantive and technical guidance platform. It is designed to be barebones and easily navigable. The top menu has links to all the relevant pages.

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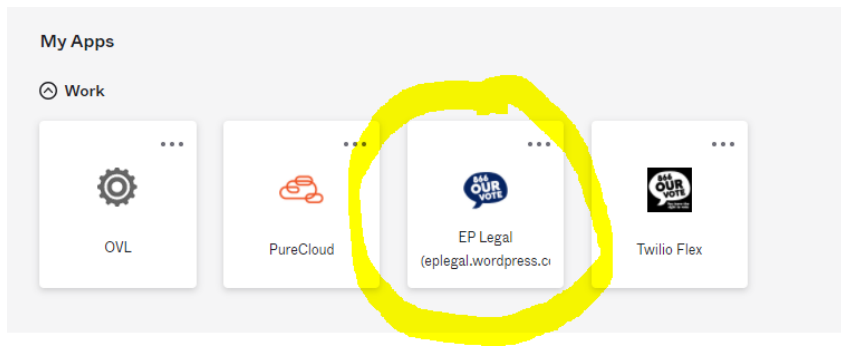
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## Log-in / Security

EP Legal is integrated with our sign on platform Okta. That means you must be actively logged into Okta to access.

### Access Instructions:

1. Go to [electionprotection.okta.com](http://electionprotection.okta.com) (Login using your credentials)
2. Click the “EP Legal Button”



### Error message:

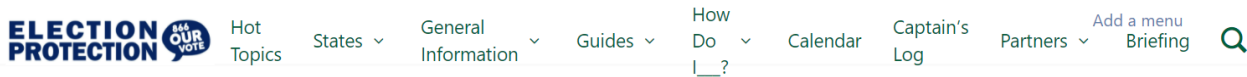
If you are not actively logged into Okta you will get an error message (example below). All this means is you need to log into Okta, click the EP Legal button, and try again

*Note: Volunteers usually only gain access to Okta the evening before their scheduled shift.*

You must be actively logged in through Okta to visit EP Legal. Please go to [electionprotection.okta.com](http://electionprotection.okta.com) and click the EP Legal Button. Note: If you are a volunteer you will only have Okta access starting the evening before your shift (after receiving your shift reminder email).

## How to Navigate

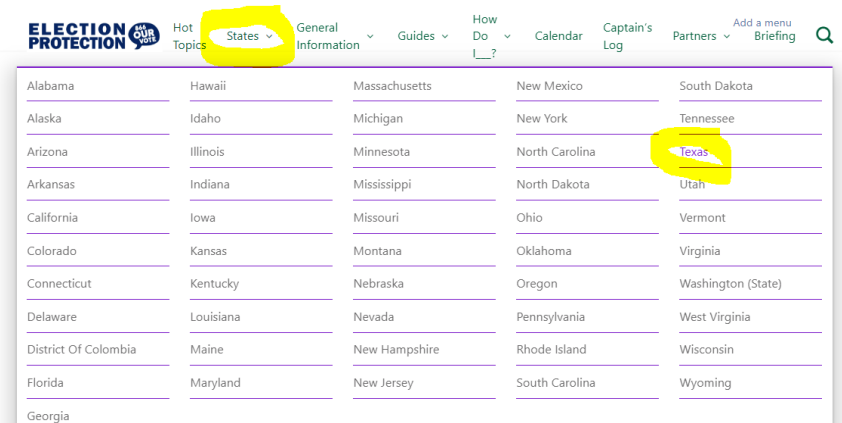
EP Legal is designed to be simple, straightforward, and easy to navigate. The menu at the top should help you quickly get where you need to go.



### “3 Clicks to Guidance”

All guidance should be available within 3 clicks! Ex.If a caller asks about how to vote after moving within Texas.

Click:



1. Hover over “States” on the menu and Click Texas on the Drop Down
2. Click FAQ

**Texas**

**Key Info**

**Open Primary:** Voters can (generally) choose which party's primary to vote in

**Major Elections:** Governor

TX Hot Topics

TX FAQ

Registration  
Lookup

Early Voting  
Location  
Lookup

Election Day  
Polling Place  
Lookup

\*Mail in Ballot  
Lookup

866 Our Vote  
State page

Secretary of  
State Elections  
Website

County Election  
Officials  
Contact Info

Other State  
Resources

3. Click Question 6

6. [process?](#)  
**PERMANENT MOVE: I have moved permanently and I didn't update my voter registration, can I vote?**

## Homepage

The homepage is divided into three main sections



1. “Hot Topics” (Nationwide)

This is the “White Board” where urgent updates and notices are posted. Please review the hot topics before the start of your shift (you do not need to memorize all the details of all the updates but should have an idea of the issues flagged)

