

STEPS	PHONE BANKING INSTRUCTIONS	✓
1. Create ActionID	<div>Phone bank from 10/28 – 11/4 from 9:00 am – 9:00 pm, 11/5 9:00am – 12:00n</div> Enter in web browser: https://myaccount.ngpvan.com/CreateAccount Click on “Create Action ID” complete form.	
2. Log-in	Enter in web browser: https://rb.gy/h5j26t	
3. Review	<p align="center">“HOW TO” (10 Tips before contacting voters)</p> <ol style="list-style-type: none"> Smile They can tell on the other end of the line. Keep a mirror handy to check that you are smiling while you talk. Connect Find ways to relate to the person you are calling. Say your name and say that you are calling for the NAACP. Be casual and relaxed. “Ear Glue” The more calls you can make per hour, the better it is for the voter registration campaign. Keep the phone glued to your ear between calls. You will save time and momentum. Try to make at least 30 calls and 10 contacts per hour. Confidence Do not sound like you are asking them a question... unless you are. (This often happens without you even realizing it!) Be assertive and declarative. Stand Standing while you call keeps your energy and enthusiasm high. If possible, move around while calling using an earpiece to keep your blood flowing. Be Prepared Use whatever data is provided about the person to your advantage. Demographic information will be useful as you move along in this process. Are they male or female? Young or old, African American, or not? Ask Questions Never dominate the conversation. Asking open-ended questions is a terrific way to get them engaged in a dialogue with you. Move quickly to ask about voting in the upcoming Election. Pay Attention When you talk along with asking your GOTV questions, you should be listening to their answers. This is especially important for entering data into their file for later activities. Take Clean Notes Every call is helpful to the NAACP no matter what the results. Recording results from every call is critical. Be sure to clearly include the result of every call in the appropriate field so that it can be easily and quickly read directly via the Virtual Phone Bank system. Forget Your Last Call Do not worry if someone hangs up or yells at you. Brush it off and quickly move onto the next call. Dwelling on negative experiences will make you less friendly to other voters. <p align="center"><i>Fighting for Democracy OUR LIVES DEPEND ON IT</i></p>	

STEPS	EXPLANATION	✓
4. Contact Voter	If there is no response, click on the Box containing I Couldn't Reach "Voter." Select one of the responses in drop box.	
5. When Voter Answers	Repeat one of the scripts, and enter the response to Question: Are you planning on voting? Click on the drop box and respond accordingly.	
6. When Voter is undecided	Repeat one of the subsequent scripts.	
7. When Finish	Click save-next (upper right corner) or logout.	

Fighting for Democracy / OUR LIVES COUNT! OUR VOTES MATTER!

Thanks and God Bless.

Text Questions to Phyllis Blake,

text 770-722-1631

10/28/2024