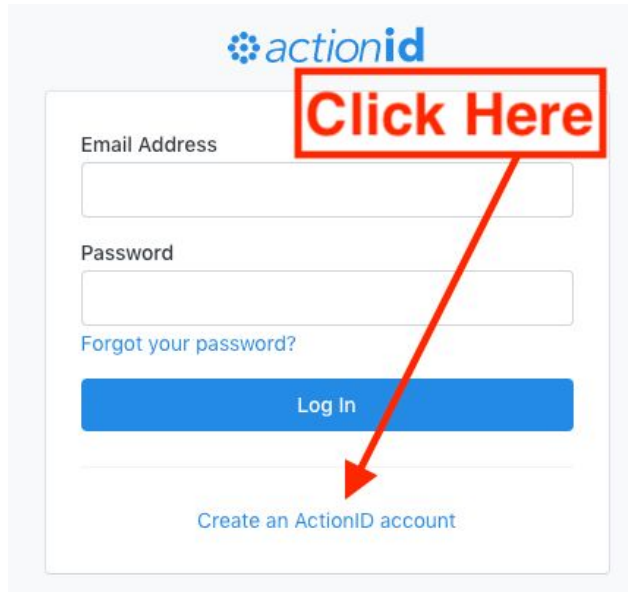


Instructions for OpenVPB – *please read this entire document before you start calling!*

1. Click on the link that your organizer sent you.
2. It will take you to login screen. If you have never made calls for this candidate before, please click the button that says “Create an ActionID account.”



The image shows the ActionID login interface. At the top is the ActionID logo. Below it are two input fields: "Email Address" and "Password". To the right of the "Email Address" field is a red rectangular box containing the text "Click Here" in bold red font. Below the "Password" field is a link that says "Forgot your password?". Below these is a blue "Log In" button. At the bottom of the form is a link that says "Create an ActionID account". A red arrow points from the "Click Here" box down to the "Create an ActionID account" link.

3. Once you're logged in, you will be able to begin your phone bank! Please refer to the script your organizer provided so you know what to say.

How To Use a Virtual Phone Bank

Use your phone to dial the number next to the person's name.

IF THE PERSON ON YOUR LIST ANSWERS:

Hi, is this _____?

Hi _____.

This is [State Representative _____]

OR [_____, a candidate for State House here in District ##]

OR [{your name} calling with _____, a candidate for State House here in District ##].

[See script for what to say and what question to ask]

[CLICK ON THE DROP DOWN MENU TO SELECT A RESPONSE for each question you ask, then click "Save and Next Call" in the bottom right corner of your screen.]

N.B. Your screen may look slightly different from the screenshots below, but all of the information is the same.

The screenshot shows a web interface for a virtual phone bank. At the top is a blue navigation bar with a hamburger menu icon, 'My Voters', and 'My Campaign'. Below this is a 'My Progress' section. A red box labeled 'Party (N is No Party, D is Dem)' has an arrow pointing to the 'N' in '81 N F'. Other red boxes labeled 'Name', 'Age', and 'Gender' have arrows pointing to 'Betty Jane Kuntz', '81', and 'N' respectively. The contact information '(563) 583-1353' is shown in blue. Below the contact info is a red button that says 'I Couldn't Reach Betty'. The 'Script' section contains a pre-written message. At the bottom, a red box labeled 'Drop Down Menu: Select A Response' has an arrow pointing to a dropdown menu for the question 'Is this person in need of assistance?'. The dropdown menu is open, showing 'Yes' (selected with a checkmark), 'No', and 'Maybe'.

My Progress

Party (N is No Party, D is Dem)

Name Age Gender

Betty Jane Kuntz – 81 N F (563) 583-1353

Voter File VANID: 3092549

I Couldn't Reach Betty

Script

Hi, _____, this is State Representative _____ and I'm checking on folks to see if there's anything I can do to be helpful during the changes stemming from Coronavirus. How are you feeling? Is there anything you need?

Is this person in need of assistance?

Drop Down Menu: Select A Response

Yes
No
Maybe

IF NO ONE ANSWERS:

DO NOT LEAVE MESSAGES

1. Click the red "I couldn't reach Jeanie" button (image below - left).
2. Select Not Home (image below).
3. Click "Save and Next Call."

Jennifer Cremers
(319) 358-1720
50-year-old F

Then click this

I Couldn't Reach Jennifer

Click this

☐ Not Home

☐ Refused

☐ Deceased

☐ Moved

☐ Busy

☐ Left Message

☐ Wrong Number

☐ Disconnected

IF SOMEONE OTHER THAN THE PERSON ON YOUR LIST ANSWERS:

- **Not Home** - if you are not able to reach the person/people on your list.
- **Refused** - if someone hangs up on you or tells you not to call them. Do not use this option if someone says they can't talk right now but seems open to talking in the future. Marking someone "refused" will permanently remove them from our lists.
- **Deceased** - ☹️
- **Moved** - if the person on the line tells you the person on the list has moved and is no longer at this number.
- **Busy** - busy signal
- ***Left Message*** - in most cases, we will not be leaving messages. Your organizer will tell you if they would like you to leave a message - if so, you will select this option.
- **Wrong Number** - if you reach someone but it is not the person on the list.
- **Disconnected** - if the number has been disconnected and you can't reach anyone.

Multiple People in the Same Household

The screenshot shows the 'Virtual Phone Bank' interface for the address '191102 Hardin and Hamilton (20mi)'. At the top, there are buttons for 'Schedule For Events', 'Skip', and 'Save & Next Call'. Below this is a 'Phone Bank Progress' bar showing '(0/111)'. A red box labeled 'Click Here' with an arrow points to the 'Marilyn Hanson' tab in the 'Switch Household Members' section. The 'Ted Tostlebe' tab is active, displaying his name, phone number '(515) 231-2407', and 'Number 2 of 4'. Below this, it says 'Salutation: Marilyn & Ted' and 'VANID: 108705850', with a red button that says 'I Couldn't Reach Ted'. To the right, the 'Additional Info' section shows fields for 'County', 'Story', 'Home City', 'Story City', and 'Preferred Phone' (515) 231-2407.

In some cases, you will notice that there are multiple people listed on the same screen, which means they are in the same household and often have the same phone number. In these cases, **please select a response for each of the people in the household** in order to ensure that the second person in the household doesn't separately appear in the phone bank. For example:

- Call Ted Tostlebe. **If Ted answers, select a response for Ted from the drop down menus.**
- Then, before you hit "Save & Next Call," ask Ted the same questions about Marilyn Hanson (or ask to speak to her).
- Click on Marilyn Hanson (see above graphic). **Select a response from the dropdowns.**
- Then, click "Save & Next Call." That will save your responses for both people, so that they are both removed from the list and they are not called twice.
- (If you don't speak to either person, please hit "I Couldn't Reach Ted" and then click on Marilyn Hanson and select "I Couldn't Reach Marilyn." Then, hit "Save & Next Call").

Other Notes

If you scroll down on the bottom of your screen, you will see a section with Notes. If there is anything you would like to record from your conversation, please write it there and then click the blue "Save and Next Call" button. Any information you record will be saved in Votebuilder, and it will help the next person who calls this voter to have context for their call. However, please **do not record a response in 'notes' instead of selecting a response from the dropdown menu.**