

INSTRUCTIONS TO VIRTUAL PHONE BANK

Phone bank is open now daily from 10AM-9PM. You cannot get on the phone bank during the off hours!



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IF THIS IS YOUR FIRST TIME - YOU NEED TO CREATE A NEW ID

1. Click on the button that says "Log in with Action ID."
2. Enter your email address. This can be any email that you can access. You can make up any password for you to use with this system, but we prefer that you use **Nysut1234** so it is easy for you to remember next time you sign on. Enter that password.
3. Put in your first and last name
4. Skip the question that asks for your phone number
5. Click the "Create" Button
6. When it asks to verify with a two-step process, select "No thanks, continue. "
7. Click on the Blue tab that says, "Create Action ID." If you already have created an Action ID before then enter your Action ID and Password.

GUIDANCE AND GOOD PRACTICE

Your phone bank script will populate on your screen. Carefully read it over and check out the survey questions. *Make sure that this is the right script before you start making calls, please.* The top right corner of the screen should verify your phone bank list with the name of your local. Check out the drop-down boxes which are used for when you do not reach the person and for when they answer your question.

Practice your script a few times until you are comfortable. You can always block your phone number with *67

Start making calls!

Zach