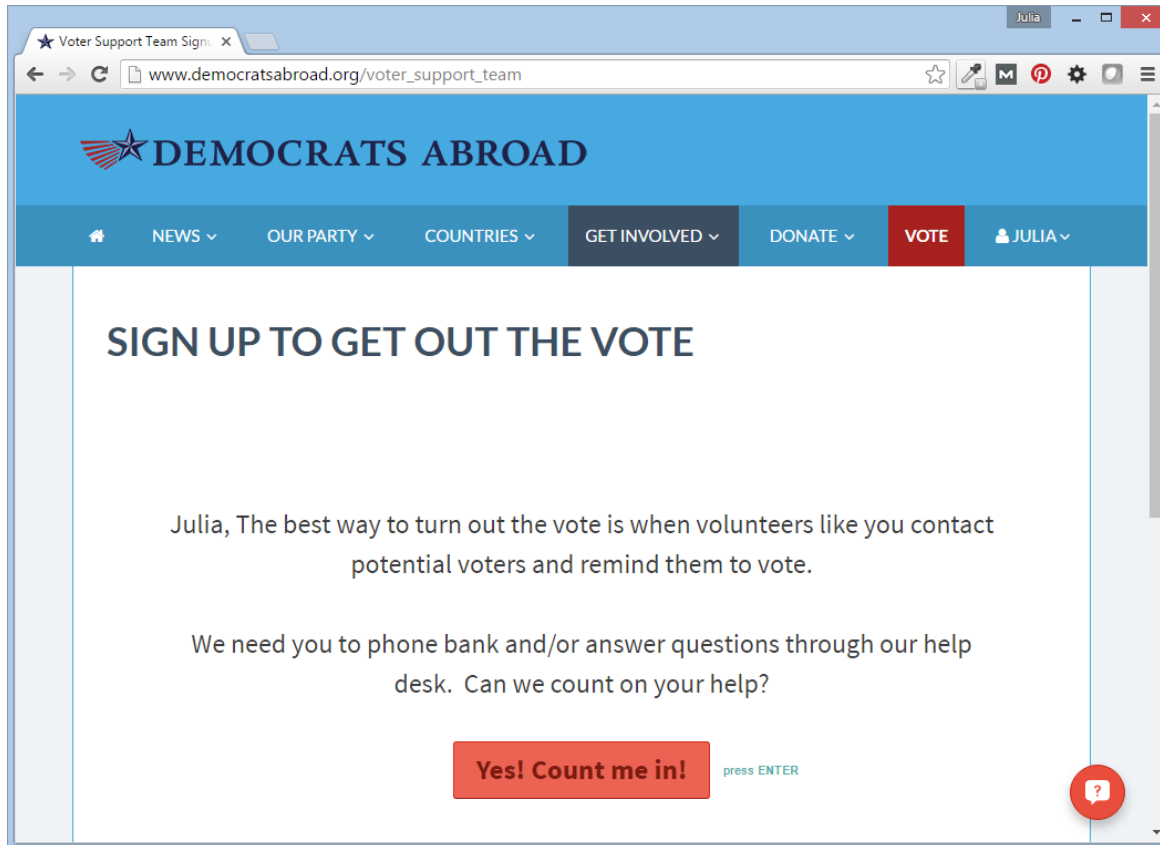


CallHub Introduction

AUGUST 16, 2016

Sign Up to be a CallHub Volunteer



To sign up to be a phonebanker, go to democratsabroad.org/voter_support_team and fill in the very brief form.

(You'll need to be logged in to the website before you sign up).

