

# 2020 VICTORY

## Virginia Dialer Volunteer Guide

**Before you get started:** Thank you for being here! We need to reach out to as many voters as possible to hear about the issues that are most important to them & find out how they plan to vote. The most important part of these calls is making a live connection & ensuring the voter has everything necessary to vote.

### VOLUNTEER GUIDE TABLE OF CONTENTS:

- ❑ [How to Volunteer on the Autodialer.](#)
- ❑ [Who we are calling and why we are calling them.](#)
- ❑ [How to Login into ThruTalk](#)
- ❑ [Marking Your Results.](#)
- ❑ [Issue/Policy Talking points.](#)
- ❑ [How to talk about Early Vote and Vote By Mail.](#)
- ❑ [Voting In Virginia information.](#)

### HOW TO VOLUNTEER ON THE AUTODIALER:

You are making phone calls using ThruTalk, an automated Dialer service. To use the Dialer, you will need a computer and phone. We recommend using a microphone headset but it is not mandatory.

At the beginning of your shift, attend the Zoom training session where you will get a comprehensive overview of the script and be able to ask any questions you have.

**We ask that volunteers make calls for at least one full hour  
(to reach the equivalent number of voters in a door knocking packet).**

**PHONE BANK LOGIN:** <https://www.thrutalk.io/caller/login/vadem2020victory>

**PREVIEW THE SCRIPT HERE:** <desktop.thrutalk.io/candidate/dem2020victory-va-distributed>

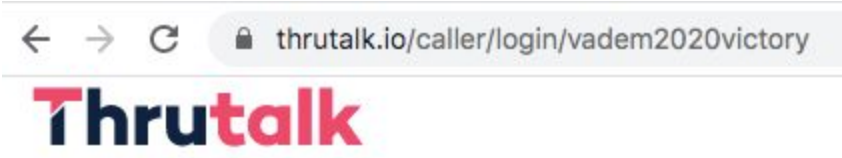
**DIALER SERVICE YOU SHOULD USE:**

Service: ✓ Select Service ...  
Dem2020Victory VA Distributed Callers

## **WHO WE ARE CALLING AND WHY WE ARE CALLING THEM:**

- The calls you are making are to voters in our database who we want to make sure have a plan to Early Vote, Vote by Mail, or Vote Election Day. We will ask them who they are supporting, what their vote method of choice is, and to volunteer with our team.
- We are not leaving messages at this time. If you get someone's voicemail simply mark them as not home & move to the next call.
- If you speak to a Democratic voter, you will ask them to volunteer & encourage them to make a plan to vote.
- If a voter has any questions about voting or would like to report an issue (i.e. with voter registration or absentee ballot requests), they can call the **VA Voter Protection Hotline: (844-4VA-VOTE -- 844-482-8683)**.
- **COVID Hotline - 877-ASK-VDH3 / 877-275-8343**

## **HOW TO LOGIN TO THRUTALK:**

<b>Step 1 --</b>	<p><b>Type the url into your Chrome or Firefox browser:</b></p> 
------------------	--

**Step 2 --**

**Login with your information:**



Name

Emily Doran

Email

emily.doran@2020victory.com

Phone

703-XXX-XXXX

Zip Code

22181

[Get Your Login](#)

**Step 3 --**

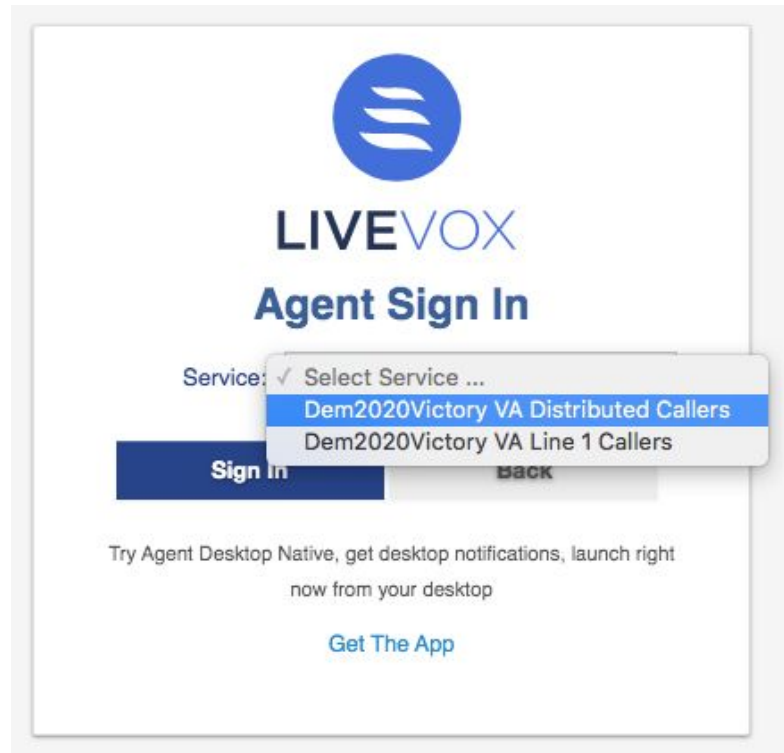
**Copy the login and password into the Live Vox Sign in Box:**

