



Planned Parenthood Votes Phone Bank Instructions & FAQs

Welcome to Planned Parenthood Votes' virtual phone bank! By joining us, you're already taking a powerful step to defeat the Trump-Pence administration's continued racist and misogynist attacks on our bodies, our health, and our rights. Together, we'll elect reproductive health care champions.

New to phone banking? Not a computer whiz? No problem. We've got folks standing by to guide you through any technical bumps you might encounter — and to give you moral support. If you ever have any questions, you can always email the Planned Parenthood Votes team at volunteer@ppfa.org and we'll get back to you within 24 hours.

As a reminder, **you'll need your own phone and a computer with an internet connection.** We make the rest easy — you just provide the people power.

What's in this guide?

[How to Make Calls](#)

[Answers to Common Questions You'll Get from Supporters](#)

[Phone Banking FAQs for You](#)

How to Make Calls

1. Make sure your phone and computer are all charged up.
2. Open your web browser (Chrome, Firefox, Internet Explorer, or Safari) and **click on one of the following links to go to the phonebank tool** to get out the vote in one of these states—note that these phone banks may only be open during certain times of day:

Maine: Sara Gideon vs. Susan Collins

Join Phone Bank Here: https://www.openvpb.com/vpb_bycode/115D64L-447972

OpenVPB Code (if needed): 115D64L-447972

[Talking points for Sara Gideon vs. Susan Collins](#)

Note: Phone bank is open from 10am-8 pm ET

North Carolina: Biden + Cal Cunningham

Join the Phone Bank Here: https://www.openvpb.com/vpb_bycode/7D6064C-980733

OpenVPB Code (if needed): 7D6064C-980733

[Talking Points for Biden/Trump and Cunningham/Tillis](#)

Note: Phone bank is open from 10am-8:30 pm ET

Asian and Pacific Islander Americans in North Carolina: Biden + Cal Cunningham

Join the Phone Bank Here: https://www.openvpb.com/vpb_bycode/F48884P-295548

OpenVPB Code (if needed): F48884P-295548

[Talking Points for Biden/Trump and Cunningham/Tillis](#)

Note: Phone bank is open from 10am-8:30 pm ET

3. That should bring you to a page that looks like this. Click the “Get Started” button.



Start Making Calls

Open Virtual Phone Bank (OpenVPB) is your tool to make phone calls to voters and automatically record their responses for your organization.

Get Started

4. Now you'll get to a page with the following box. If this is your first time phone banking with us, don't try to log in — you likely don't have a log-in yet! Instead, click on “Create an ActionID account.” If this is your second or third time phone banking with us, and you DO have a login, and you can go ahead and log in.



Email Address

Password

[Forgot your password?](#)

Log In

[Create an ActionID account](#)

5. To Create a log-in. Enter your information and click "Create." Be sure to follow the password instructions.



Already have an ActionID account? [Log in](#)

Create ActionID Account

ActionID is the account you use to access services from NGP VAN and EveryAction. [Learn more about ActionID »](#)

