




Liberal Democrats  connect training

# **Volunteer Guide: MiniVAN for Doorknocking**



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# Introduction to MiniVAN

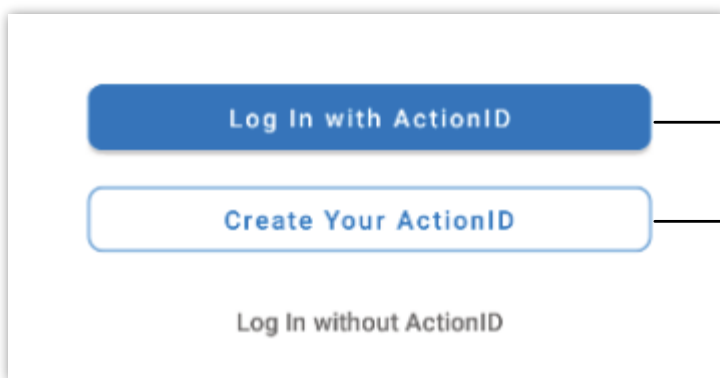
**MiniVAN is a mobile app that the party uses for canvassing.** Lists of voters to be canvassed can be sent by campaign organisers to the MiniVAN app, and data collected by canvassers can be sent back from MiniVAN to the party's Connect database.



minivan 8

- MiniVAN can be downloaded from the App Store on iPhone or iPad and from the Google Play Store on Android devices.
- Once a list has been downloaded onto MiniVAN it doesn't require a constant Internet connection - you can canvass offline and send the data back once you are connected again. If your device does have a mobile data connection, you can use it to synchronise data with other canvassers and send data back to the campaign organiser in real time.
- MiniVAN uses the same ActionID login method that Connect uses, but you don't need a Connect account to use MiniVAN - you can register a new ActionID in the app.

## Logging in



**If you already have an ActionID, log in with this button.**


**Use this button to create a **new** ActionID.**

**If MiniVAN asks you to choose a database after logging in, usually you want to choose My Voters: Real Mode.** Your campaign organiser will tell you if you need to use a different one.

# Creating an ActionID

To create a new ActionID, just fill out the form, click the link in the confirmation email, and you're ready to log in.

× **Create Your ActionID**



Already have an ActionID account? [Log in](#)

**Create ActionID Account**

ActionID is the account you use to access services from NGP VAN and EveryAction. [Learn more about ActionID »](#)


**Email Address**

**Password**  
  
☐ **Show Password**  
One lowercase character  
One uppercase character  
One number or special character  
8 characters minimum

**First Name**

**Last Name**

**Phone Number**  

 (201) 555-5555

  
☐ By checking this box, you confirm that you have read and accepted our [Privacy Policy](#)

Create Account

© 2019 NGP VAN - [Privacy Policy](#)  
[English \(US\)](#) [English \(UK\)](#) [Français](#)

Use an email address that you can access from the same device.

