

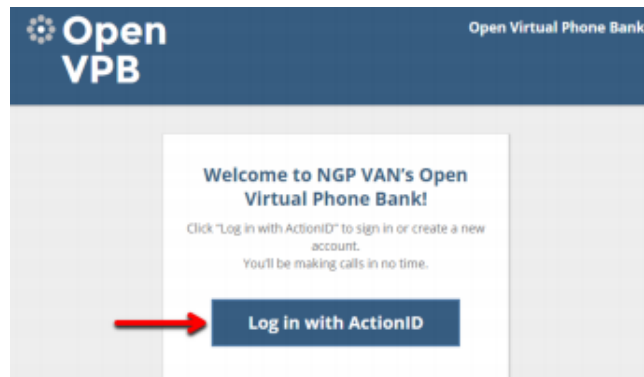


PHONE BANKING

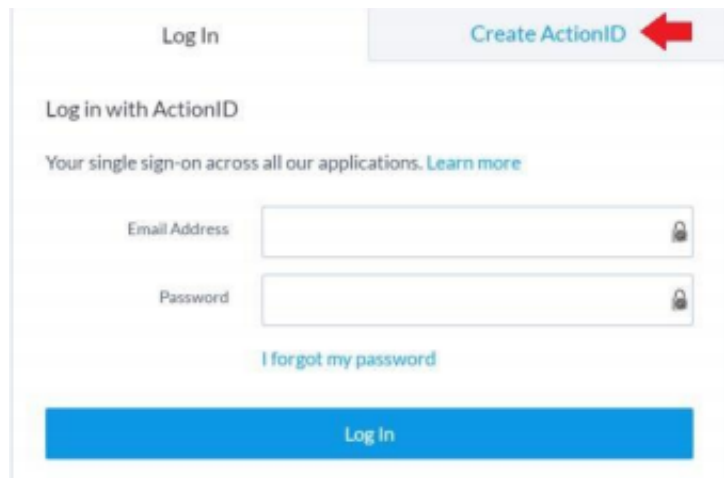
Thanks for helping out! It is tough work but every phone call is important. There are just a few quick steps you will have to take before you can get started.

Logging In

After following your link to your Open Virtual Phone Bank you will be asked to log in with your ActionID. No need to worry if you don't have one yet, they are simple to make.



After clicking "Log in with ActionID" Open VPB will prompt you for your ActionID – if you do not already have one click on "Create Action ID" to start the creation process.





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Creating an Action ID

Enter your Email Address, First Name, and Last Name. Create a password that is at least 8 characters long. When finished, click Create.

Making Calls

Once you have logged in Open Virtual Bank will offer to guide you through how to navigate the phone-banking page, if you are new to Open Virtual Phone Bank it is highly recommended you take the tour. If you are experienced with the system, you can begin calling!

The top of the page will contain the name and phone number of the voter you will be calling. The left-hand side of the page will contain other helpful information such as age, gender, and polling place when it is close to Election Day.



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Making Contact and Capturing Data

If you are able to contact a voter, select the most appropriate response from the pulldown menus or check boxes after each question.

If you are unable to contact the person (not home, left message, wrong number, didn't want to talk politics) select "No" at the top of the page and select the most appropriate reason you were unable to contact them.

Once you have filled out the pull-down menus and check boxes click the "Save/Next" button to go on to the next voter.



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Phonebanking FAQs

Q: What do I need to phonebank?

A: You will need access to a computer or tablet that will allow you to go to the website the OpenVPB is on as well you will need a phone.

Q: What type of phone do I need and do I have to use my real number?

A: You can use a cell phone or a landline. If you have access to a different phone number or have an app that allows you to dial out using another number. Feel free to use that number. If you just have your number, feel free to use that one as well. It's up to you.

Q: What if someone is rude to me and I don't want them to have my number or contact me?

A: We completely understand that this happens even if it's rare. Mark them as not interested or in the rarest occurrences when a threat is made, mark them as hostile and write what they said in the notes section. There is a difference between a person being rude and a person being hostile. A rude person may be having a bad day and we still want to get in contact with them at another time. A hostile person is someone who threatens harm.