Activate your CallHub Account

Set your password

Your user name is:

FR-Bob-Vallier

New password

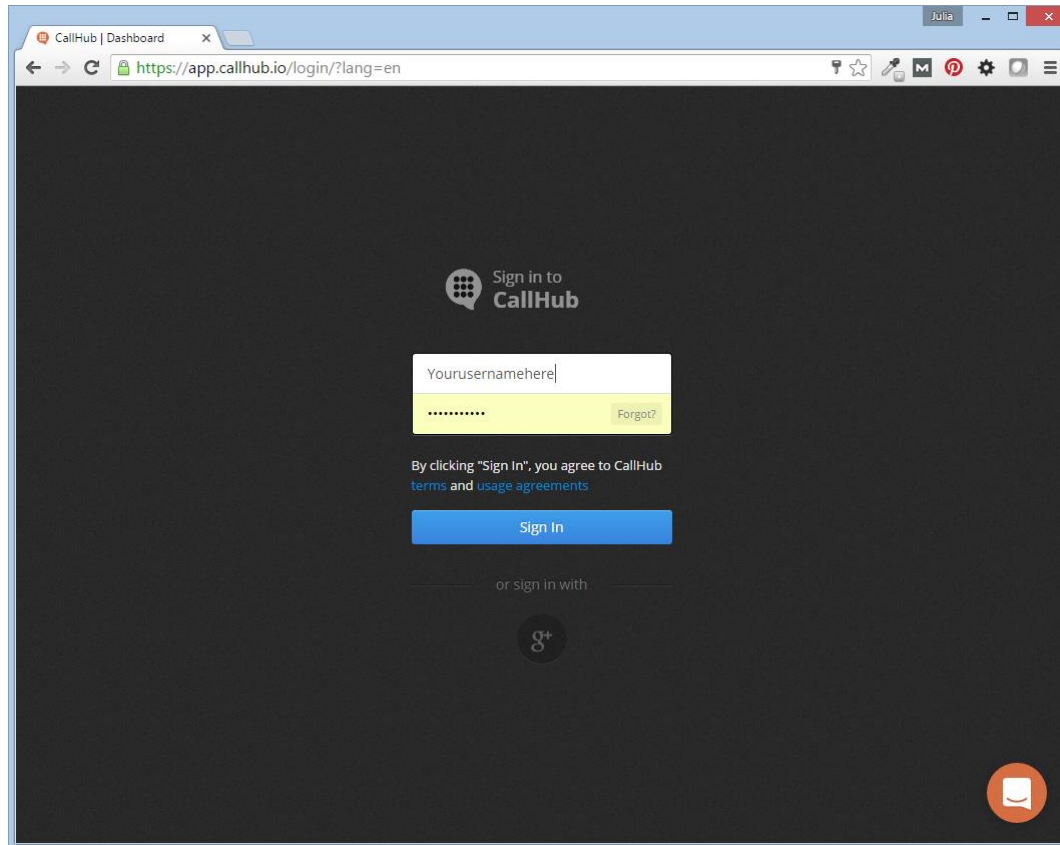
Retype New Password

[Change password](#)

Once you've signed up, you'll soon see an email from CallHub asking you to activate your account and set your password.