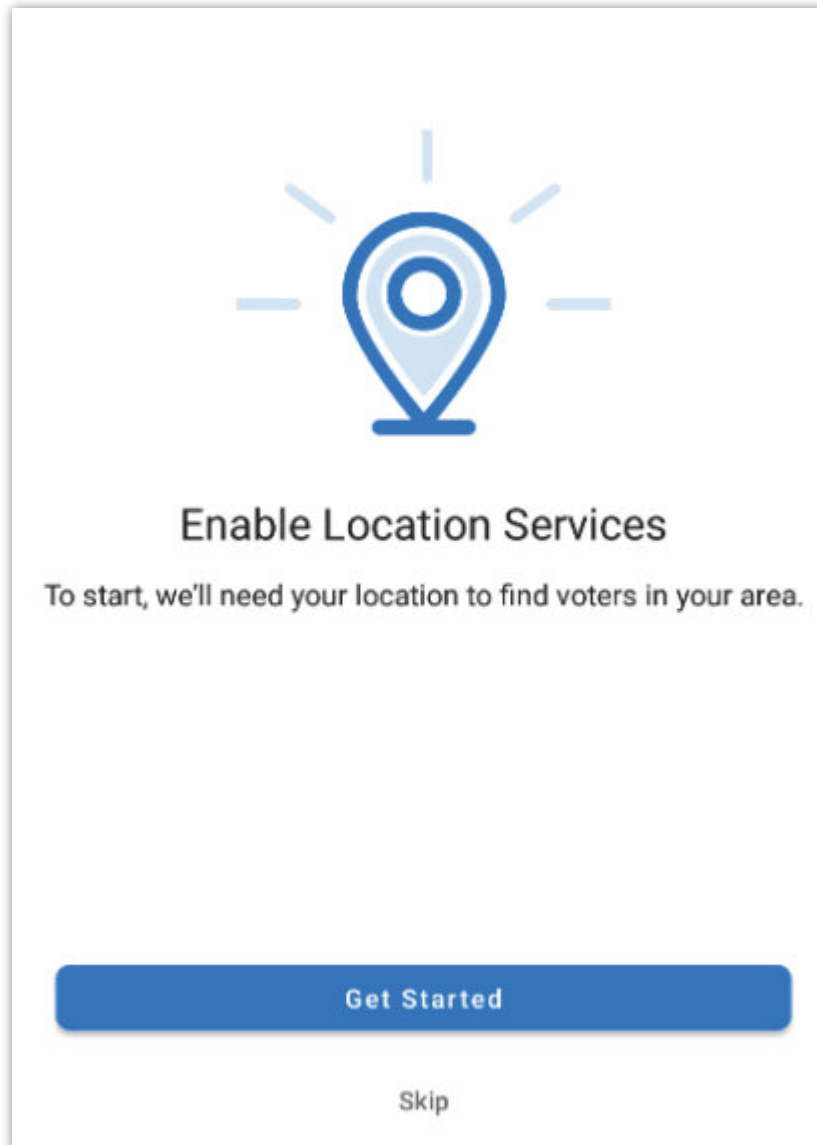
Choose a **memorable** password that meets the requirements.

You need to click the flag to **change to the UK** before typing in your phone number.

# Location Services

**If location services or GPS aren't turned on, MiniVAN will ask you to enable them.**

You should enable them before downloading your list, but you can turn them off to save battery life after your list has downloaded.



# Loading a List

The first page you will come to after logging in is the **Available Lists** screen, which allows you to load a list of voters.

≡ Available Lists

**Enter a List Number**  
If you have a printed list, you may enter that number here

Real Mode, Liberal Democrats  
My Voters

Switch Databases

If you've been given a list number to canvass with, tap here, and the box to enter it in will appear. Tap the space on the left and enter the first part of the number (8 digits). Tap the space on the right and enter the second part (5 digits). Then tap the Download List button.

If a list has been sent directly to your MiniVAN account by a campaign organiser, it will appear here, and you can load it just by tapping the name.

There are two types of list:

- **Turfed** lists cover a predefined area. If more than one canvasser loads the same turfed list and their devices have a data connection, they can keep track of each others' progress with the Team feature.
- **Distributed** canvassing lists use your location to assign the nearest doors to you. If more than one canvasser loads the same distributed list, they will each be given non-overlapping sets of doors.

# Viewing the List

Once your list has downloaded, it defaults to **Household View**. This groups your voters by household, sorted by street name and house number.

