

# PHONEBANK VOLUNTEER FAQ

Thank you for making calls with us!

## TABLE OF CONTENTS


<a href="#">Helpful Links.....</a>	<a href="#">1</a>
<a href="#">General Caller FAQs.....</a>	<a href="#">2</a>
<a href="#">Dialer FAQs.....</a>	<a href="#">3</a>
<a href="#">Zoom FAQs.....</a>	<a href="#">3</a>
<a href="#">Rally Invite/Confirmation Calls FAQs.....</a>	<a href="#">4</a>
<a href="#">Direct Voter Contact Calls FAQs.....</a>	<a href="#">5</a>
<a href="#">Volunteer Recruitment Calls FAQs.....</a>	<a href="#">5</a>

## HELPFUL LINKS

- SIGN UP FOR ANOTHER SHIFT HERE: <https://events democrats.org/event/664004/>
- Join our Discord: <https://discord.gg/teamharris>
- Friendbank Training to organize friends & family:  
<https://events democrats.org/event/597621/>
- Spanish-Speaking Phone Bank: <https://events democrats.org/event/647512/>
- General Events: <https://events democrats.org/>
- If you want to LEAD a phone bank, sign up for a training here:  
<https://txt democrats.org/voteteamintro>
- PLEASE FILL OUT DEBRIEF FORM AT THE END OF YOUR SHIFT:  
<https://forms.gle/6XihvVxwqpvrDaJg6>  
If calls are national or not state specific, select “national” under the state question

## GENERAL CALLER FAQs

### **Where can I find the dialer link?**

- The dialer link will follow a message that begins with the following: “Get started making calls/Script .

### **Where can I find talking points?**

- Find VP Harris’ stance on issues here: <https://kamalaharris.com/issues/>.

### **Why am I getting so many hang ups?**

- Sadly, hang ups are pretty common, but don’t get discouraged! This will make your first conversation with a voter feel even better!

### **Do I have to say I’m with the Democrats?**

- For legal reasons, you HAVE to EITHER say you’re a volunteer with the Democrats or the Harris-Walz campaign (this one tends to lead to less hangups).

### **Do I have to stick to the script?**

- You do have to tell people you are a volunteer with the Democrats or the Harris-Walz Campaign. However, other parts of the script can be paraphrased or modified based on the conversation you’re having. MAKE SURE to ask the bolded questions!

### **What do I do if someone asks for a yard sign?**

- You can tell them to visit <https://store.kamalaharris.com/> to order their yard sign along with other merch!

### **A person I’m calling wants to be called back for more information, can I give you their name and phone number?**

- We do not take personal caller information or do call backs. If someone you’re calling has a question you can’t answer about voter registration, point them to this link: [iwillvote.com](http://iwillvote.com). If they are interested in volunteering: [events.democrats.org](http://events.democrats.org).

### **I arrived late. What do I do?**

- We’re sorry you missed our live training, but you’re welcome to watch our dialer video training here: <https://youtu.be/5FYIZK0essc>. Please practice the script using the “Script Preview” button & ask questions in this chat window!

### **Why am I nervous to start making calls?**

- It’s okay! It can be nerve wracking. To help with nerves, make sure to preview the script so you’re comfortable. You’ll feel a lot better after your first couple calls! Feel free to take breaks whenever needed :) There is also a practice breakout room if you feel like you would like extra practice!

 **Why do I keep calling the same person?**

- Same name, different number, different person: Many of our lists are in alphabetical order by first name, so you may call multiple “David”s when they’re actually different people

## DIALER FAQS

 **How do I navigate the script?**

- You’ll need to select an answer on each page to move to the next part. Remember: the script is dynamic.

 **How do I exit the script preview?**

- Go to the end of the script and select “Exit Script Preview” when you’re ready to start making calls or select the “Exit Script Preview” button to the right of the green bar at the top.

 **I hung up on my phone by accident. What do I do?**

- You will need to call back the number you originally called.

