SCDP Volunteer Text Bank Guide

Thanks for volunteering with the South Carolina Democratic Party! It takes dedicated volunteers like you to help us elect Democrats upon and down the ballot. You are receiving these instructions because you are a confirmed text bank attendee. Below are instructions that will give you the information needed to sign up for Thrutext and text.

If you've never been part of a text bank or haven't used Thrutext these instructions will guide you through the process.

FAQ

What is a text bank?
A text bank is similar to a phone bank but there are no calls. A text bank can be done via your computer, phone or tablet and best of all from your home. It allows you to volunteer wherever you are located!

Who can volunteer to text?
Supporters who sign up for a text bank shift via the South Carolina Democratic Party event link. There are new dates added regularly so feel free to share **the link**.

Will my phone number be shown to recipients?
No, using Thrutext your phone number will not be seen by recipients. Voters you are contacting will receive text messages via phone numbers that are part of the Thrutext platform.

How do I use Thrutext?
Following the FAQ section you will find detailed instructions. In addition it is recommended that you watch the **Thrutext training video**.

What if I have questions while texting?
Don't worry if you have any questions send an email to **questions@scdp.org**.

Revised 5/1/20

Thrutext Instructions

1. First step is to create a Thrutext account:

If you haven't set up a Thrutext account **click here** to get started. And if you have problems email us at **questions@scdp.org**. This is the **important part**, once you have successfully set up your account email **questions@scdp.org** so that you can be added to the texting campaign.

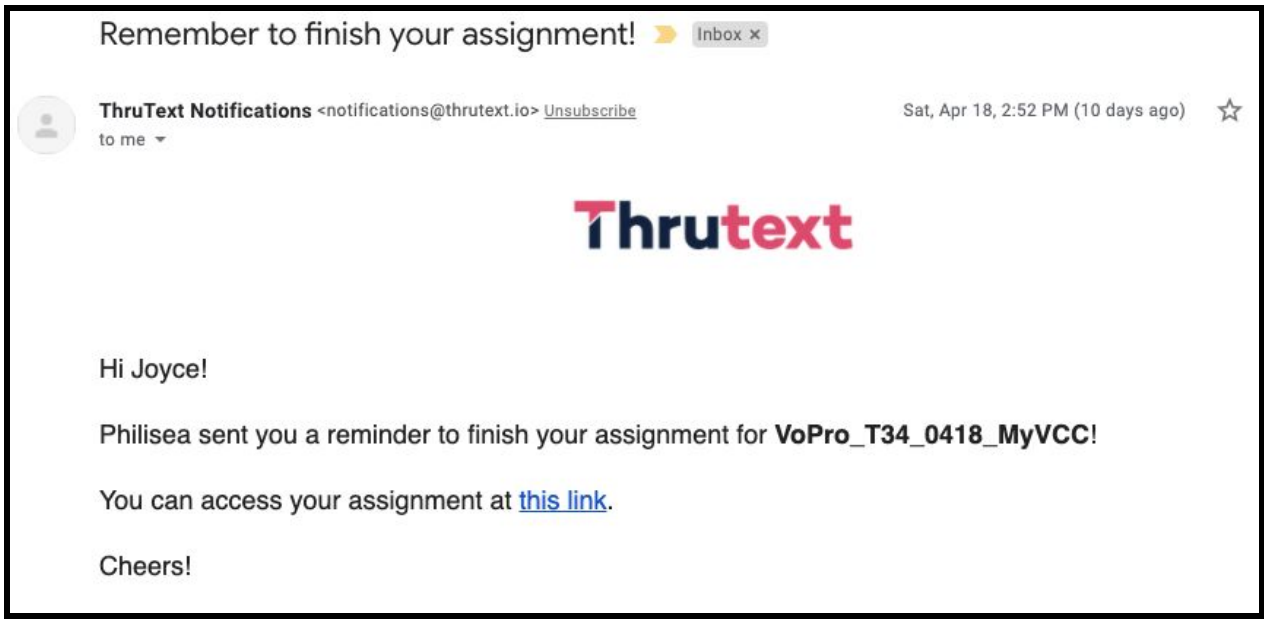
Note you only have to set up an account once. If you have sent text messages for the Jaime Harrison for Senate campaign then you should already have an account. But we still **need an email** to let us know you are ready to text.