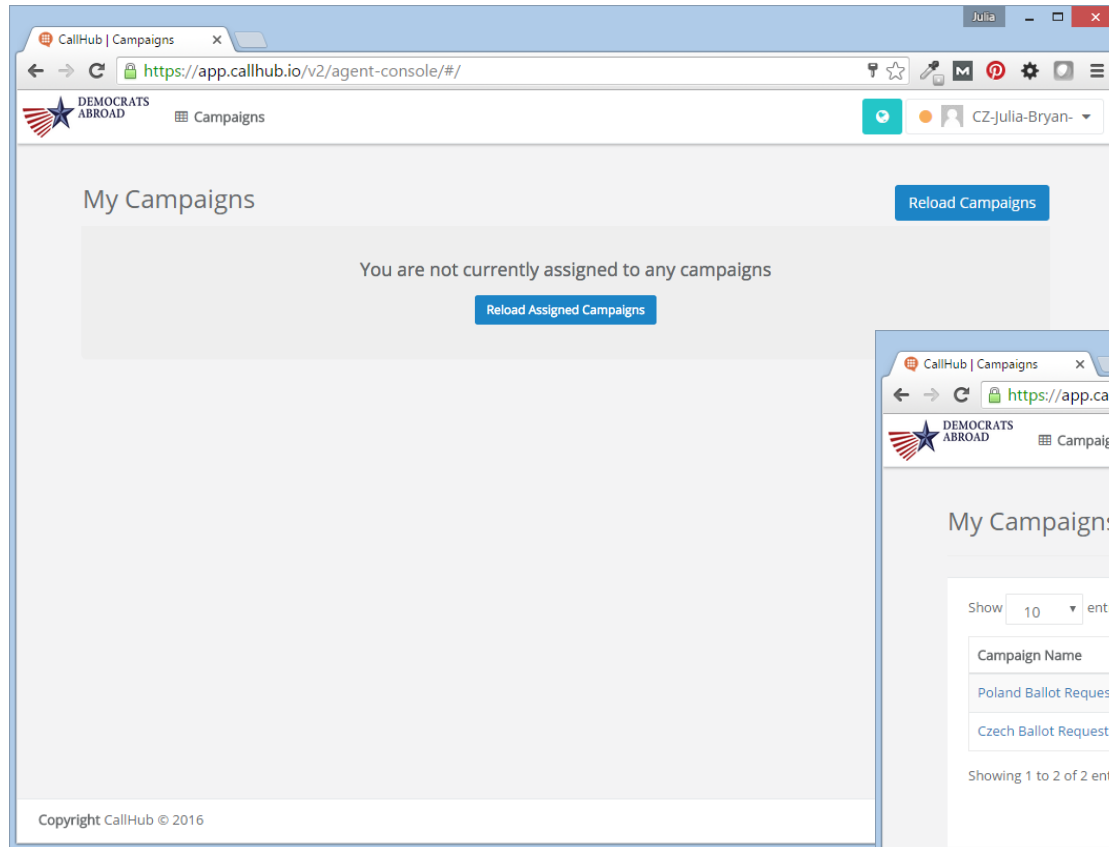
Be sure to write down both your password and user name. You'll need them to login!

Login to CallHub

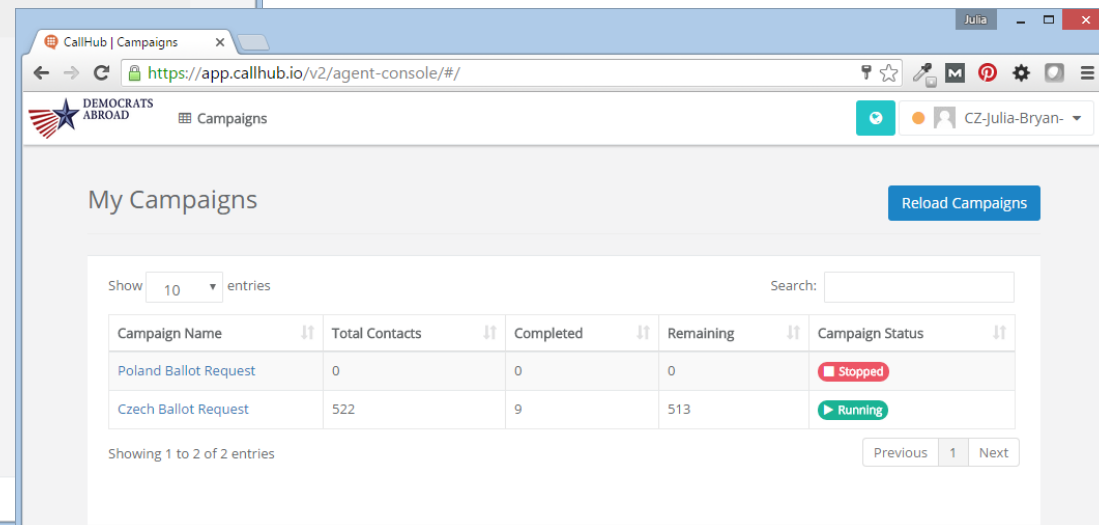


To login to CallHub, just go to [callhub.io](https://app.callhub.io) and login with your user name and password.

