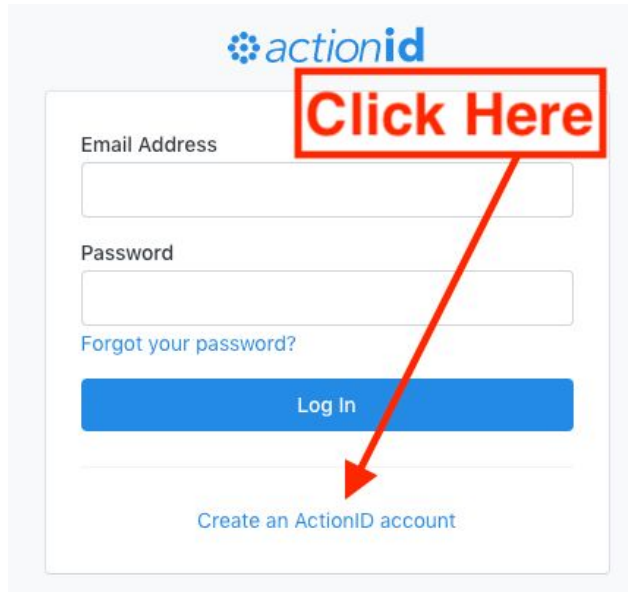# Instructions for OpenVPB – *please read this entire document before you start calling!*

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."

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.

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.

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."

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

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.**