2. Getting your assignments:

Once you have set up a Thrutext account you will be assigned initial messages to send. An email will be sent letting you know you have an assignment and contain a link. Or you can also sign into Thrutext.io using the username and password you initially created.

3. Now let's get texting:

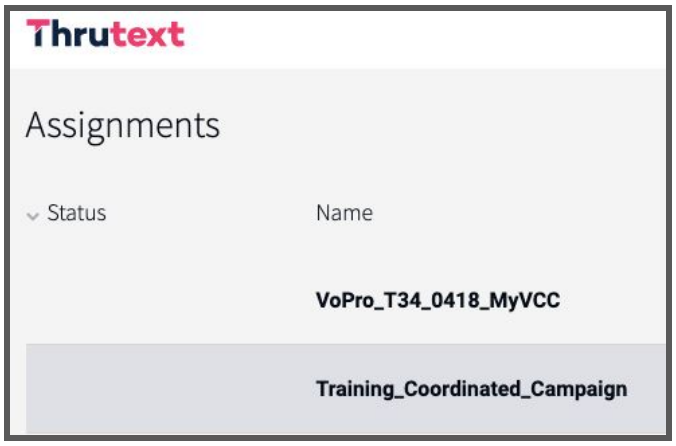
You will receive a message from Thrutext which will look similar to below; click the link in the message to take you to your Thrutext assignment.



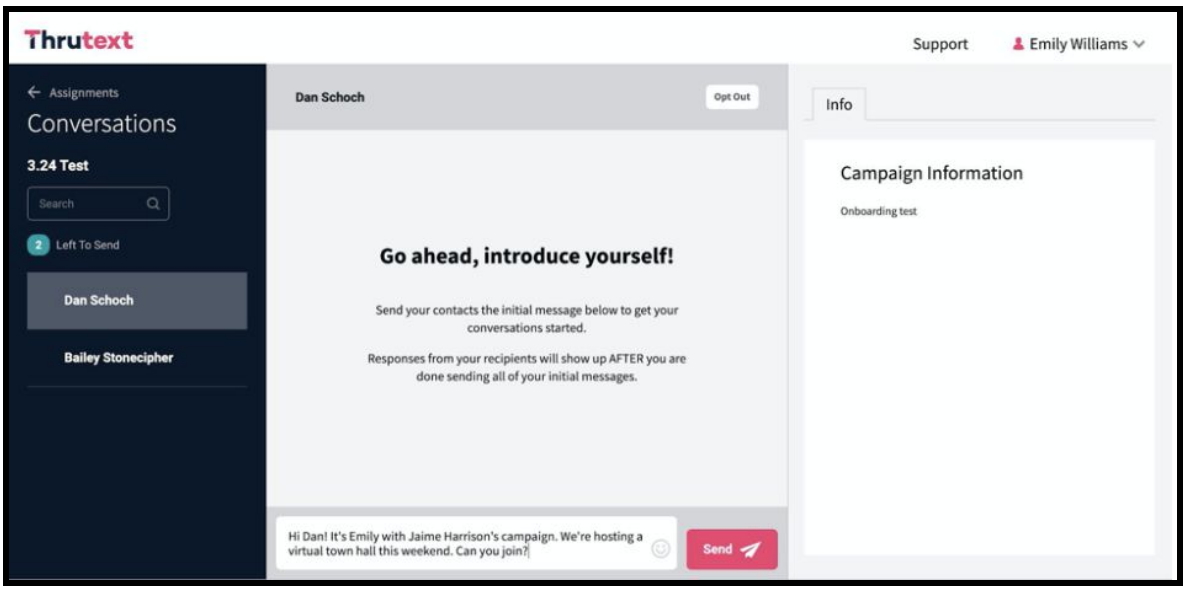
Revised 5/1/20

4. After clicking the link in the email you will be either taken to an assignment page or directly into your assignment,

If you are taken to the assignment page look for an assignment name shown in your email.



If you are taken into conversations page it will look similar to the below; note the initial message will vary depending on the assignment.



When you are in the conversations page, there will be a list of contacts on the left column; these are people to whom you will be sending messages. Initially you will be sending what is called an initial message. Select the first name in the list; this will populate the message field. Then select the pink “send” button until all messages are sent.

Note messages have all been pre-approved and don’t need adjustment.