Login ID: VADem2020Victory6  
Password: kids645835

The image shows a screenshot of the LiveVox Agent Sign In interface. At the top, there is a header with the text "Login ID: VADem2020Victory6" and "Password: kids645835". Below this is a large, light gray rectangular area containing a white box with the LiveVox logo (a blue circle with three white horizontal lines) and the text "LIVEVOX Agent Sign In". Inside this white box are two input fields: "Login ID:" and "Password:". Two red arrows originate from the text in the header above: one points to the "Login ID:" input field, and the other points to the "Password:" input field. At the bottom of the white box are two buttons: a blue "Next" button and a gray "Clear" button.

**Step 4 --**

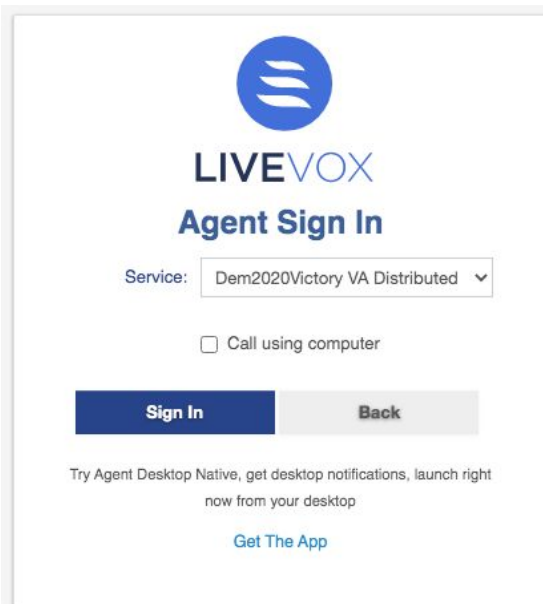
**Click the Service drop down menu that pops up in the LiveVOX Box and choose Dem2020Victory VA Distributed Callers:**



The screenshot shows the LiveVOX Agent Sign In page. At the top is the LiveVOX logo, a blue circle with three white horizontal lines. Below the logo is the text "LIVEVOX" in blue and "Agent Sign In" in a larger blue font. A "Service:" label is followed by a dropdown menu that is open, showing three options: "Select Service ..." (highlighted in blue), "Dem2020Victory VA Distributed Callers" (highlighted in blue), and "Dem2020Victory VA Line 1 Callers". Below the dropdown are two buttons: "Sign In" (blue) and "Back" (grey). At the bottom, there is a link "Get The App" in blue. The background is white with a light grey border.

