



Calling Voters with NGP VAN's Open Virtual Phone Bank (OpenVPB)

[Get set up to make calls with Open Virtual Phone Bank \(OpenVPB\)](#)

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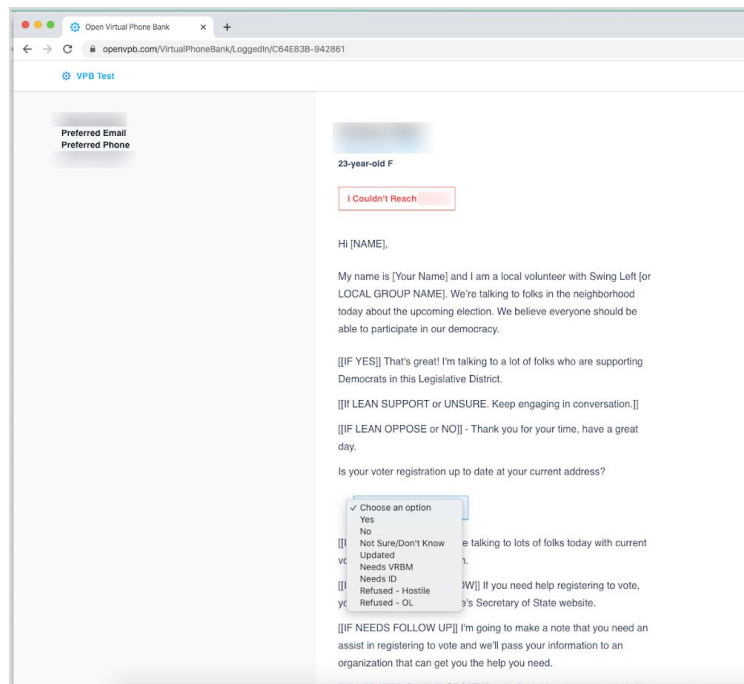
Get set up to make calls with Open Virtual Phone Bank (OpenVPB)

Virtual Phone Banks allow volunteers to make calls from home or at organized phone banks in support of Democratic parties, organizations and campaigns. You'll be making calls on your phone and using your computer or tablet to review the script and voter information you need to make the calls.

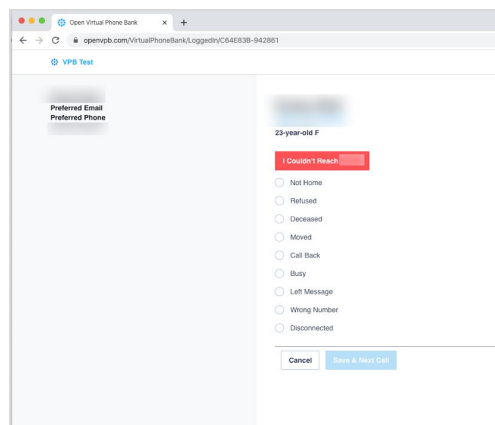
- ❑ **Get acquainted with using VPB and phone-banking.** You can check out this short recording on [phone banking and using OpenVPB](#) as an introduction.
- ❑ **Gather the tools you'll need.**
 - ❑ **Phone** – To participate in the virtual phone bank, you can use your cell phone, home phone, or Google Voice (<https://voice.google.com>). [Here are some instructions on setting up Google Voice](#). With Google Voice, you can create a new number that you can use just for phone banking for free. You can download the Google Voice app wherever you get your apps. You can also block caller ID (*67), but this may cause more voters to ignore the call. [Learn more in our FAQs below](#).
 - ❑ **A computer or tablet and Wi-Fi or Internet Access** – You'll need a laptop, desktop, or smart tablet with internet access to use the VPB website.
- ❑ **Set up your ActionID and Google Voice (optional).** [This guide describes how to set up both.](#)

Start making with phone calls to voters with OpenVPB

- ❑ **Log in to the VPB with the Action ID here to make calls. Once you've logged in, you'll see who you are calling and the script.** You can see the voter and the voter's phone number whom you are calling above the script. Review the script and check out the questions for which you'll be recording data in a drop-down field embedded in the script. After recording this data, you'll save and proceed to the next call at the bottom of the page.



- ❑ If you don't reach the voter, you can click the red button beneath the voter's name and provide information about the call before proceeding to the next call.





If you have further questions about phone banking or technical problems, please consult our [Common Phone Bank FAQs guide](#).

Phone banking best practices

Be prepared for voters telling you 'No' or hanging up. You may only talk to a few voters in each shift. It's normal to only contact 10% of the voters on your list! If we all work together, we can make a big difference in 2020. Here are some additional tips:

- DO practice your introduction with a warm friendly tone. Most people decide whether to take your call within the first minute of your introduction.
- DO "smile while you dial," since this comes across to the person. Also, try standing up during calling if you can because this will help add energy to your conversation.
- DO be respectful of their time. If they can't talk, politely end the call.
- DO try to use their name. If you're not sure you should call them by their first name – ask.
- DO thank them for their time. Even if the call didn't go well or according to plan. It's more important they hang up from a positive experience associated with the campaign.
- DO make sure to track the outcomes of each call correctly. This data is really important for campaigns.
- DON'T talk fast through your script. Take your time when speaking – it's not going to go any better if you speed through it.
- DON'T go completely off script. Please follow the basic script because it was prepared with intentional verbiage to be the most effective but still try to make it your own.
- DON'T interrupt. Let them finish their thought and then respond.
- DON'T speak negatively of other parties, campaigns, or organizations.