

## Volunteer Connect Caller Guide 2020

### Downloading the App

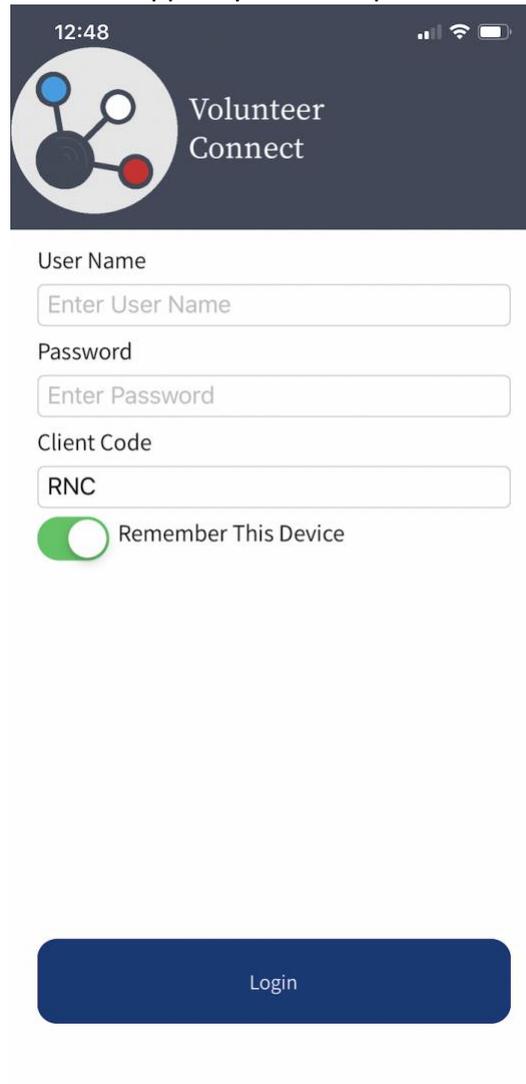
Phone banking can be done from the comfort of your home. All you need is a smartphone and a pair of headphones.

Getting started is easy and involves downloading the “VolunteerConnect” app (shown below).



## Logging In

1. Select the Volunteer Connect app on your smartphone.



The screenshot shows the Volunteer Connect app interface on a smartphone. At the top, the status bar displays the time 12:48, signal strength, Wi-Fi, and battery icons. Below the status bar is the app's header, which includes a circular logo with a network diagram and the text "Volunteer Connect". The main content area contains three input fields: "User Name" with a placeholder "Enter User Name", "Password" with a placeholder "Enter Password", and "Client Code" with the value "RNC". Below these fields is a green toggle switch labeled "Remember This Device", which is currently turned on. At the bottom of the screen is a dark blue rounded rectangular button labeled "Login".

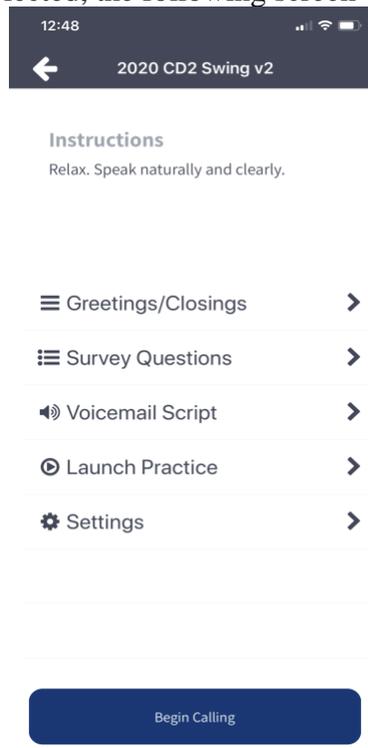
2. Enter the username and password assigned to you by campaign staff and select "Log in"
  - a. Note: Selecting "Remember Me" will save your log in credentials on this device.
  - b. Note: Username and password are both case and space sensitive.

## Survey Instructions

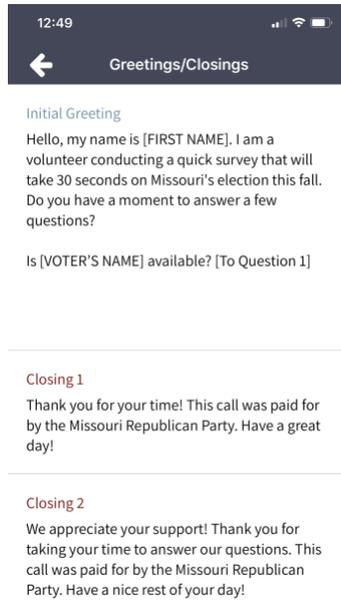
1. Once you log-in, you'll be prompted to select a survey. Note: If you have not been assigned any surveys, you will receive a message and you should contact the campaign office.