**Step 5 --**

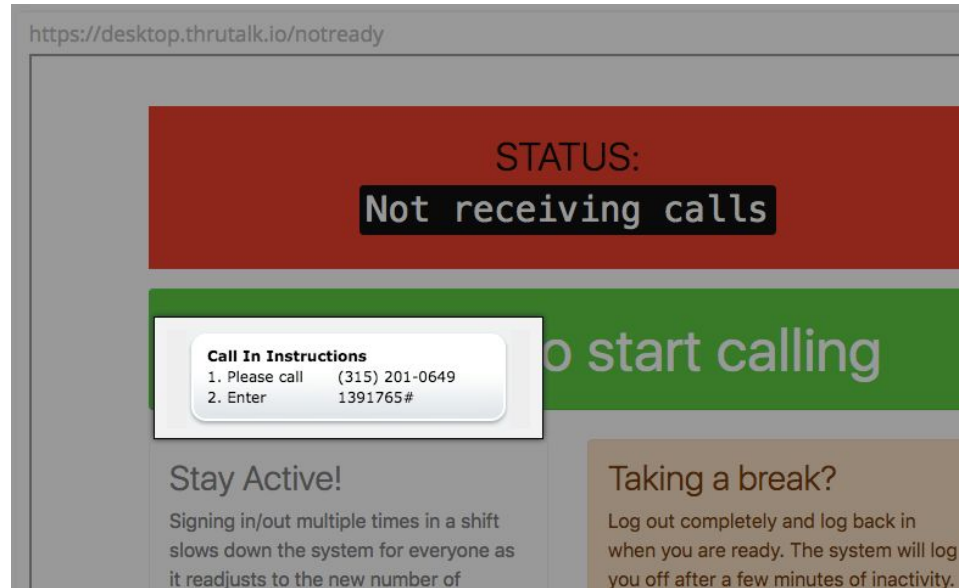
**Once you have selected the correct service, make sure to uncheck the box *Call Using Computer*:**



The screenshot shows the LiveVOX Agent Sign In page. At the top is the LiveVOX logo, a blue circle with three white horizontal lines. Below the logo is the text "LIVEVOX" in blue and "Agent Sign In" in a larger blue font. A "Service:" label is followed by a dropdown menu showing "Dem2020Victory VA Distributed" with a downward arrow. Below the dropdown is a checkbox labeled "Call using computer" which is unchecked. Below the checkbox are two buttons: "Sign In" (blue) and "Back" (grey). At the bottom, there is a link "Get The App" in blue. The background is white with a light grey border.

**Step 6 --**

Once you are ready to make calls, you will pick up your phone and dial the number and then the code that pops up on your computer screen. Here is an example of what that will look like:



**MARKING YOUR RESULTS:**

In order to log the results of your call, our dialer system requires you to enter information in two places:

- 1) **In the left hand panel.** Term Code: This determines whether the individual will get another call from the campaign (**NOTE:** *if you only see one term code, use the drop down menu to see more*).
- 2) **In the script.** Script Selections: This is the information we save about the actual results of the call.

Please follow the guide below to understand which Term Code and Script Selection to use in each scenario.

CALL RESULT	SCRIPT SELECTION	TERM CODE
<ul style="list-style-type: none"><li>The person listed in the ID Box answers the phone and is interested in answering your questions.</li></ul>	Talking to Correct Person	Next Call - Talked to Correct Person
<ul style="list-style-type: none"><li>Someone answers the phone and speaks a language you are not fluent in.</li></ul>	Other Language	Next Call - Talked to Correct Person

<ul style="list-style-type: none"> <li>The person listed in the ID box answers the phone and only offers that they are a Republican or Democrat, and won't provide additional information.</li> </ul>	<b>Strong Dem or GOP</b>	<b>Next Call - Talked to Correct Person</b>
<ul style="list-style-type: none"> <li>Someone answers and indicates the person in the ID box is not home.</li> <li>You are sent to voicemail.</li> <li>The person indicates they are busy at the moment and cannot talk right now.</li> <li>The person requests to be called at a later time.</li> <li>The person answers the phone, but hangs up immediately or without explanation.</li> </ul>	<b>Not Home</b>	<b>Next Call - No Contact</b>
<ul style="list-style-type: none"> <li>The person in the ID box answers the phone and asks to not be called again on this number by the campaign.</li> <li>Another household member answers and is adamant to be removed from the list.</li> </ul>	<b>Refused</b>	<b>Remove Number - Do Not Call</b>
<ul style="list-style-type: none"> <li>You are informed that the person in the ID box no longer owns this number.</li> </ul>	<b>Wrong Number</b>	<b>Remove Number - Do Not Call</b>
<ul style="list-style-type: none"> <li>You are informed that the intended person no longer owns this landline number; the person indicates they intend to vote in a different state.</li> </ul>	<b>Moved</b>	<b>Remove Number - Do Not Call</b>
<ul style="list-style-type: none"> <li>Someone answers the phone and shares that the person in the ID box is deceased.</li> </ul>	<b>Deceased</b>	<b>Remove Number - Do Not Call</b>
<ul style="list-style-type: none"> <li>The phone is no longer in service.</li> </ul>	<b>Disconnected Service</b>	<b>Remove Number - Do Not Call</b>