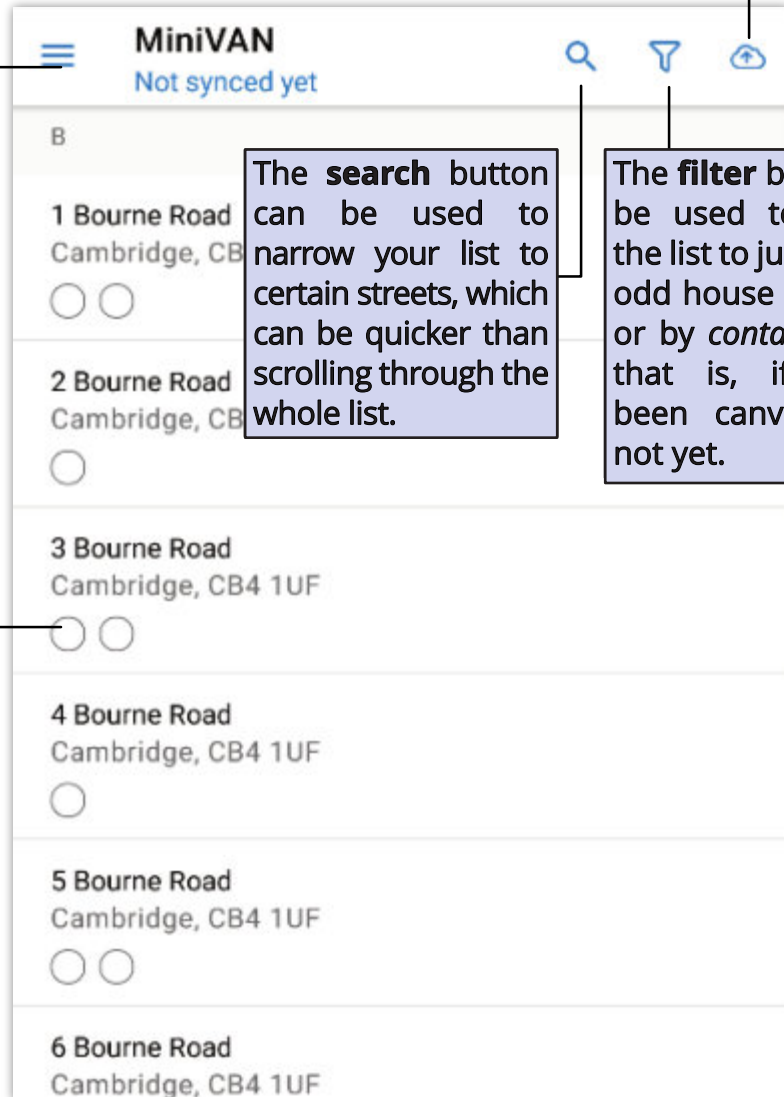
The **sync** button sends your data back to Connect. Some lists are set to sync regularly automatically, but for some you will need to use the sync button. If you have a data connection, press it between every five or so doors. If you don't have a data connection, remember to use the sync button as soon as your device is online again.

This button opens the **sidebar** menu.

The **search** button can be used to narrow your list to certain streets, which can be quicker than scrolling through the whole list.

The **filter** button can be used to narrow the list to just even or odd house numbers, or by *contact result* - that is, if they've been canvassed or not yet.

The dots show how many people in each household are on the list.





Until you load a new list, the data you collect is safely stored on your device - even if the MiniVAN app crashes or your device runs out of battery. But it only gets sent back to your campaign organiser when you **sync** it. **Always** remember to sync as soon as you can after the end of your canvass session, and if you have a mobile data connection, remember to sync regularly, unless you're using a list that syncs automatically.

Syncing also updates the list to show which doors have been knocked on by colleagues if you are sharing a list in Team mode.

If you're knocking doors on polling day, syncing updates the list with live telling data to save you from contacting voters that have already told our volunteers at the polling stations they have voted.



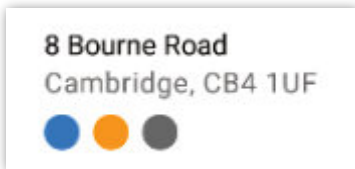
**If you use the search button to narrow your list just to the streets you're currently covering, the MiniVAN app will run faster.** You don't have to type the whole street name. To see the whole list again, just tap the × on the search box.



To help find your way around streets where the houses have names instead of numbers, you can also type house names into the search box.



On some smaller phone screens, opening the search box covers the filter button, but they can still work at the same time - just select the filter before using search.



Once a contact attempt has been made, the circles fill in. **Blue** is for 'canvassed', **orange** is for 'not home', and **grey** means uncontactable for any other reason.

**There is a shortcut you can use to mark the entire household as 'not home' at once.** On Apple devices, swipe your finger from the right side of the screen over to the left. On Android devices, it's a long-press: like a tap, but holding your finger down on the screen for a few seconds.

