



This guide will take you through the steps you need to follow to make calls within the Virtual Phone Bank

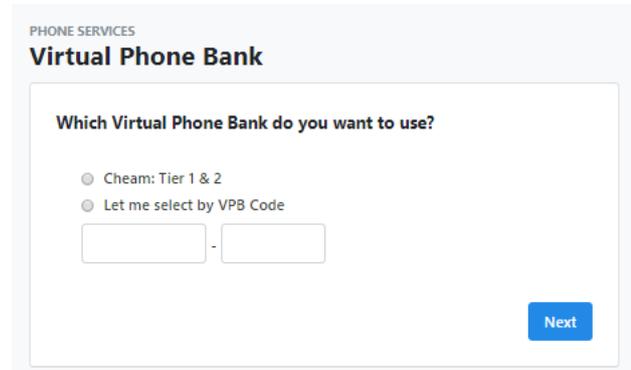
## Choose your phone bank

The Virtual Phone Bank (VPB) allows you to make calls and enter the results directly into Connect.

To make calls with the VPB, your Connect Manager will either have assigned you to a phonebank or given you a code. You should check which tab you should be in. Canvassing calls will normally be in MyVoters, calls to volunteers will normally be in MyCampaign.

Note that some VPBs will only be available at certain times of the day, if you try outside these times you will get an error message.

Once you've selected a phone bank, you'll be shown the details of the voter for you to call, and a script to use.



## Making phone calls

Dial the number shown and ask to speak to the voter. If they answer the phone, then follow the script on screen and fill in the replies given by the voter.

If the voter is not available then click on the button that says 'I couldn't reach xx', and enter the reason that you failed to speak to them. It's really important to mark the reason why, otherwise another caller may phone them again.

If there are multiple voters in the same household, then you will need click on the other other names in the household, filling in the answers to their questions, or the reason that you weren't able to contact each one.

When you've entered a response for each member of the household, click on the 'Save & Next Call' button

*NB Some phonebanks include the option to add notes. Notes are specific to the party organisation that you're in, and may not be visible to the VPB organiser. If you're making calls outside your own local party, please check with the organiser before leaving notes.*