You can always block their number by going through your phone's app or dialing *69 on landlines.

Q: What are some alternative phone number apps or services I can use?

A: These are only available via smartphone device but some of them include:

- Google Voice
- Sideline

You can also purchase alternative number apps or phone plans.

Q: How many calls do I need to make?

A: We like to use the rule of 10% meaning you will most likely only reach 10% of the total calls you make so if you call 50 people you will likely only talk to 5 people who are on your list. The key is to go at your own pace. If you can make 20 calls that's awesome! If you can make 50 calls that's awesome! If you can make 100 calls that's awesome! But all calls you make help us reach people and each call, including the ones you didn't talk to make all the difference!



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Q: Do I need to say the script verbatim?

A: Absolutely not. However, the script is the best method for communicating with people that we have found. We want you to rely on the script as a guide but make the conversation your own. People like to have real impactful conversations, not talk to a robot. This doesn't mean don't use the script at all, the script is made so each conversation can go in the right direction.

Q: What can help make my calls the best?

A: Smile while you dial! If you smile and genuinely want to talk to the person on the other line, that person will hear it through the phone and be a lot more engaged. This leads to the best conversations you can have!

Q: I tried logging into the phonebank and it asked me for a code. What do I do?

A: This is an issue that happens based on browser or other security settings for your personal device, and it is easily managed.

If you are ever using an Open Virtual Phonebank that asks you for a CODE, that code will ALWAYS be the series of numbers and letters after the backslash in the URL/web address of the phonebank. Example below highlighted in red:

https://www.openvpb.com/vpb_bycode/0203E4F-932497

The code for this example phonebank would be: **0203E4F-932497**

If you enter the code as directed above and it still doesn't allow you to login in, contact your organizer or phonebank administrator.

Q: If I get voicemail, should I leave a message?

A: No. Your time is better spent contacting the next voter. Generally, for a phonebank, you can let the phone ring for 4-5 times before moving on to the next call. However, during certain phonebanks such as giving notice of an upcoming event, it is acceptable to leave a message giving the event information.

Q: I seem to have a lot of wrong numbers. Is there something wrong with the list?

A: Probably not. There may be a lot of wrong numbers, and that's okay. Available voter data is not always current, so with every number you call you are helping to refine and update the list.



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Q: I'm uncertain about how to mark a contact that I didn't reach. Which of the "Could not reach this contact" options should I use?

A: Here are some examples of how to mark those call attempts:

- **Not Home:** The person you are trying to contact did not answer the phone. For example, if you talk to a spouse of the person you are trying to contact, but not the person then that is a "not home".
- **Disconnected:** You heard a recorded message stating that the number is no longer in service
- **Busy:** You heard a busy signal when you tried to call
- **Wrong Number:** You were told by a person you reached that you had the wrong number or that there was no one there by that name.

Q: I have phone banked before, and forgot my password. Now I'm having trouble resetting my Action ID password. How do I reset it?

A: If you are trying to login to OpenVPB and you're experiencing difficulty with resetting your password, first check your junk or spam folder for the reset link. Please note that Action ID passwords must have an upper case letter, a lower case letter, a number or special character, and be more than eight characters in length. It may be possible that you used a different email address or misspelled your email address when you first registered. If you think either of these things may have happened, please create a new Action ID on OpenVPB.

Q: I keep getting an invalid password message. What should I do?

A: First, double check that you don't have caps lock enabled. As you enter your password, remember that when you first created your Action ID password, it had to contain an uppercase letter, a lower case letter, a number or special character, and it had to be more than eight characters long. If neither of these tips help, try resetting your password by clicking the "Forgot password?" link under the login fields. You will receive an email to reset your password. It might take a few minutes to receive your password reset link. Don't forget to check your spam/junk folder if you don't see the email at first. Once you open the email, click the "reset password" link and follow the directions to create a new login password.