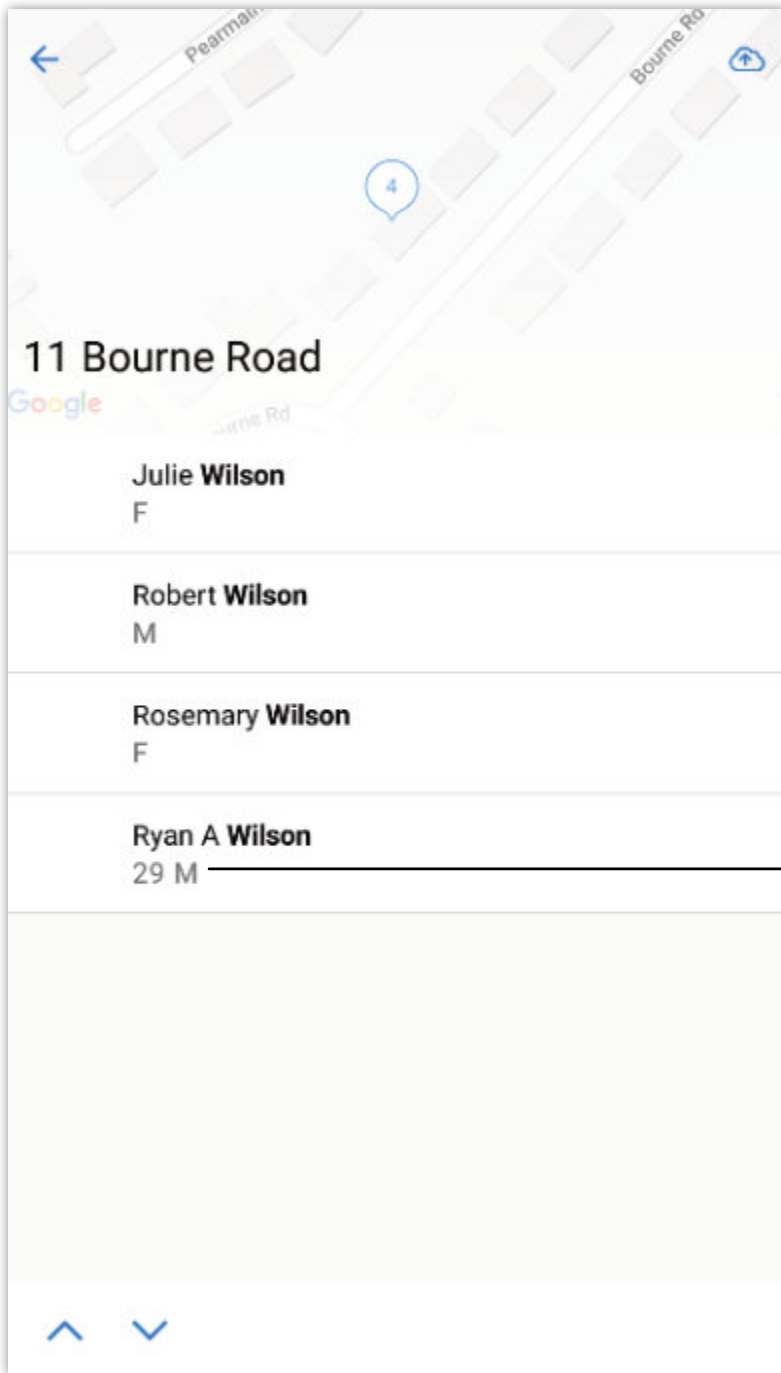


When there are multiple households with the same number, MiniVAN will group them like this. Usually this is because they are flats, but sometimes separate front doors can be grouped this way, e.g. houses 23, 23A and 23B might be grouped together. Just tap on the group to open it up.



# Entering Data

Tapping to open a household gives you a list of people to be canvassed.





Tapping on a voter's name takes you to the data view, where you can view further details and enter canvass question responses. If you're working on a device with a wide enough screen, like a larger phone screen or a tablet, then the data view will already be open to the right of this list, and you tap the names to switch between the voters.

The shortcut to mark a whole household as 'not home' also works for individuals on this list. **Make sure you record a 'not home' response for each voter in the household you don't get to speak to.**

MiniVAN will display age and sex data from Connect if we have it, which helps you work out who you're talking to – but always confirm you've got the right person!

**The main page on the data view is the *Script*.** This shows you the questions that you should be asking voters in this canvass session. Be sure to read through the whole script before you start your canvassing.



# Ryan A Wilson

Not Attempted · 29 M


Script

Details

Notes

History

I Couldn't Reach This Contact

 Hide Script

Hello, please could I speak to \_\_\_\_\_?

