

## TECH SUPPORT FOR VIRTUAL PHONE BANKS

### HARDWARE START UP

1. Power on all machines in the back room, look for white arrows pointing to “on” buttons for both CPU and monitor
2. Log on as volunteer using password “andnow08”
3. Open Chromium (blue circle) not Firefox as Crowdcall only works with former
4. Set to [www.openvpb.com](http://www.openvpb.com)
5. Make sure Crowdcall headset is plugged into CPU

### LOGGING ON CALLERS

1. If they have an ActionID and a password they can log on directly, they may need their phone to get a 6 digit verification code on their phone
2. If they have an ActionID but have forgotten their password, they should click on “Forgot your password?” They will then have to read their email to reset their password, do not have them complete the login on their phones but instead go back to Openvpb to log in with their newly created password.
3. If they don’t have an ActionID they can create one on the fly. A verification code is not needed.
4. Once they are logged on, they need to enter the code to access the phone bank. The code appears on the printed copy of the script. Letters are case sensitive and hyphen must be inserted.

### USING OPENVPB

If you haven’t used it yourself, please take a look. In brief, caller sees name, age, sex, and party as well as phone number. If caller talks to the person, then must answer at least one of the questions contained in the script before moving on to the next call. If caller does not reach the person, then click on the red drop down box and choose a reason why. “Refused” means a hang up or hostile reply. Some scripts allow callers to leave a message, those will allow “leave a message” as one of the choices. If there is no “leave a message” as part of the script then the caller should hang up if they get voice mail. If more than one name appears on the top there are two or more people in the household we are trying to reach, then the caller needs to get answers for all parties and can toggle between; usually, speaking to one person can provide an answer for both.

When the virtual phone bank approaches the end, it will stop and must be sent to the next round. Go into VAN, My Voters, Administrative Menu, Phone Services, Virtual Phone Bank, locate completed phone bank, then at extreme right, click on chevron, click on “refresh and send to next round.”

### TROUBLESHOOTING CROWDCALL

1. Explain to callers that the jungle drums means that it is calling

2. If the caller is unable to end a call properly, click on the small blue phone icon at the upper right which will pull down options
3. If the caller objects to Crowdcall, we have phones they can use instead but disable Crowdcall so they can properly see the number to be called.