ACD Direct VM CHAT

ID:

demo-off-107617

Name:

Sam Wilson

Voter Address:

||

Voter Age:

29

Voter Sex:

M

Voter Party:

D

Polling Place Info:

Elementary School

End Call

Term Codes

NEXT CALL - Talked to Correct Person

NEXT CALL - No Contact

NEXT CALL - Remove Number - Do Not Call

## ISSUE RESPONSE GUIDE

<b>Other</b>	Thank you for sharing that with me! I definitely hear you, and will pass your message along to our team.
<b>Economy / Jobs</b>	Thanks for sharing! We need an economy where everyone gets a fair return for their work and an equal chance to get ahead. Joe Biden and the Democrats support investments in clean energy and infrastructure to create millions of high-quality, union jobs.
<b>Immigration</b>	Thank you so much for sharing that with me. The Trump Administration has separated families, locked children in cages at the border, and fought to deny those children things like toothbrushes and soap. It's a national disgrace and moral failing, and it ends the day we elect Joe Biden and Democrats up and down the ballot. I'm with them because our plans will modernize our immigration system, urgently undo Trump's damage, and welcome immigrants into our communities.
<b>Beat Trump</b>	Thank you for sharing. I couldn't agree more -- there is nothing more important than defeating Donald Trump, the most dangerous president in modern American history. Trump's America is all about rewarding the wealthy and well-connected. It's going to take a movement of millions of Americans to defeat him and create an America that's for <i>all</i> of us.
<b>Women's Rights</b>	Thank you for sharing that with me! The issues that women face are really important to me too, and there's so much at stake this election for this. I'm supporting Joe Biden and the Democrats because I know they'll work to defend <i>Roe v. Wade</i> , raise the minimum wage (since we know that the majority of minimum wage workers are women), expand the Affordable Care Act, ensure the reauthorization of the Violence Against Women Act, and more.
<b>Campaign Finance Reform</b>	Thanks for sharing! Joe Biden and the Democrats support restricting SuperPACs, ending dark money groups, keeping foreign money out of our elections, and transparent public financing of our elections.
<b>Civil Rights</b>	Thanks for sharing! Joe Biden and the Democrats believe in equal opportunity and freedom for all – no matter your race, disability, religion, gender identity, sexual orientation, socioeconomic situation, or immigration status.
<b>Climate/ Environment</b>	Thanks for sharing! Joe Biden and the Democrats recognize that climate change threatens more than just our environment - it's a threat to our health, economy, and future. We'll recommit to the Paris Agreement, stand up to polluters, and invest in clean energy to create jobs here at home.
<b>Criminal Justice</b>	I hear you. We need to address the racial, gender, and income-based

	disparities in our criminal justice system. Joe Biden and the Democrats support legislation to end cash bail, eliminate mandatory minimums, address systemic misconduct in police departments, and eliminate private prisons.
<b>Corruption/Clean Government</b>	Thanks for sharing! Government should work for everyone — not just the powerful, wealthy few. Joe Biden and the Democrats recognize that government transparency and accountability at all levels of government is necessary to level the playing field and want to rebuild our democracy.
<b>COVID</b>	Americans are losing work and dying from COVID-19 while the GOP continues to deny that a crisis exists. That's a big reason why I support Joe Biden and Democrats. Let me link you to Biden's plan: <a href="https://joebiden.com/beat-covid19/">joebiden.com/beat-covid19/</a> and the Democrats platform: <a href="https://democrats.org/where-we-stand/party-platform/">https://democrats.org/where-we-stand/party-platform/</a>
<b>Education</b>	Thanks for sharing! No child's educational opportunity should be determined by their zip code, parents' income, race, or disability. Joe Biden and the Democrats believe we need to expand access to quality public education from childhood through college.
<b>Disability Justice</b>	I hear you. We need to view all policies through an inclusive lens to ensure people with disabilities are able to participate fully in our communities. Biden and the Democrats will fight for disability justice.
<b>Foreign Policy</b>	Joe Biden will lead to pick up the pieces of Donald Trump's broken foreign policy and repair the damage he has caused around the world. He'll rebuild a modern, agile U.S. Department of State and strengthen our alliances across the globe to build respect for democracy, human rights, and the rule of law. You read more about Joe and the Democrats at <a href="https://joebiden.com">joebiden.com</a> and <a href="https://democrats.org">democrats.org</a>
<b>Gun Violence</b>	I hear you. Joe Biden and the Democrats believe in responsible gun ownership. Biden supports universal background checks and a ban on assault weapons and high-capacity magazines.
<b>Pro-Gun</b>	I understand. It's within our grasp to end our gun violence epidemic and respect the Second Amendment, which is limited. As president, Biden will pursue constitutional, common-sense gun safety policies.
<b>Health Care</b>	Thanks for sharing! Joe Biden and the Democrats believe affordable health care is a right. Biden will protect and build on the Affordable Care Act to give Americans more choice and reduce health care costs.
<b>Infrastructure</b>	Thanks for sharing! Joe Biden and the Democrats are committed to rebuilding our infrastructure so the American middle class can compete in the global economy.
<b>LGBTQA+</b>	Thanks for sharing! LGBTQA+ rights are human rights. Joe Biden and the