Hi, my name is \_\_\_\_\_, I'm a volunteer with the local Lib Dems. How are you today?

If there were a general election tomorrow, which party would you vote for?

☐ Liberal Democrats

☐ Probable Lib Dem

☐ Labour

☐ Soft Labour

☐ Conservative

If you weren't able to talk to the voter, tap this button. It will bring up a list of uncontactable reasons to choose from. This button will be greyed out if you enter question responses; if you've done that in error, you can use the 'Not Home' shortcut on the list of voters to clear the responses off.

Once you are familiar with the questions on the script, you can tap 'Hide Script', which cuts the text down to just the list of questions, so that you can scroll through more quickly.

When you tap a question response, the rest of the list will collapse so that you can reach the next question more easily. If you have clicked the incorrect response, just tap again to deselect it, and the list will expand again.

If you tap the **'I Couldn't Reach This Contact'** button, you'll be presented with a list like this.

I Couldn't Reach This Contact

Select a reason why this person could not be contacted

☐ Not Home

☐ Refused

☐ Deceased

☐ Moved

☐ Other Language

☐ Do Not Doorstep

Cancel

'Not home' is what you should mark any voter who you simply don't get to speak to.

'Refused' means that someone actively declined to speak to you, but it's not necessarily negative - e.g. if they were genuinely just busy. Mark any other voters in the household as 'not home'.



Mark someone as 'Moved' if they are coming off the electoral register at that address. For example, you should not mark a student who's away at university but might still vote at their home address as 'moved'.

'Do Not Doorstep' means we shouldn't attempt to canvass that person in the future. If you mark everyone in the household as 'Do Not Doorstep' we won't send any canvassers to that address again (unless the list of voters there changes).

The Cancel button removes the uncontactable result and displays the script again.

Once you've entered your uncontactable reason, or entered all your question responses, you can move onto the next voter or the next household; there's no 'save' button that you need to press.

The exact questions you will have on your script will depend on how your campaign organiser has set the script up, but **usually the first set of questions are about how someone is likely to vote.** There may be several questions, recognising that some people vote different ways in different elections.



**Ryan A Wilson**

Canvassed · 29 M


Script

Details

Notes

History

I Couldn't Reach This Contact

 Hide Script

Hello, please could I speak to \_\_\_\_\_?

Hi, my name is \_\_\_\_\_, I'm a volunteer with the local Lib Dems. How are you today?

If there were a general election tomorrow, which party would you vote for?

☒

 Probable Lib Dem

Which party do you usually support?

☒

 Liberal Democrats

Which party did you vote for in the 2019 European Parliament elections?

☒

 Liberal Democrats

The list of responses to these questions usually has a set of 'Soft' options for other parties, e.g. 'Soft Conservative'. This means that voter is swinging between that party and the Lib Dems for that election.

Try to not seem as if you're just going through a checklist when canvassing – have a natural conversation with the voter in which you try to get as many honest responses to the questions as possible. Don't make assumptions; it's better to leave a question blank than enter something inaccurate.

There is a 'Not Lib Dem' response that you can use when someone clearly wouldn't be voting for us, but hasn't said who they actually support.

Most scripts have a 'Consider Lib Dem' question that is a yes/no response. If someone usually supports another party, but would actually consider us (e.g. as a tactical vote), this is the best question to record that under.

Someone will get the say on the final deal – the government, MPs or the people. Liberal Democrats believe it must be the people.

☐ Signed National

☐ Agree

☐ Disagree

[-----IF LIB DEM-----]

You can help to show how much support the Lib Dems have locally by displaying a poster in your window or garden at election time. Is that something you would be willing to help with?

☐ Garden Poster

☐ Window (Send)

☐ Window (Taken)

☐ Maybe, ask again

☐ No

The Lib Dems rely on local volunteers to help us keep in touch with local people all year round, not just at election time. Would you be willing to help out, say, for an hour a month in some way?

☐ Yes

☐ No

Some scripts contain questions that are shared with petitions the Lib Dems are running online. The 'Signed National' question response is used when someone signs the relevant petition online. You wouldn't actually select that response on the doorstep, it's just there because it's linked to the same question on Connect.

Most scripts will contain questions on volunteering or other things like garden posters that will need to be followed up if the voter gives a positive response.