### Hot Topics

Date Added	State	Issue	Escalate?
1/28	TX	<b>Naturalized Citizens Being Asked to Prove Citizenship.</b> Some boards of elections are sending notices to naturalized citizens requiring them to prove citizenship. LCCRUL is very interested in these calls. <a href="#">Please read the full guidance here</a> and alert your captains immediately.	Yes
1/27 (ongoing)		<b>Door to door intimidation campaigns.</b> We have received calls about organizations going door to door and asking residents about their voting history, partisan affiliation, and preferred method of voting. Please alert your captains to any similar calls immediately and gather as much information as possible.	Yes
3/23	-	<b>*Captains Only*</b> The Queue Activity Dashboard location has changed. You can now get to it by clicking "Performance -> Workspace -> Queues Activity -> DC Call Center"	N/A

Captains will announce any additions or changes to the Hot Topics that occur during your shift.

*Note: Even if the hot topics advise escalating a specific issue please do let your captains know to help us keep track.*

*Note: It is possible to download the Hot Topics as a PDF - if you do please ensure you download new versions as they are announced/posted.*

2. States

All 50 States (+ DC) have a unique guidance page with the FAQ, upcoming elections info, relevant links, and “Hot Topic” updates for the specific state.

States				
<a href="#">Alabama</a>	<a href="#">Georgia</a>	<a href="#">Maryland</a>	<a href="#">New Jersey</a>	<a href="#">South Carolina</a>
<a href="#">Alaska</a>	<a href="#">Hawaii</a>	<a href="#">Massachusetts</a>	<a href="#">New Mexico</a>	<a href="#">South Dakota</a>
<a href="#">Arizona</a>	<a href="#">Idaho</a>	<a href="#">Michigan</a>	<a href="#">New York</a>	<a href="#">Tennessee</a>
<a href="#">Arkansas</a>	<a href="#">Illinois</a>	<a href="#">Minnesota</a>	<a href="#">North Carolina</a>	<a href="#">Texas</a>
<a href="#">California</a>	<a href="#">Indiana</a>	<a href="#">Mississippi</a>	<a href="#">North Dakota</a>	<a href="#">Utah</a>
<a href="#">Colorado</a>	<a href="#">Iowa</a>	<a href="#">Missouri</a>	<a href="#">Ohio</a>	<a href="#">Vermont</a>
<a href="#">Connecticut</a>	<a href="#">Kansas</a>	<a href="#">Montana</a>	<a href="#">Oklahoma</a>	<a href="#">Virginia</a>
<a href="#">Delaware</a>	<a href="#">Kentucky</a>	<a href="#">Nebraska</a>	<a href="#">Oregon</a>	<a href="#">Washington</a>
<a href="#">District of Columbia</a>	<a href="#">Louisiana</a>	<a href="#">Nevada</a>	<a href="#">Pennsylvania</a>	<a href="#">West Virginia</a>
<a href="#">Florida</a>	<a href="#">Maine</a>	<a href="#">New Hampshire</a>	<a href="#">Rhode Island</a>	<a href="#">Wisconsin</a>
				<a href="#">Wyoming</a>

Note: these are identical to the links on the Menu

3. General Information

You can find general hotline information and guidance that is static and not state specific here such as a script template, non-profit status information, and what to do if a member of the press calls (tell them to email [press@lawyerscommittee.org](mailto:press@lawyerscommittee.org))

Please skim this before your first shift, but you do not need to re-read in detail before future shifts.

**State Guidance Pages**

All 50 states (plus DC!) have a unique guidance page. Here you will find:

- The state FAQ
- State Specific Hot Topics
- Upcoming Elections and Deadlines
- Links to lookup tools
- Key Info About the state
- Other State Resource

**\*Pro Tip\*** make sure to check the “Hot Topics” for the latest updates and “Other State Resources” section for useful

**Key Info**

**Partially Open Primary:** Voters can (generally) choose which party’s primary to vote in : voters can vote in either parties primary but have to declare their choice or it may be considered registering with that party (more info here).

**Major Elections:** US Senate

**Indiana**

IN Hot Topics		IN FAQ	
<a href="#">Registration Lookup</a>	<a href="#">Early Voting Locations Lookup</a>	<a href="#">Election Day Polling Place Lookup</a>	<a href="#">Mail In Ballot Lookup</a>
<a href="#">866 Our Vote State page</a>	<a href="#">IN Secretary of State Elections Website</a>	<a href="#">County Clerks Contact Info</a>	<a href="#">Other State Resources</a>

**Upcoming Elections**

<p><b>May. 3, 2022</b> <b>Indiana State Primary Election</b></p> <p><b>Voting Methods</b></p> <ul style="list-style-type: none"> <li>• Absentee Voting With Excuse</li> <li>• Overseas Absentee Voting</li> <li>• In-Person Absentee Voting</li> <li>• Provisional Voting</li> <li>• Military Absentee Voting</li> <li>• Polling Place Voting</li> </ul>	2022-04-04 – Registration Deadline	+
	2022-04-05 – In Person Absentee Ballot Voting From	+
	2022-04-21 – Ballot Request Deadline (Request for Postal Ballot by)	+
	2022-05-02 – In Person Absentee Ballot Voting To	+
	2022-05-02 – Ballot Request Deadline (In-Person Request by)	+
	2022-05-03 – Ballot Return Deadline (Received by)	+

information about polling place access, rides to the polls, drop box locations, etc...

