

JASPER COUNTY DEMOCRATIC PARTY

QUICK-START TRAINING SHEET FOR VIRTUAL PHONE BANKING

GETTING STARTED:

1. Go to the website www.openvpb.com. Create an Action ID log in.
2. Use the virtual phone bank link provided.
3. Log in to the Virtual Phone Bank using a computer or tablet.
4. If the system requests it, enter the code number for the phone bank.
5. The voter's name, phone number, and script will be on your screen.
6. You can make calls through the computer using the VPB Connect button, or with your phone.

IMPORTANT: When entering a new email address, be sure to click "ADD NEW" to save it.

"I Couldn't Reach [Voter's Name]"

Here are the most likely responses you will select:

- **Not Home** -they did not answer the phone or someone else answers and says the person is not home
- **Not interested** - the correct person answers the phone but is not interested in answering the survey questions or hangs up on you
- **Wrong Number** - someone answers and says we have the wrong number
- **Disconnected** - the phone is disconnected or no longer in service
- Use "Refuse" if they say, "Never call me again" or "Take me off your list"

PRO TIPS:

- **8 out of 10 calls will not be answered.** That's okay! We call through lists several times on different days to contact more people.
- **There will be many disconnected numbers.** Marking disconnected and wrong numbers is an important part of the work. The numbers are then scrubbed from the lists so they will not appear again.
- Practice the script. Make it your own but be sure to ask the survey questions.
- Smile while you dial! Be kind, courteous, and conversational.
- Evenings are good for making calls. Rainy days are good.
- Start dialing! Set a goal to call for two hours or 80 dials.

Can you commit to two sessions a week through November 3rd?