	Democrats support the Equality Act and will fight to ensure no one has to live in fear of being fired or evicted simply because of who they are or whom they love.
<b>Middle Class</b>	Thanks for sharing! Joe Biden and the Democrats will fight for a stronger, inclusive middle class where every American has a fair shot to get ahead. Are there specific issues you'd like to see addressed?
<b>Military/Veterans</b>	Thanks for sharing! Joe Biden and the Democrats recognize the depths of sacrifice by the men and women who defend our nation and will ensure veterans and their families receive the care and benefits they've earned.
<b>Police Brutality</b>	Absolutely. Joe Biden stands with Black communities across this country. He wants to establish a national police oversight commission. Biden supports community policing. He wants to ensure that every police department in the country implements reforms.
<b>Social Security/Medicare</b>	Thanks for sharing! Joe Biden and the Democrats believe that all Americans have the right to a secure retirement and will fight to protect both Medicare and Social Security for future generations.
<b>Trump Tax Cuts</b>	Thanks for sharing! Joe Biden and the Democrats will fight back against tax cuts for the wealthy few and corporations.
<b>Wealth Inequality</b>	Thanks for sharing! Joe Biden and the Democrats want to put more money back in the hands of working people. Every worker should be paid a minimum wage of at least \$15 an hour, and it's time for corporations, the wealthy few, and Wall Street pay their fair share.
<b>Voting Rights</b>	Thanks for sharing! Joe Biden and the Democrats support policies to ensure every American can safely make their voice heard this November. That means immediately expanding vote-by-mail, online voter registration, early voting, and ensuring options for safe in-person voting.

## **HOW TO TALK ABOUT EARLY VOTE AND VOTE BY MAIL**

**When talking about Early Vote and Vote By Mail, what topline messages should you include?**

1. It's easy and convenient to vote early this year - either by mail or in-person - and you can make a plan that is flexible to fit your schedule.

2. Be one of the first to move our country forward - so make a plan to vote early.
3. Go to [iwillvote.com](https://www.iwillvote.com) today to learn what choices you have to vote in your community and get information on where and when to vote.

## **KNOW YOUR 2020 VA VOTER INFORMATION**

### **When can I expect my ballot to be mailed out?**

- September 18th is when ballots will begin to be mailed to you.

### **How can I track my ballot?**

- After applying, you can check to see if your vote by mail application was received, and whether your ballot was sent and received by going to the [Citizen Portal](#).

### **If I requested a vote by mail ballot but want to vote in person, what do I do?**

- During the early voting period, you need to take your ballot AND envelope with you to your registrar's office or early in person voting location in order to be able to vote in person and cast a regular ballot.

### **Do I need an ID to vote in person?**

- In order to make voting more accessible, Virginia repealed its photo ID law this year. Therefore, you cannot be stopped from voting for failing to bring an ID to the polls. However, we recommend that you bring an ID in order to expedite your voting experience.
  - *(Under Virginia Law, a poll worker must ask you for an ID when you arrive to vote. However, if you do not have an ID with you, all you have to do is fill out a signed ID confirmation statement and you can cast a regular ballot. Here is [a list of acceptable IDs](#).)*

### **Where is my closest polling location?**

- You can find your in person early voting location or Election Day precinct location by checking out [I Will Vote](#)

### **A few additional resources that might be helpful:**

- ([Absentee and Early Voting](#)) or call the DPVA hotline at (844-4VA-VOTE -- 844-482-8683)
- Link to the Virginia Election Website for information on [Accessible Voting](#).
- Link to the Virginia Election Website for all these FAQs and more: [Absentee and Early Voting](#).