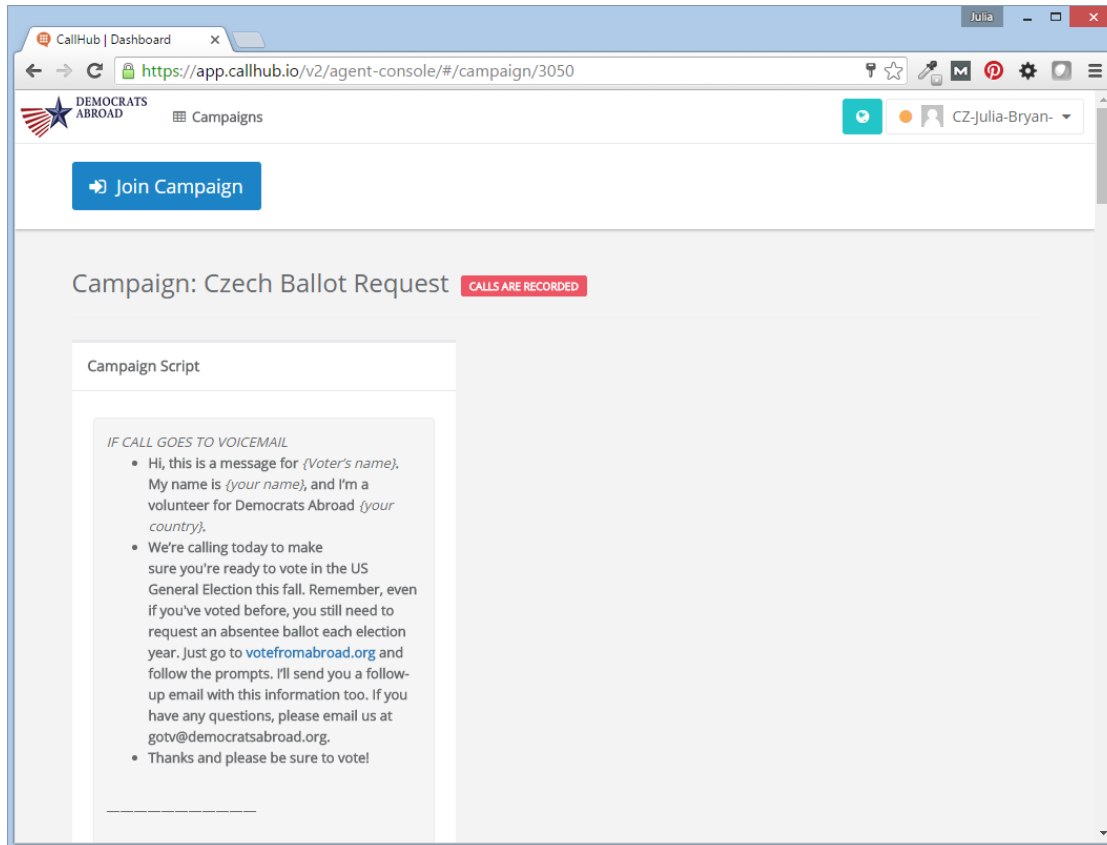
Campaign Dashboard -



Here's what you might see when you first log in to the system – before you are assigned a campaign and once you are assigned a campaign.



