

CALL FIRE - HOW TO

Support Chat Link to use for any technical issues: <https://www.hipchat.com/gfw75rCsE>

To participate in our **Call From Home** program, all you need is a computer or tablet, and a telephone (cell phone, voip phone or home phone).

You can make calls through the system **7 days a week, from 8 am-9 pm**. Since we call into different states, the time zone changes. Callfire will detect this and adjust accordingly.

To log into Callfire:

LINK: <https://www.callfire.com/ui/login?1>

EMAIL: *email_address*

PASSWORD: *your_password*

The system will be using a phone that you can receive incoming calls on.

- Don't worry, your caller ID will not show up on any of the calls. The number they see will be a local phone number (often the Trump HQ office for that state).

To start, follow the above link to sign in with your email address and password. When logging in for the first time, follow the instructions below **to make sure your account is set up correctly**.

- Click on SETTINGS



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1. Check that you have the correct name and phone number. If you need to change your name, password, phone number, or hold music, you can do this here.
2. Click on Update Account.
3. Then click on Collapse.

The screenshot shows a dark-themed user interface for 'CALL FIRE'. At the top, there is a header bar with a headset icon on the left and 'Settings', 'Help', and 'End Session' buttons on the right. The main content area is divided into two columns. The left column, titled 'Account Information', contains fields for 'First Name', 'Last Name', 'Phone Number', 'Number of Seconds' (a dropdown menu set to '2'), and 'Set your hold music' (a dropdown menu set to 'Default'). Below these fields are two buttons: 'Update Account' (green) and 'Cancel' (blue). The right column, titled 'Log In Settings', contains fields for 'Old Password', 'New Password', and 'Confirm Password'. Below these fields are two buttons: 'Update Login' (green) and 'Cancel' (blue). A red arrow labeled '1' points to the 'Update Account' button. A red arrow labeled '2' points to the 'Update Login' button. A red arrow labeled '3' points to a 'Collapse' button (a small square with a checkmark) located in the bottom right corner of the main content area. A small 'javascript;' warning is visible in the bottom left corner of the screenshot.

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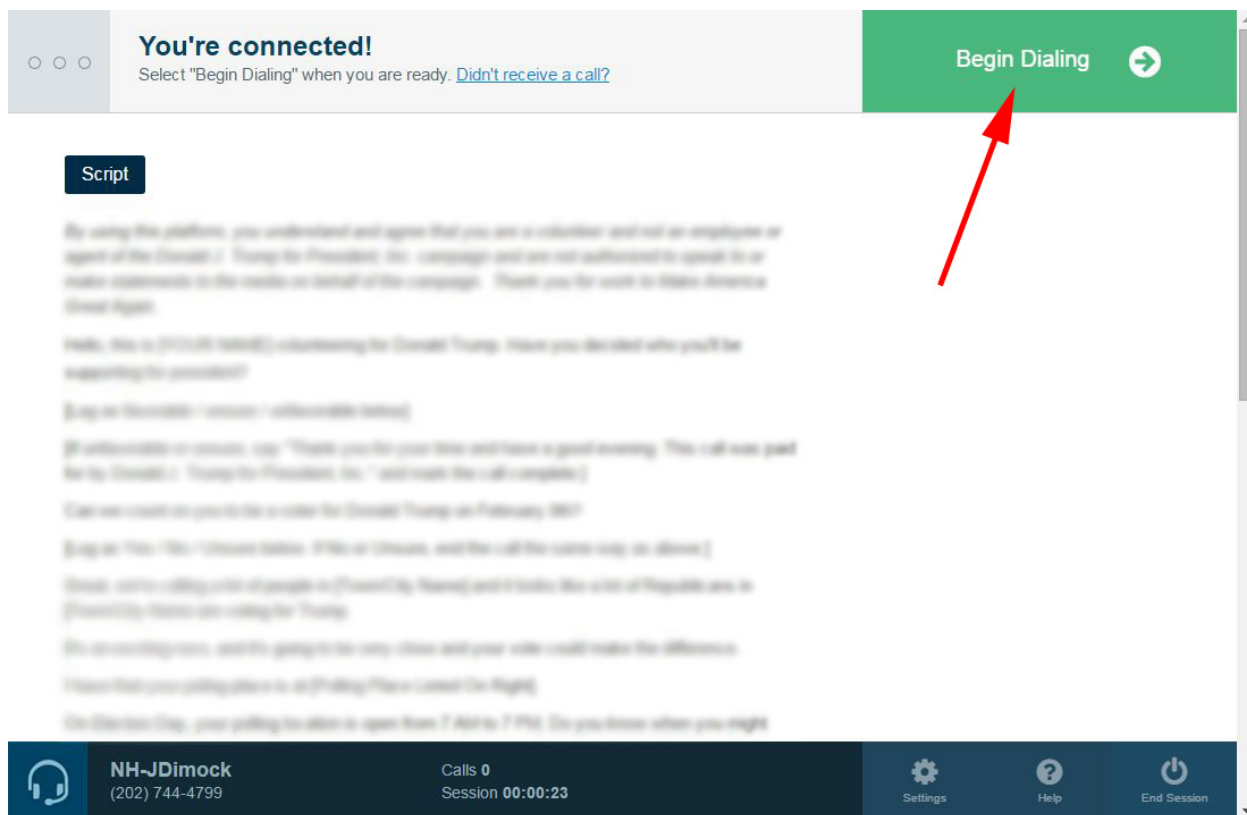
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Once done, join the active campaign.