### **IS THERE A DROP OFF LOCATION THAT I CAN DROP MY BALLOT OFF AT?**

- You can drop off a completed vote by mail ballot at your locality's early vote site(s), the general registrar's office, and at any of your localities polling precincts on Election Day. You can either return a completed vote by mail ballot in person or trade the vote by mail ballot and envelope for a regular ballot to cast in person.

### **I LOST MY BALLOT -- WHAT DO I DO?**

- No problem! You can vote early in person at any early voting site or on Election Day at your polling precinct. Let the election officials know you lost your requested vote by mail ballot and cast a provisional ballot. Once the registrar confirms that you have not voted by mail, your provisional ballot will be automatically counted.

### **NO, I DID NOT RECEIVE MY BALLOT**

- If you requested to vote by mail, you should have received your ballot by now. You can check to see if your vote by mail application was received, and whether your ballot was sent and received by going to the <https://www.elections.virginia.gov/citizen-portal/>.
- When you get your ballot, it's really important to fill it out correctly and turn it in as soon as possible! We'll check back in soon to make sure you received your ballot. Thanks!
- If you believe your ballot was lost, you may cast an in person provisional ballot either early in person or on Election Day. Your provisional ballot will automatically be counted once the general registrar confirms that your vote by mail ballot was not counted.

### **I DECIDED I'D RATHER VOTE EARLY IN-PERSON -- WHERE DO I GO TO VOTE?**

- If you requested a vote by mail ballot, you need to take your ballot AND envelope with you to your registrar's office or early in person voting location in order to be able to vote in person. You can turn in your vote by mail ballot and envelope to the election official and cast a regular ballot. To find the address of your local registrar, go to [iwillvote.com](http://iwillvote.com)

### **I TURNED IN MY BALLOT BUT I GOT A CALL THAT I NEED TO FIX IT:**

- Follow the advice of the registrar's office. They're just trying to help you make sure your ballot counts. If you have any questions, you can call the VA Voter Hotline at 844-4VA-VOTE.

### **Key 2020 Virginia Election Dates:**

- September 18 - In person voting begins
- September 18 -- Local registrars send out mail ballots
- October 13 -- Voter Registration Deadline

- October 23 -- Vote By Mail application deadline
- October 31 -- In person absentee voting ends
- November 3 - Election Day
- November 3 (noon) -- Deadline by which postmarked vote by mail ballots must be received by the general registrar's office
- November 6 -- Postmarked ballots must be received by registrar by noon

## **REVIEW THESE HELPFUL LINKS**

### **VOTING**

- Check Registration / Absentee Voting / Vote By Mail / Early Vote
  - [iwillvote.com/VA](https://iwillvote.com/VA)
- Check Registration / Absentee Voting / Vote By Mail / Early Vote (Nationwide)
  - <https://iwillvote.com/>
  - [Votavotar.com](https://votavotar.com)
- Candidate and Referendum Lists (Virginia)
  - <https://www.elections.virginia.gov/casting-a-ballot/candidate-list/>
- Accessible Voting (Virginia)
  - <https://www.elections.virginia.gov/casting-a-ballot/accessible-voting/>

### **ISSUES**

- Joe Biden Website - All Plans (find specific issue info here, too)
  - <https://joebiden.com/joes-vision/>

### **VOLUNTEERING / EVENTS**

- Textbank Signup
  - <https://www.mobilize.us/vavictory/event/306927/>
- Phonebank Signup
  - <https://www.mobilize.us/vavictory/event/308445/>
- Multi-choice Volunteering Signup
  - <https://bit.ly/2Qlb77o>
- Voter Protection / Poll Worker Signup
  - [www.joebiden.com/voterprotection](https://www.joebiden.com/voterprotection)
- Postcards Signup
  - <https://postcards4va.com/>
- Yard Signs
  - <https://store.joebiden.com/biden-harris-yard-sign/>
  - (also, please contact US House or local campaigns through their websites for yard signs)