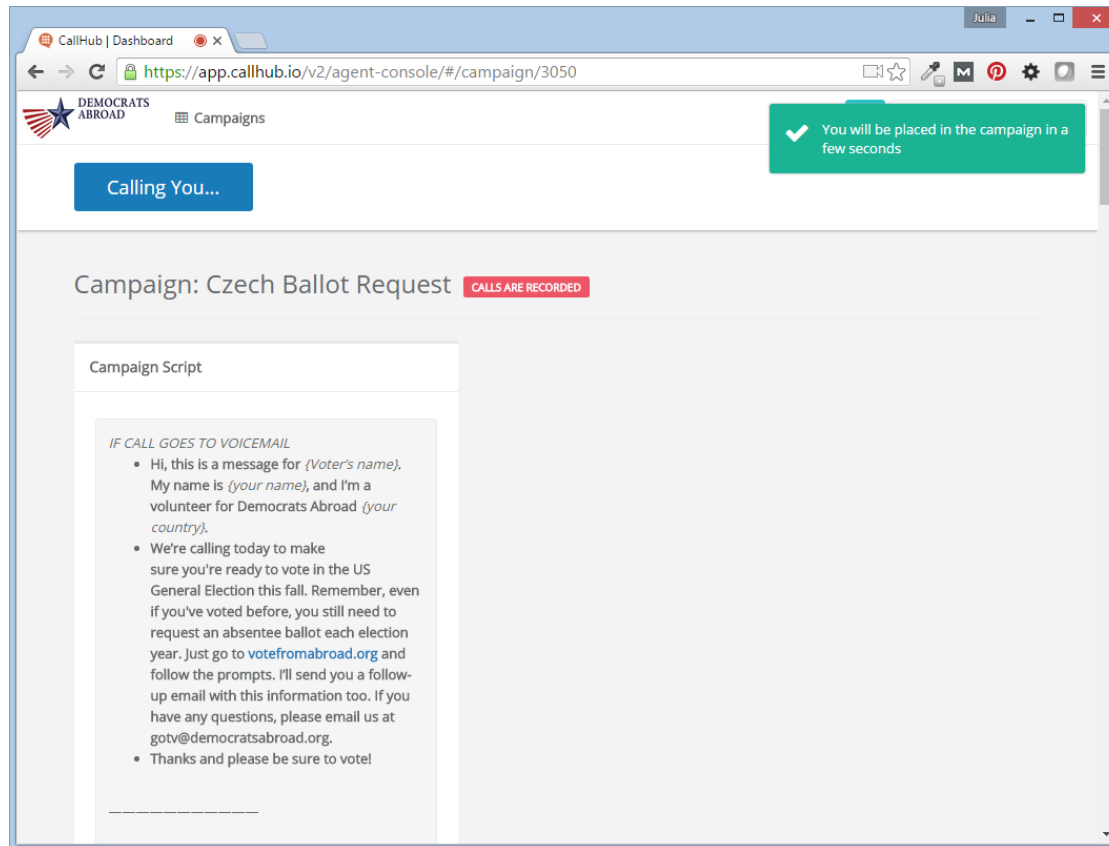
Opening Campaign Screen



Once you click on the campaign link, you'll be able to review the script and join the campaign.

Make sure to allow the system to use your microphone!

