



Instructions for Reclaim Our Vote PHONEBANKERS

RECLAIM OUR VOTE is the only phone bank of its kind. In 2020 we're contacting voters of color who have been removed from the voter rolls in six voter-suppression states; we're also reaching out to registered voters of color with GOTV calls that include important vote-by-mail and voting center information. You can make these calls from the comfort of your own home, using your laptop and a cell phone. Just follow these instructions:

A. Set up an Action ID.

If you have ever phonebanked for a political campaign from home, it's likely that you've used NGP VAN and have an Action ID. If not, here's how to get one:

- Go to the [web site](#) where the phone banks are housed, go to "Campaigns," then "Voter Project," then click on one of the listed states.
- On a state page, scroll down and click on one of the phone bank links toward the bottom of the page, then click on "Get Started," and you'll be asked for your email and password.
- On the page asking for your email address and password, click on the blue writing that says "Create an ActionID account," and follow instructions.
- **Please note:** the system will ask at a certain point if you want two-factor authentication; you can refuse this if you want; it's just an extra layer of security for those who want it.

B. Access the phone banks from your laptop at home.

- Once you have an Action ID, go to the [web site](#), then move your cursor to "Campaigns," then "Voter Project" (without clicking), then move it to the pop-up list of states, and click on a state.
- Once at the state page, scroll down and click on a phone bank link.
- Click on "Get Started," and when prompted, enter your email address and password (your "Action ID").
- You will see the first voter and their phone number featured at the top of the page, plus polling place information on the left, and the script. You are now in the phone bank! Our phone banks are open from 9 AM to 9 PM (acc. to the state's time zone); we usually don't call voters on Sunday mornings and avoid calling elderly voters after 8 PM.

C. Tips for making great calls:

- Rehearse the entire script before making your first call.
- Always follow the script closely. It's okay to add an occasional word or two to make it more conversational. [continued on Page 2]

C. Tips for making great calls (continued):

- Be polite, and friendly, and slightly formal; above all, believe in the importance of what you're doing. Using "Sir" and "Ma'am" sometimes helps.
- Remember that these are nonpartisan calls.
- Definitely leave voicemail messages whenever possible, even if the voicemail greeting is not from the voter.
- When calling GA, AL or MS, use "Miss [Last Name]" when speaking with female voters.
- When done with the call, make sure you've entered the voter's responses in the appropriate drop-down boxes, then scroll to the bottom and click on "Save and Next Call."
- If you're kicked out of the phone bank and are being asked for a long code, that's a bug in the VAN system. Simply exit the phone bank completely (close the tab or window), and start over, returning to Step B above.
- If the voter has a special circumstance and you're really not sure what to tell them, take down the voter's contact info and get in touch with someone from the ROV phone bank team: phonebanks@reclaimourvote.org

D. When the voter cannot be reached:

Click on the red box under the voter's name/phone number that says "Could not reach [x]," and select from the pop-up menu.

- Click on "Disconnected" if and only if you hear the word "disconnected" in the phone company message.
- Click on "Not Home" if there's any message like "not in service," "not a working number" "no routes found" etc. Also select "Not Home" if the phone rings and rings with no answer, if the call cannot be completed as dialed, if the number is not accepting calls at this time, if the voicemail box is full, or if voicemail has not been set up yet.
- Click on "Wrong Number" if a live person on the phone has told you that it's the wrong number or if you've clearly reached a business number.
- If you talk with a close relative of the voter, and they are sure the voter will vote, that counts as a "Yes"; or if they'll take a message, that counts as "Left Message."

Reclaim Our Vote phone banks have a track record of success: In at least three of our recent GOTV phone banks, including the Alabama 2017 special election and GA-6 for the 2018 Midterms, 60 to 85% of the voters we contacted **voted in that election**. Our calls make all the difference. Make some Reclaim Our Vote calls today!

Questions? Contact us at: phonebanks@reclaimourvote.org