Hotline Guides

- Volunteer's Guide
- VoiceMail Guide
- Captain's Guide
- Tech FAQ

How do I \_\_\_\_?  
(All documents below are also linked to in the guides above, to troubleshoot tech problems please use the FAQ)

- Make Outgoing Calls
- Send Texts
- Transfer a Call
- Make a Three-Way Call
- Give Chrome Microphone Permissions
- Respond to Texts/WebChats
- \*\*Captains Only\*\* Mark Tickets Reviewed in OVL

### Guides / How Do I...?

Here you will find all of the procedural and technical guidance documents.

The "How Do I" questions are designed to let you quick find answers to technical questions while on the phone with callers.

Ex. How do I send a text? **Click the button!**

### Calendar

We've added an upcoming elections calendar. You can use this to help orient yourself and help see what calls you might expect.

As a default the calendar will show a list of all elections that month (going back 7 days in the past). You can change the views (by clicking month, week, and day, and the left and right arrows).

Note: The calendar is a just tool for volunteers, please use the state guidance pages to give advice to callers.

#### EP Hotline Elections Calendar

NOTE: This calendar is for general knowledge and should not be used to give concrete guidance. Please refer to the state guidance pages when talking to a caller.

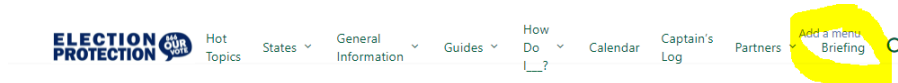
\*\*\*\* All times EST \*\*\*\*

today < > April 2022 month week day list

<b>Monday, April 4th 2022</b>	
all-day	Delaware (General - Municipal) Newport and Odessa Municipal Elections
<b>Tuesday, April 5th 2022</b>	
all-day	Alaska (General - Municipal) Anchorage Municipal General Election
all-day	Delaware (General - Municipal) Delaware City Municipal Election
all-day	Missouri (General - City) Clay County General Election
all-day	Missouri (General - City) Jefferson City General Election
all-day	Ohio (General - City) Akron Municipal General Election

## Briefings

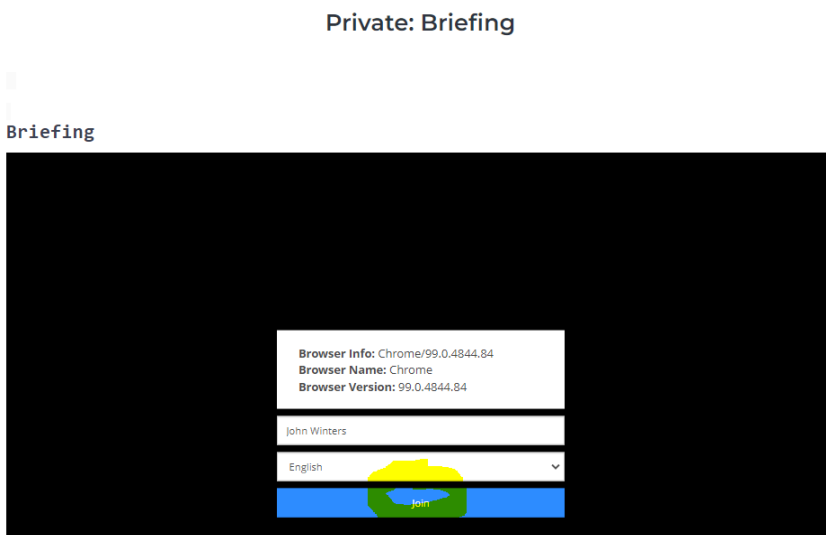
Some shifts will start with a short “briefing” to pass along key information to volunteers at the start of their shift.



To Join:

Click “Briefing” on the top right of the menu on EP Legal and then click “join” twice to join the embedded zoom call..

Most Briefings will last about 5/10 minutes. Staff and captains will let you know if there is a briefing in the reminder email the night before and the welcome message at the start of the shift.



*Note: there is absolutely no pressure / need to turn your camera on!*

## (\*Captains Only\*) Captain’s Home

This where captains can view and submit shift summaries and see the most up to date list of their volunteers. The password will be posted in the welcome message in the captain’s chat (you can also ask other Captains / Leads / Staff - the password will not change often).