What happens when you Join a Campaign

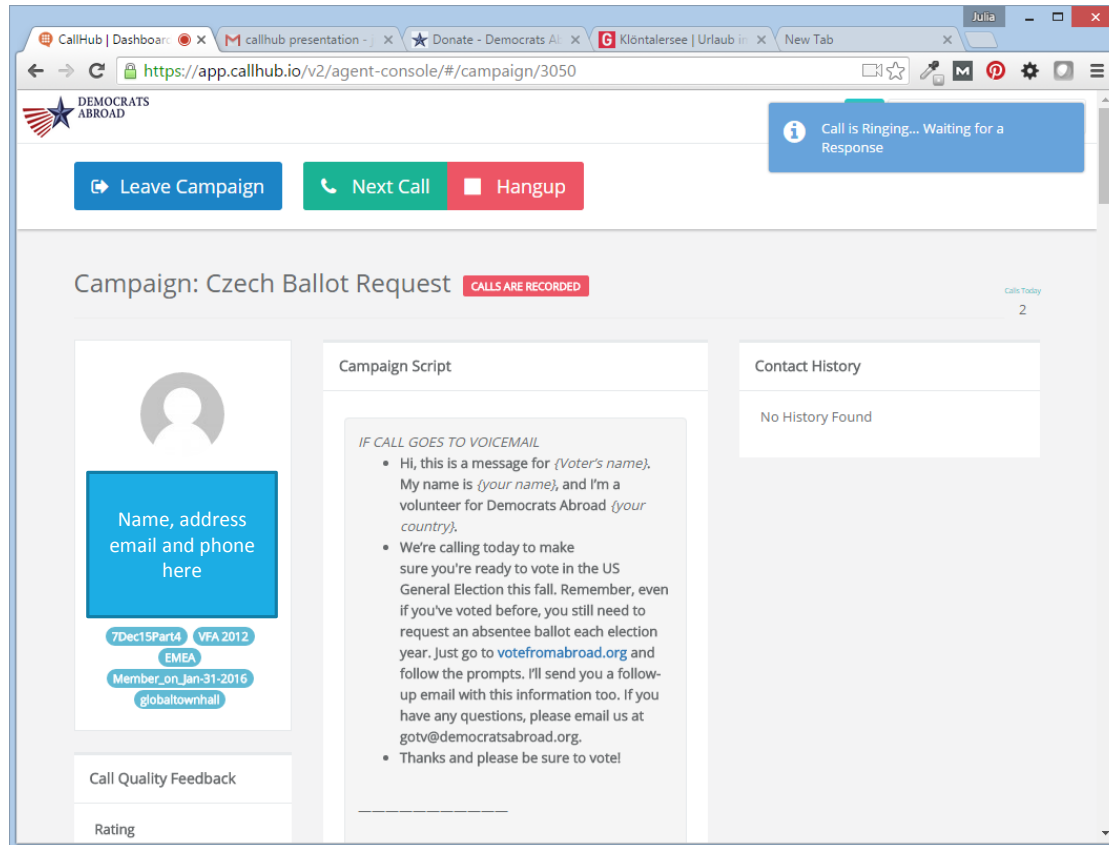


Once you click on “Join the campaign”, the system calls you.

You’ll know you are online with the campaign when you hear elevator music.

(Don’t keep this screen open long – we are charged for every second we are online and can hear the music).

Call is Ringing...



Get started by clicking “Next Call”. The person you are calling is listed on your left. You can now start speaking (remember to read the script).

To leave the call click on “Hangup”.

To leave the campaign click on “Leave Campaign”.

Survey Answers

CallHub | Dashboard

https://app.callhub.io/v2/agent-console/#/campaign/3050

DEMOCRATS ABROAD

CZ-Julia-Bryan-

Leave Campaign Next Call Hangup

Name, address email and phone here

- 2016 GPP VC Vote VC LVD
- 7Dec15Part4 VFA 2012
- EMEA
- Member_on_Jan-31-2016

Call Quality Feedback

Rating

☆☆☆☆

Additional notes about the quality

District of Columbia

American Samoa

Guam

Northern Mariana Islands

Puerto Rico

U.S. Virgin Islands

Has the voter's address, phone number or email address changed?

Yes

No

Notes

Save Clear Save and Next Call →

Copyright CallHub © 2016

Powered by CallHub

You'll find a survey at the end of the script – please do fill it in, starting with Call Disposition.

If the voter has changed their address, please write a note in the “Notes” section.

Finish Survey, Save and Next Call

The screenshot shows the CallHub agent console interface. At the top, there are three buttons: "Leave Campaign" (blue), "Next Call" (green), and "Hangup" (pink). Below these is a profile card for "CZ-Julia-Bryan" with a placeholder for "Name, address email and phone here" and several campaign-related tags: "2016 GPP VC Vote", "VC LVD", "7Dec15Part4", "VFA 2012", "EMEA", and "Member_on_Jan-31-2016".

The main form area contains a list of territories with radio buttons: District of Columbia, American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and U.S. Virgin Islands. Below this is a question: "Has the voter's address, phone number or email address changed?" with "Yes" and "No" radio button options. There is a "Notes" section with a text input field. At the bottom of the form are three buttons: "Save" (green), "Clear" (white), and "Save and Next Call" (green with a right arrow).