Your campaign organiser should have a process in place to regularly check these, so let the voter know that the campaign team will contact them in due course.

You can check if someone's contact details are up to date by switching to the [Details](#) tab of the data view. You can also add new contact details here if they don't already have them. If you are adding or updating contact details, you **must** offer the voter a leaflet with the data protection fair processing notice on it. You also have to fill out the contact consent questions on the script or else the party can't use the contact details.

Would you like to receive emails from your local Liberal Democrats?

☒ Yes - News

Can the Liberal Democrats call you?

☒ No

[IF YES, give FPN and record email address and phone number]

Leaflet containing following text must be given to the voter:||||  
The Liberal Democrats, locally and nationally, may use any information you have provided, including your political views, to further our objectives, share it with our elected representatives and/or contact you in future using any of the means provided. Some contacts may be automated. You may opt out of some or all contacts or exercise your other legal rights by contacting us. Further details are in our Privacy Policy at <https://www.libdems.org.uk/privacy>

☒ Yes

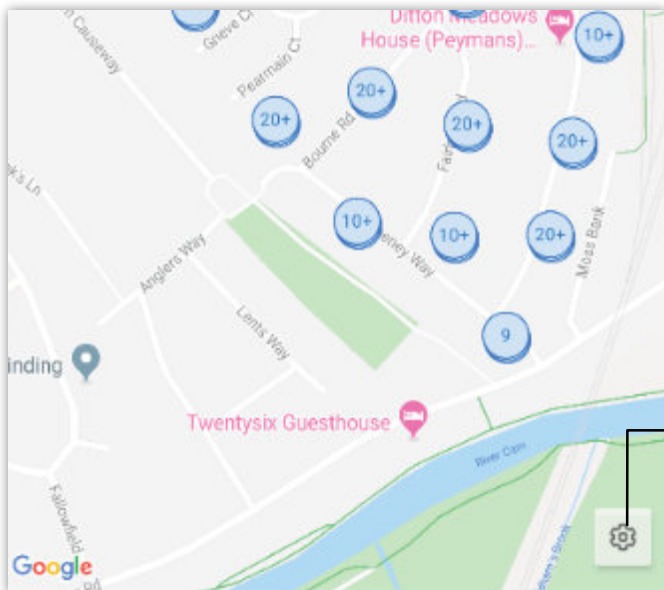
Most scripts will contain a question asking for consent to be contacted by the party. These allow the party to add the voter to their email list, or to phone canvass them, and you must also fill these in if the voter wants to be followed up for volunteering so that your campaign organiser knows how to contact them.

Again, if the voter consents to be contacted by email or phone, you **must** offer the leaflet with the data protection fair processing notice on it, and check that their contact details are correct in the Details tab.



# Map View

**Map View shows the households to be canvassed as dots on a map.**

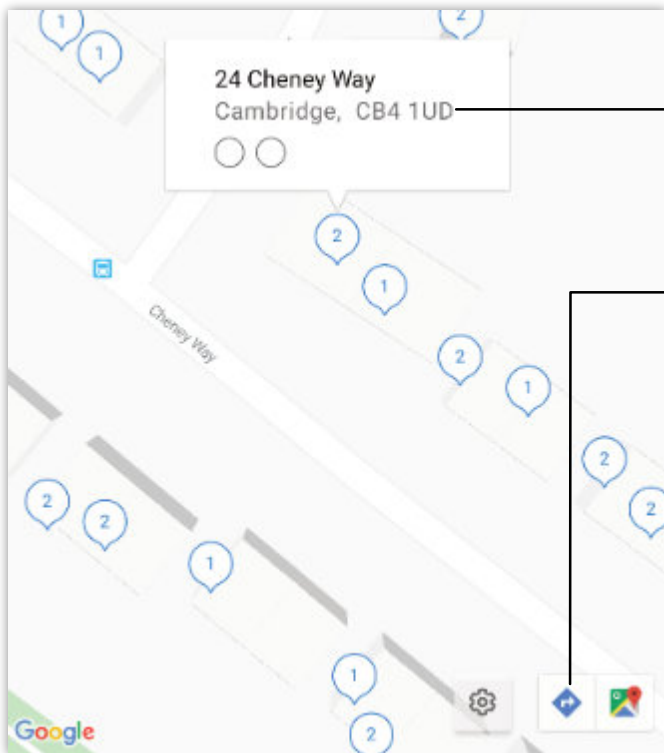


The numbers on the dots are the numbers of voters on the list in that area. When the map first loads it is zoomed out, and the households are grouped together.

