

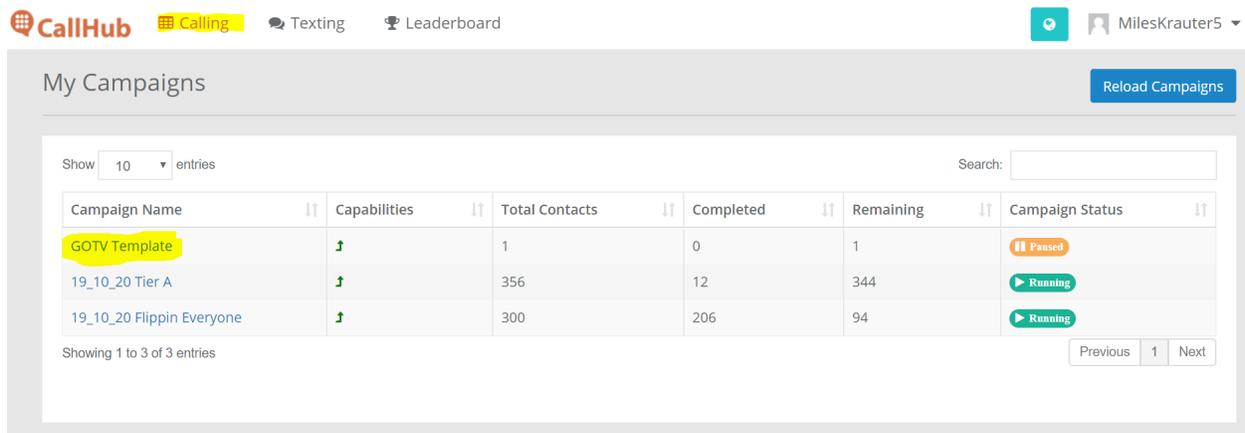
Call **Miles Krauter** at 13438828617 if you have any problems using the dialer software or go to our chat server [here](#).

You can also watch a full 1h45m bilingual training video for Callhub [here](#).

You will need a computer, access to the internet, and headphones w/ a mic (e.g. earbuds w/ mic, or a headset). Make sure your computer headphones w/ mic works on your computer. If, for whatever reason, your headphones w/ mic do not work with your computer, let Miles know and he can make it so Callhub connects through your telephone.

1. If you are new to using Callhub, please review the basic instructions [here](#). More detailed instructions will be explained below. Next, ensure your account is activated. You should have received an email already that tells you your user name and has a link to activate the account (and asks you to set a password). If you have not received an activation email, let Miles know immediately.

2. Once your account is activated and you are logged in click on an available campaign and review the script. See example below:



CallHub Calling Texting Leaderboard MilesKrauter5

My Campaigns Reload Campaigns

Show 10 entries Search:

Campaign Name	Capabilities	Total Contacts	Completed	Remaining	Campaign Status
GOTV Template	↑	1	0	1	Paused
19_10_20 Tier A	↑	356	12	344	Running
19_10_20 Flippin Everyone	↑	300	206	94	Running

Showing 1 to 3 of 3 entries Previous 1 Next

If you ever need to go back to the campaign selection page, just click the calling tab highlighted in the image above. To join a campaign, you click on the title of the campaign (e.g. GOTV Template highlighted in image above).

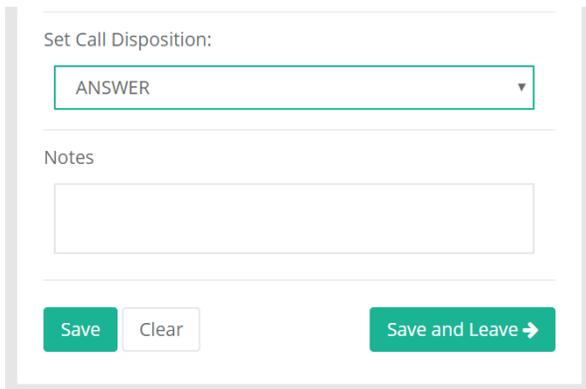
3. Once you're in the campaign and you've reviewed the script (and checked out the survey questions you will fill out below), you can begin talking to supporters by clicking:



4. After clicking join, Callhub will connect you to what is essentially hold music while it dials numbers for you. Eventually, Callhub will connect you to a live person or an answering machine. When this happens, the person's name will appear in a small box to the left of the script. If the person who answers the phone is not the name in the box to the left, check the names that appear in the box to the right of the script (these are other people in the household). If you end up doing the script with someone in the box to the right, click the green 'switcharoo' button next to their name to make them the active contact (thus ascribing the survey results to that contact).

5. If you are connected to an answering machine, wait until you hear the beep, and then click  immediately. (If there is no button, there is no answering machine message for the campaign, so simply hang up).

6. Whether you've dropped a voicemail or spoken to someone, you must at minimum select the call disposition (in the survey below) before you are able to move on to the next call (see image below). Don't feel rushed, or worried about being connected to another call before you're ready. You won't be connected until you've hit save on the survey (hit save and leave if you need to take a break).



Set Call Disposition:

ANSWER

Notes

Save Clear Save and Leave →

7. You only need to provide answers for questions you asked (and for which the answer was affirmative). Do not worry if you are not able to ask all of the questions in the script/survey.