

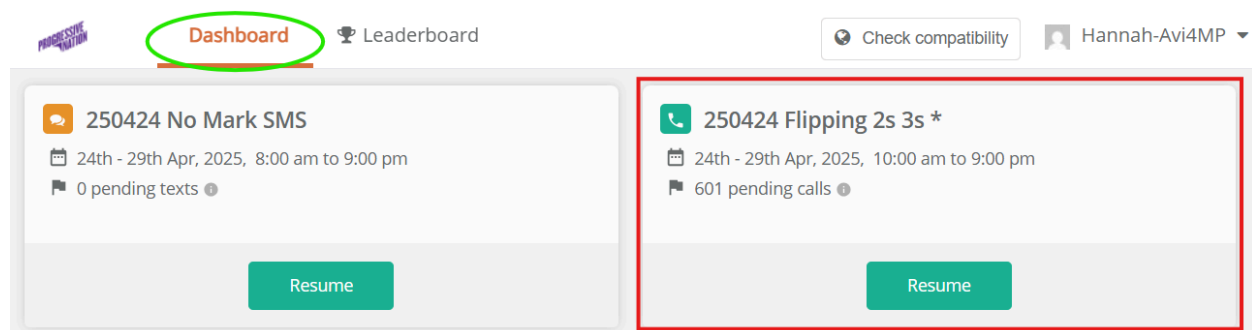
[CALLHUB RESOURCE PAGE](#)

Contact **Miles Krauter** if you have any problems using the dialer software on our chat server [here](#) or at 6133166998

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:



Phone campaigns will appear like the example in the red box above; a small green phone will show next to the title of the phone campaign. To join a campaign, click the green “resume” button..

If you ever need to go back to the campaign selection page, click the Dashboard tab circled in green in the image above.

3. Once you’ve clicked “resume”, you will see the phone campaign script. Review the script (and check out the survey questions you will fill out). Then you can begin calling supporters by

clicking: [Join Campaign](#)

4. After clicking “Join Campaign”, Callhub will start dialing the numbers of supporters 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. This will make sure that the results of the call are recorded for the correct contact.

5. If you are connected to an answering machine, wait until you hear the beep, and then click

 Drop Voicemail

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 on the left side of the script (before you are able to move on to the next call (see image below).

For answering machines, choose the call disposition "No answer".

If you have a full conversation, choose "Answer"

If it's a wrong number, choose "Bad number"

If the person says they don't want any more calls, choose "Do not call"

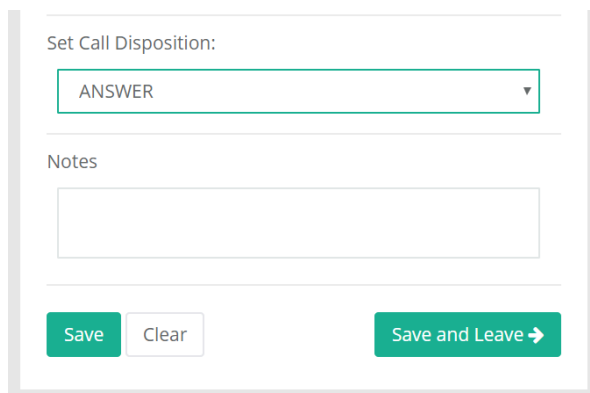
If the person is busy and can't talk right now, try your best to have a quick conversation that covers all the bases. If you can't, choose "User busy"

If the person you're looking for has moved out of the riding, choose "Moved"

If the person you're looking for has passed away, choose "Deceased".

Don't feel rushed, or worried about being connected to another call before you're ready. You won't be connected to another call until you click "Save".

If you need to have a break, click "Save and Leave". Then you can rejoin the campaign when you're ready.



The screenshot shows a web form titled "Set Call Disposition:". It features a dropdown menu with "ANSWER" selected. Below the dropdown is a "Notes" section with a text input field. At the bottom, there are three buttons: "Save" (green), "Clear" (white), and "Save and Leave" (green with a right arrow icon).

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.