If you're using a tablet, the map view is always open to the right hand side when you are viewing the list of households. If you're on a phone, you can access the map view by opening the sidebar.

**This button lets you switch the map style to satellite mode.**

Once you zoom into the map, which you can do by using two fingers on your screen, the dots separate out into individual households.

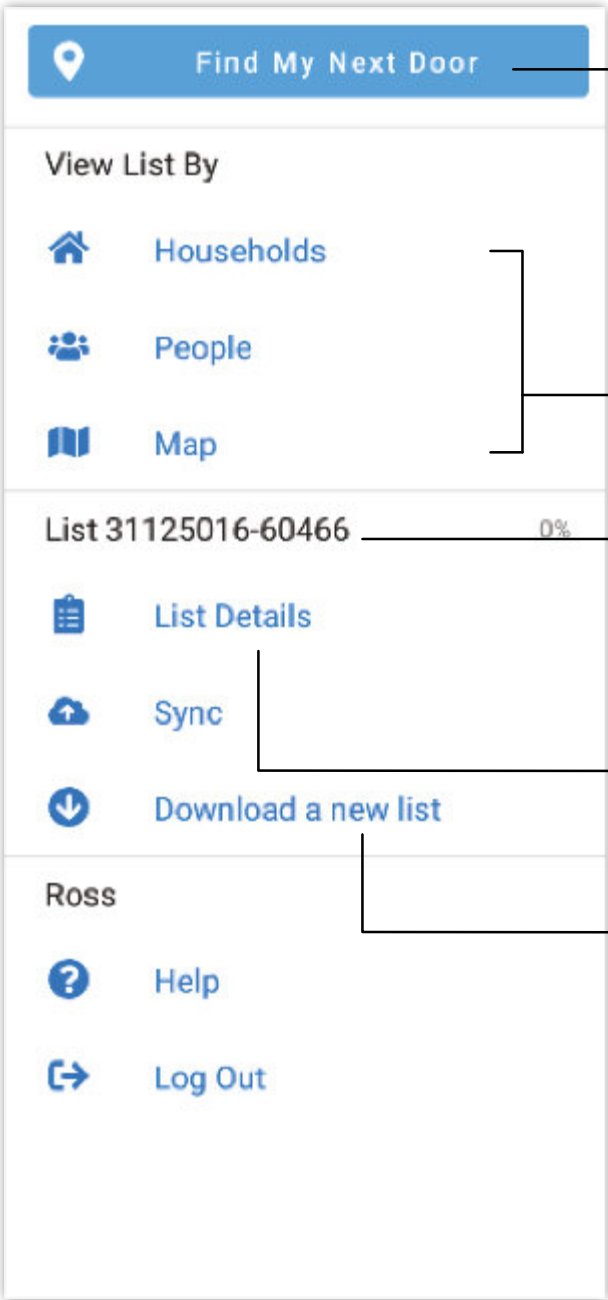


**Tapping a dot brings up this box with the household details. Tapping the box will take you to the list of voters in the household.**

**This button will give you directions to the address using your device's maps app.**

Map View is particularly useful for lists that don't include most of the houses on a street.

# The Sidebar



The 'Find My Next Door' feature uses your phone's location to automatically reorder your list and put the door closest to you at the top. It can be particularly useful if your list doesn't have many doors to canvass per street.

You can tap these options to switch between Map View and Household List View. Viewing the list by People brings up an alphabetical view by surname of all the voters on your list.

This is the number of the list you currently have loaded. Useful to have if someone joins your team mid-canvass and needs to load it into their MiniVAN.

You can tap this for more details, including the total size of the list and stats showing your progress.

You can only have one list loaded in MiniVAN at a time. Once you are ready to switch to another list, tap here.



# Ending your session

Once you're ready to stop and you've entered all your data, simply...



**Remember to sync**

Then, use the sidebar to...

**[→ Log out**

# Happy canvassing!