Once you have sent a message to contacts on the left their name will go away. This is until they reply to you. But you will not see replies until after you have gone through a batch of initial sends.

5. Once you have sent your first batch of messages you can request more messages by selecting the pink “Request More Conversations” button.

Note that if you have messages that need replies or have an initial batch or additional batch of conversations to send the button will not be available.



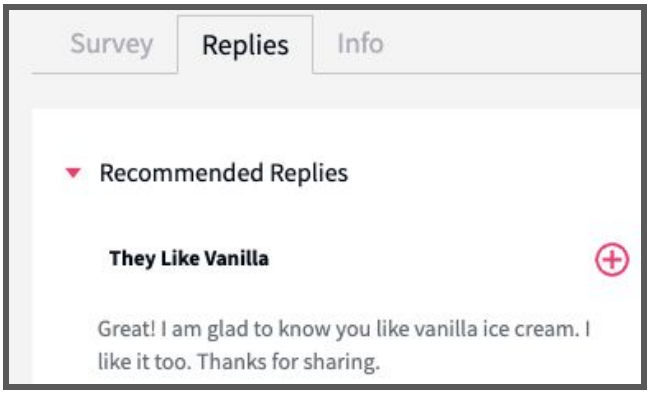
6. Once you have sent messages out, you will start to receive responses.
Now this part is **very important because we capture data from the responses.** And this data will help our democratic candidates win! When a response comes to a question we need to capture the response by **answering a survey question**. Survey questions are on the first tab in the right column. To ensure a survey question is answered this **should be done before sending a reply.**

Note that questions and survey responses will be more campaign related than the example.



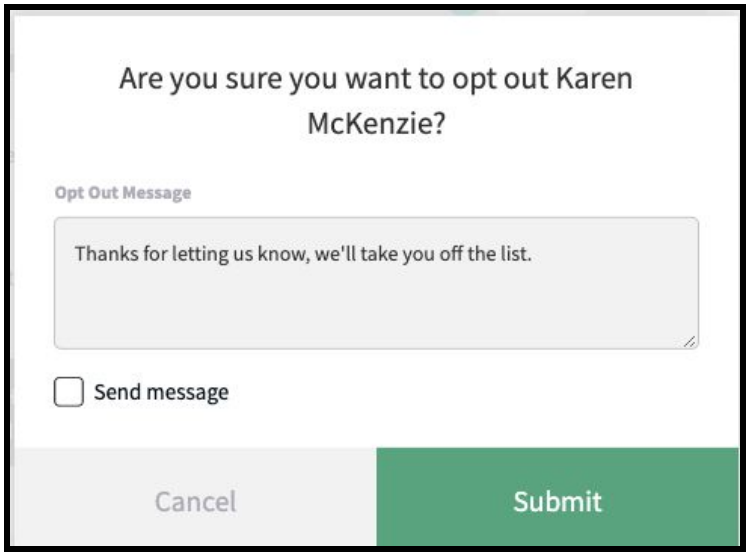
Revised 5/1/20

Now you have answered the survey question or made a note. Then on the **"Replies"** tab you select the pre-approved written reply to common questions and a reply specific for a particular campaign. Each assignment is considered a campaign. In order to select the **recommended replies click the plus sign next to the reply you need.**



7. When someone requests to be opted out.

Only opt-out someone who asks to be removed or not contacted. This request may come in various forms such as opt-out; remove me; do not contact, etc. A response of "I do not supportr" should be captured via the applicable non-supporter survey question. When opting uncheck the send message box.



Tips to keep in mind:

1) After you have sent your first batch of initial messages, wait for some replies before requesting more conversations. This allows for you to have real-time replies to conversations.

2) Only Opt-Out people who specifically ask to be removed (i.e Opt-Out, Remove me, Don't contact, etc.) A response of non-support **should not** be opted out. Non-supporters information we capture via the applicable survey question.

3) Of course after about 10 - 15 minutes we ask that you request more conversations to help us reach as many South Carolina voters as possible.

4) Texting campaigns can vary and may have different survey questions.

5) Once all the conversations in a campaign have been sent you will receive a message that there are no more conversations to assign.

6) It is highly recommended that you **watch the video** before starting (it is not long) if you are new to texting or using Thrutext.

Thank you for helping to talk to voters in South Carolina and getting important information to help Democrats win up and down the ballot.

Happy Texting!

Revised 5/1/20