On the left side, there is a "Call Quality Feedback" section with a "Rating" field (five stars) and an "Additional notes about the quality" field. The footer of the interface includes "Copyright CallHub © 2016" and "Powered by CallHub".

Once you've finished your call and filled in the survey, please "Save" all of your information.

You can then move on to the next call.

Questions?

Is it really free?

For you the call is free, but Democrats Abroad is charged for each second you are within a campaign. Once you join a campaign, please keep calling!

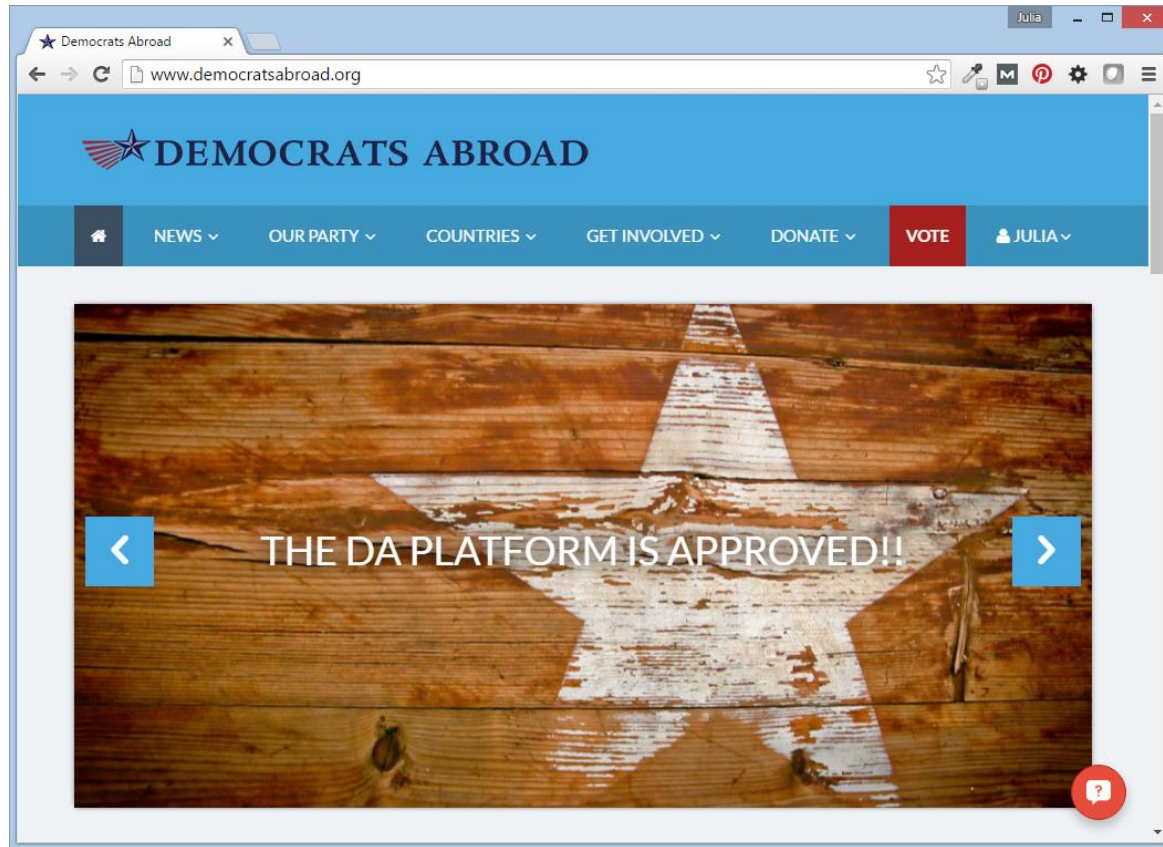
Can I call with my phone or tablet?

No, but you can call with your computer or laptop. Remember to use Google Chrome to call.

Who can help me with tough questions?