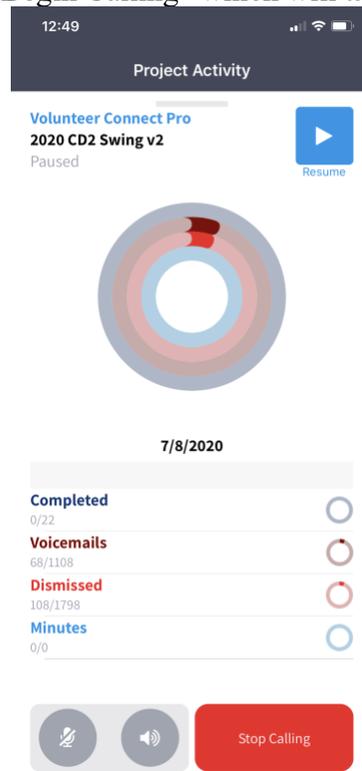
2. Once a survey has been selected, the following screen will appear.



Next, you can choose to preview the greetings/closings (see below) and survey questions before beginning to make calls. There is also an option to launch a practice call which allows you to familiarize yourself with the survey layout that will appear once you are connected to a live caller.

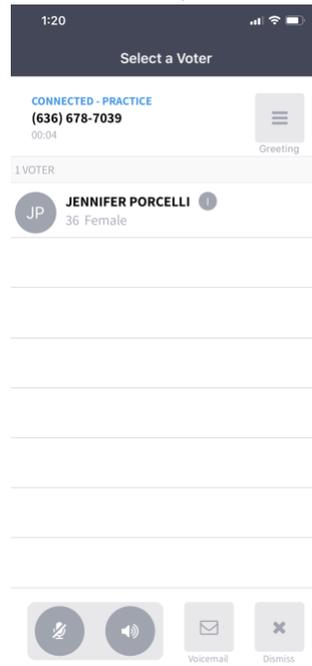


3. Once you are ready, select “Begin Calling” which will take you to this screen:



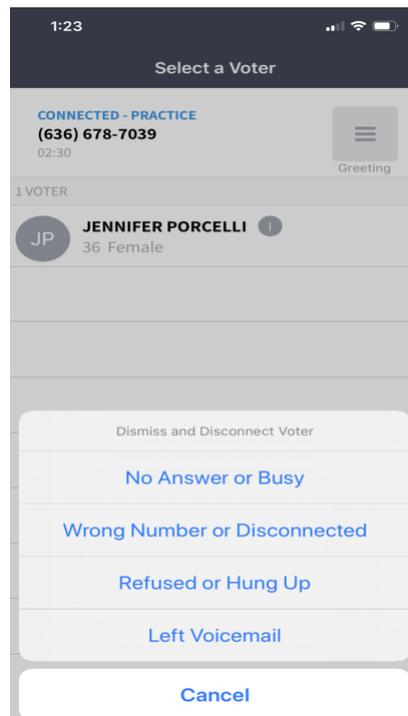
Calls will not begin until you press the blue “play” button on the top right-hand corner. To pause your calls, click the pause button that will be displayed on the top right-hand corner and to stop calling all together press the “stop calling” button on the lower right-hand corner.

4. Once you have been connected to a caller, a screen similar to the one below will appear.



If you are directed to a voice mail box, simply click the voicemail button in the lower right-hand corner. A pre-recorded voicemail will be left in their inbox. You will then be directed to the previous screen and connected to a new caller.

5. If you are connected to a live-caller, you will ideally conduct the survey for the individual labeled “targeted voter”.



If you are not directed to a voicemail or the individual is unavailable, choose one of the above options:

- a. **No Answer or Busy:** If you are connected to a fax machine (loud screeching tone), a full mailbox, or a robo-caller protection message, choose this option.
- b. **Wrong Number or Disconnected:** Choose this option when the caller tells you no one by that name lives at their residence, or something similar to that.
- c. **Refused or Hung up:** This is very common. Choose this button whenever someone answers and immediately hangs up the phone or when they simply refuse the survey.
- d. **Left Voicemail:** this option is not relevant for us as we use the pre-recorded voicemail button aforementioned.

If you have any questions, please reach out to us; one of our campaign staffers will be happy to help you set up the application and learning the ins and outs of phone-banking. Thanks!