## ZOOM FAQS

 **How do I silence Zoom audio?**



Computer Users:

1. See the bottom left corner: Mute/Unmute.
2. Click on the Up ^ Arrow.
3. Select “Leave Computer Audio” (second option from the bottom).

Tablet / iPad / Smartphone Users:

1. See the upper right corner: Touch the 3 dots labeled “...More.”
2. Scroll down and select “Disconnect Audio”

- If you are having audio issues, please try the “call with this device and phone for audio” option!
- Type in the chat if you need to be moved to the tech room or select the Tech Support Breakout Room from “Breakout Rooms” function

 **How do I rejoin audio?**

Computer Users:

1. Click the HEADPHONES ICON (bottom left of zoom screen).
2. Click “Join with Computer Audio” from the pop-up window.

Tablet / iPad/Smartphone Users:

1. Top of screen: Touch the HEADPHONES ICON labeled “Join Audio.”

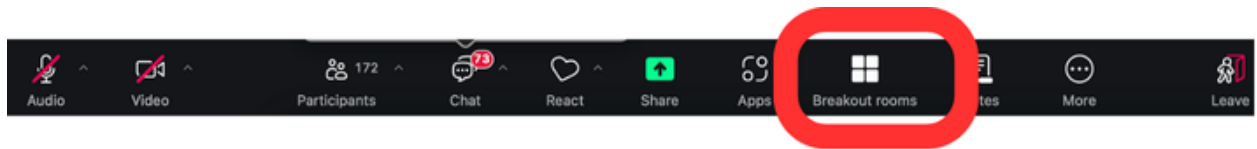
**How do I raise my hand in Zoom?**

1. Go to the reactions (or more-reactions) at the bottom of the screen (hover over the bottom of the screen with your mouse if you don't see it).
2. Click on it and select the raise hand button.

**How to access a Breakout Room for tech support:**

1. Bring your cursor to the bottom of the Zoom screen
2. Click on the “Breakout Rooms” option.

*You can move into the practice room or Tech help room at any time via the “Breakout Room” icon.*



## RALLY INVITE/CONFIRMATION CALLS FAQs

**What do I tell someone who asks me the address of the event/time of the event?**

- They will receive more information in the confirmation email. Due to security reasons, we don't have more specific information.

**What if they want to bring a friend/family member/their kids?**

- The more the merrier! The person they are bringing has to also RSVP separately and get a confirmation email as well. The invitation/ sign up link can be shared, but the RSVP/confirmation email is unique to the person it's addressed to and non-transferable. Kids under 18 do not need an RSVP form or an ID.

**What if they haven't gotten their confirmation email yet?**

- Tell them to check their spam folder. It will arrive 24-36 hours before the event.

**Will they still get the email confirmation if they don't get a call?**

- Yes! They will get the email confirmation regardless of whether they get a phone call.

**Is it ADA accessible?**

- All of our events should be ADA accessible. There should be a contact email on their confirmation email that they can reach out to to ask about accessibility information.

 **Can they bring bags/medical items/food/etc?**

- Security information relating to all of these items and protocol should be included in the confirmation email.

## DIRECT VOTER CONTACT CALLS FAQs

 **Who are we calling?**

- People who we identified as voting for Biden in 2020. So likely mostly Dems, some independents, and a few Republicans.

 **The people I'm calling are already voting for Kamala. How can I call undecided voters?**

- It's great that they're voting for Kamala. We're calling all over the country! These conversations are still important even if they're already a strong Harris supporter because they could join our volunteer team!

## VOLUNTEER RECRUITMENT CALLS FAQs

 **What if the person I am calling is already volunteering?**

- This is great! You can mark them as "yes" to volunteering, skip the text message, and then end the call.

 **What if they want to do events with their local party/local candidates/etc?**

- They can go to their state party website (e.g. [texasdemocrats.org](https://texasdemocrats.org)) or they can go to [events.democrats.org](https://events.democrats.org) and filter for events in their area.

 **Do we do postcard events?**

- No we do not, but there are plenty of outside groups that do! The events we are calling and recruiting into are our highest priority events at the moment, so we encourage you all to do what you can to get sign ups for these.