1. Active Campaign says "Join Campaign".
2. Inactive Campaign says "Inactive".
3. Training Campaign is always available.



Once you join the active campaign and the system will call you. You are now connected and ready to Begin Dialing!

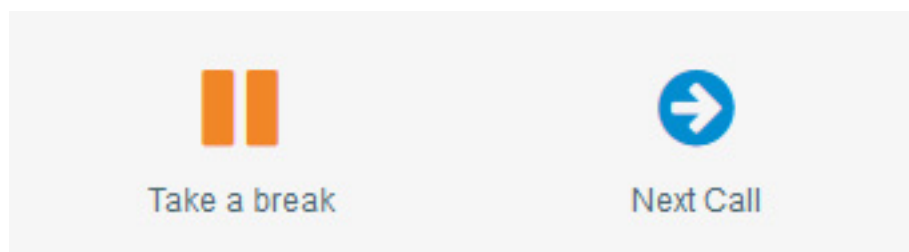


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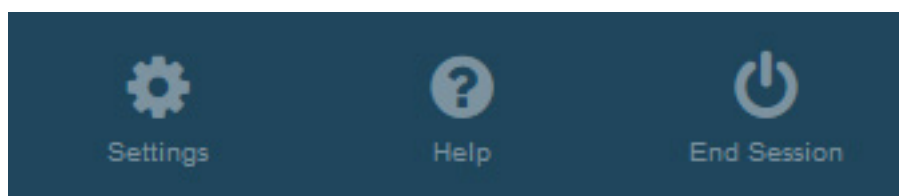
You will be able to review the script when the system is dialing. When you are connected to a number, you will reach a voicemail or a live person.



- There are two scenarios for leaving voicemails:
 - When calling landline phones, you will have the option to click on a “Smart Drop” button (see above image). This will leave a prerecorded voicemail for you.
 - When calling mobile phones, you will leave a voicemail manually. The language for the voicemail will be in your script (and the Smart Drop button will not appear as an option on your screen).
- When you get a live person, read from the script and record the responses.
 - When complete, **click SAVE** at the bottom to record the results.
 - If the system does not hang up at the end of the call, use the Hang Up button.



- When you are ready to make the next call, click on Next Call.
- If you need to step away for a moment, click the Take A Break button and it will pause the system for you.



When you're finished or need to take an extended break, click on End Session. It's that easy!

Now, let's go Make America Great Again!