If a phone banker has a tough question, refer them to our online Help Desk at democratsabroad.org. You can also ask questions there too.

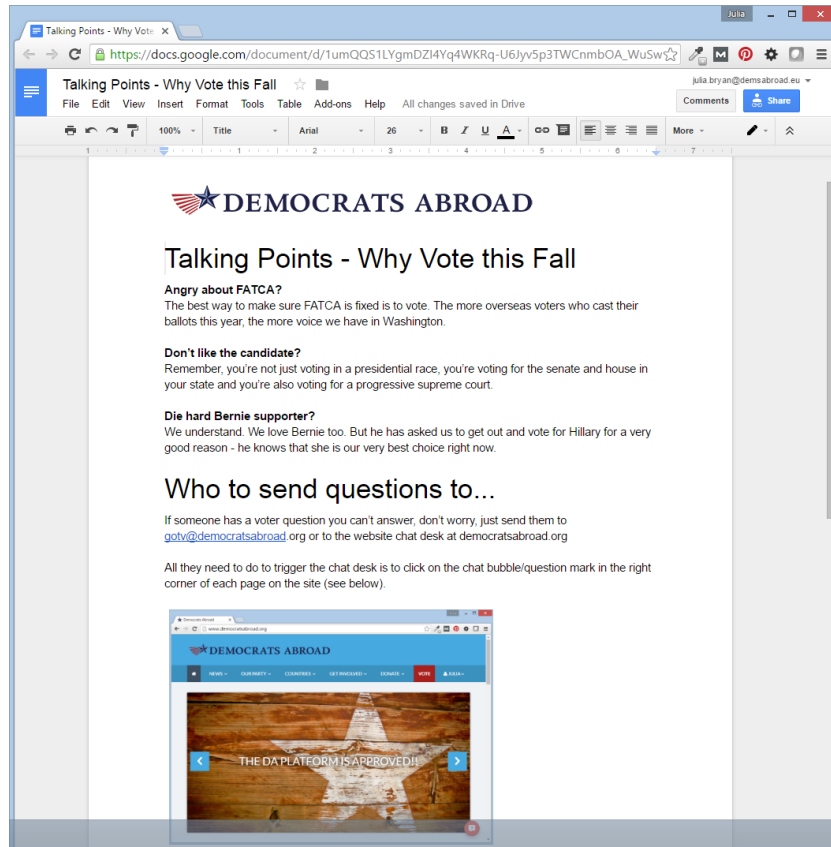
More about our Help Desk



Members will have questions you can't answer. No worries! Just send them to democratsabroad.org and our online Help Desk.

Members can easily reach a Help Desk person with their questions by clicking on the chat/? button in the lower right of each screen on the site.

Talking Points



DEMOCRATS ABROAD

Talking Points - Why Vote this Fall

Angry about FATCA?
The best way to make sure FATCA is fixed is to vote. The more overseas voters who cast their ballots this year, the more voice we have in Washington.

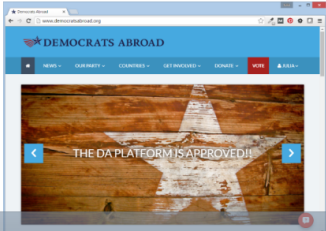
Don't like the candidate?
Remember, you're not just voting in a presidential race, you're voting for the senate and house in your state and you're also voting for a progressive supreme court.

Die hard Bernie supporter?
We understand. We love Bernie too. But he has asked us to get out and vote for Hillary for a very good reason - he knows that she is our very best choice right now.

Who to send questions to...

If someone has a voter question you can't answer, don't worry, just send them to golv@democratsabroad.org or to the website chat desk at [democratsabroad.org](https://www.democratsabroad.org)

All they need to do to trigger the chat desk is to click on the chat bubble/question mark in the right corner of each page on the site (see below).



If someone is uncertain about why to vote this fall, we have talking points for you. They are linked within the script, and we recommend opening them and reviewing before you get started.