## Captain’s Log

\*If you are unable to view google forms / sheets please let staff know and we can send you the log directly.

Viewing:

The log (view only embedded google sheet) has summaries of all shifts for the last 14 days. If the entry is highlighted yellow it was flagged as important by the captain who submitted it.

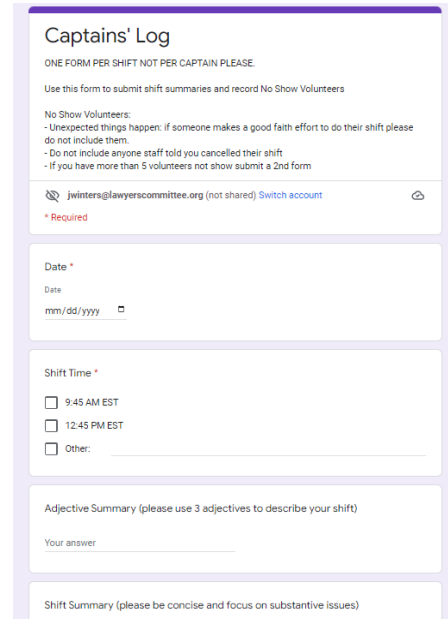
Captain's Log (Viewable)			
Date	Shift Time	Adjective Summary (please use 3 adjectives to describe your shift)	Shift Summary (please be concise and focus on substantive issues)
<b>**** View Only ****</b>			
<i>Click the green button above to submit a new entry</i>			
3/3/2022	1:30 pm EST	Quiet, mostly Texas aftermath	Confusion about separate D/R pps during TX primary. A MIB was returned to voter twice due to USPS machines misreading address - not an isolated issue, per mail carrier. Abuse survivor is concerned her personal info is public via voter registration.
3/3/2022	10:00 AM EST	Slow, slow, slow	Very few calls. No notable issues.
3/2/2022	10:00 AM EST	Slow, Texas, confusion	Shift was relatively slow. Escalated a couple issues related to lack of polling place staffing, long lines, and voters being sent to other locations based on party. There was another ticket involving documentation for a candidate in Michigan--issues with the forms provided and potential misconduct by the county clerk that may have prevented the candidate from getting on the ballot. Other general questions regarding mail-in ballots and voter registration.
3/1/2022	3:00 PM EST	Busy, partisan, closures	Parties didn't always have enough voters or machines at each PP; some PPs were closed completely, closed early, or just allowed voting by 1 party. Broken machines, PW misinfo, ballots missing contested primary races, registered voters left off registration lists, MIBs never arrived. Some voter intimidation, including by other voters in the other party's line. Lots of voter confusion about 1-party primary ballots, voter separation into separate lines, some PPs not offering ballots for both parties.
3/1/2022	11:00 AM EST	Challenging, intermittent, cooperative	[Team 1] Asymmetry/difficulties for some political parties when it comes to voters/voting machines at polling places, mail-in ballots not received, closed polling places
3/1/2022	11:00 AM EST	Busy, Texas, Confusion	[Team 2] Shift was busy with most calls about how/where to vote and issues at polling places (i.e. closed polling places, insufficient staffing, malfunctioning machines, etc.). Also, calls about voters who insisted they were registered but had issues voting and could not confirm their registration.
3/1/2022	07:30 AM EST	Very busy	Polling places limited to one party; machines for one party not working, closed polling places
2/28/2022	2:00 PM EST	busy, Texas, Texas	Lots of routine q's on pp's and registration. A fair number reporting MIBs not received.
2/28/2022	10:00 AM EST	brisk, but manageable	Many calls about mail ballots not received. 3 about pp closing early on last day of early voting, just one complaint about pp management, recommend adding emergency ballot procedures to TX info (and other states). MANY ovs lack race info in spite of a reminder mid-shift, remind ovs not to return VM

Yellow: Important Issues to be aware of  
 Red: Urgent issues future captains need to know about.

**Submitting:**

Click the “Submit New Entry” button or scroll down to the bottom of the page.

**There should be 1 entry per team per shift.** So not every captain needs to submit an entry - if you have co-captains decide amongst yourself who will submit the summary (but please do discuss the content before submitting).



**Protected: Captain’s Log**

[Volunteer Welcome Message](#)

[Today’s Volunteer List](#)

[Submit New Log Entry](#)

[Chat Tips \(templates\)](#)

[Captain’s Guide](#)

[Contact Center Management – Best Practices](#)

Some law firm firewalls block google docs. [CLICK HERE to download the log as a PDF.](#) If you cannot submit the log entry please ask another Captain or Staff member to.

**Today’s Volunteer List**

To view the most recent list of volunteers for today click on the “Today’s Volunteer List” button (the link will also be posted in the welcome message in the All Captains chat). This will show you (as a view only google sheet) all of the captains and volunteers per call center, shift, and team.