Email Address

Email Address is required

Password

Show Password

One lowercase character

One uppercase character

One number or special character

8 characters minimum

First Name

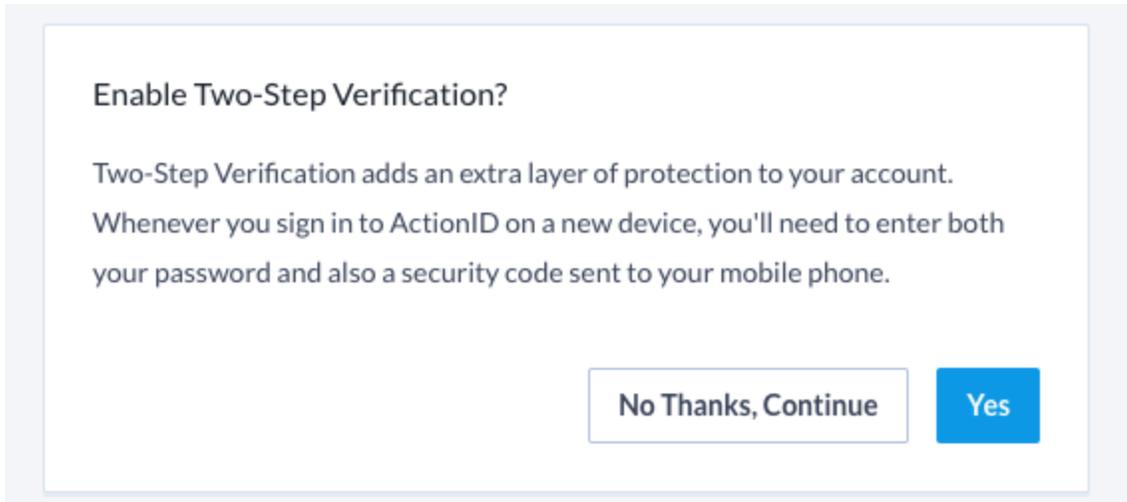
Last Name

Phone Number

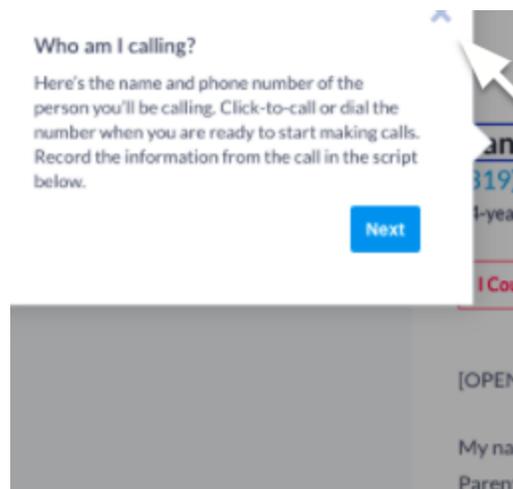
By checking this box, you confirm that you have read and accepted our [Privacy Policy](#)

Create Account

6. On the next screen, click “No Thanks, Continue.”



7. And you're in! You can dismiss the "Welcome" box by clicking the "x" in its top right corner.



8. You'll see a couple things on the screen. The first is a name on the top left — that's the first supporter you'll be calling! On the top right is that person's phone number. Take a minute to familiarize yourself with the script. Also take a minute to familiarize yourself with the additional talking points in Step 2 above. Then, using your own phone, dial the number on the top right.

9. Did the person at the top of the script answer? If yes, great! Keep reading the next step (step 10).

If you can't have a conversation with the person for any reason, click "I couldn't reach [name]" and mark the reason why.

Daniel C.

555-555-5555

I Couldn't Reach Daniel

[OPENING] Hi, is [INSERT NAME FROM FILE] there?

My name is [YOUR NAME], and I'm a volunteer with Planned Parenthood Action Fund and we need your voice today.

We need you to call your senator, Chuck Grassley, now and ask him to

Don't be alarmed if you don't have many connected calls! You'll have more unanswered calls than you will connected calls (with some wrong numbers sprinkled in).

I Couldn't Reach Amy

Not Home

Refused

Deceased

Moved

Call Back

Busy

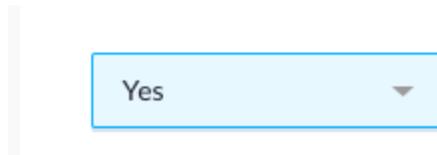
Left Message

Wrong Number

Disconnected

NOTE: You will NOT be able to click "Save/Next" until you've selected one of the options for how the call went (e.g. Not Home, Wrong Number, etc.). The button will turn from grey to blue when you've selected a response, and that's how you'll know you can move to the next call.

10. If the person answers: Run through the script naturally. Once the person tells you if they will take action, will not take action, or will take action later, mark the appropriate response in the drop-down menu. (You will have to click on the bar with arrows to make the menu appear.)



If you reach an anti-abortion rights or anti-Planned Parenthood person, choose the Anti-Choice option and move on.

11. And then — you're done with your call! Hang up your phone, and click "Save/Next" at the top right and go back to the top of step 9.

NOTE: You will NOT be able to click "Save/Next" until you've selected the person's response from the drop-down menu. The button will turn from grey to blue when you've selected a response, and that's how you'll know you can move to the next call.



12. Keep going with calls until the end of your shift. When it's time to wrap up, finish your last call, and don't forget to hit "Save/Next." Then click "Log Out" in the top right.

Answers to Common Questions You'll Get from Supporters

If someone is hostile, openly anti-Planned Parenthood, or wants to argue:

We don't anticipate this will happen often, but we want to equip you to handle it just in case it does. **Thank the person for their time and hang up.** Mark the person in the response options as "Refused" under Unable to Reach. People are already voting and we want to speak to as many people as possible — we don't want to spend our time trying to convincing people who are clearly against us. Instead, move on to the next call and talk to someone who's with us or open to listening! Feel free to refer to the talking points linked above in Step 2.

If someone wants your opinion on a different issue:

That's not what we're calling to talk about. Our mission in this moment is getting the most votes for candidates who will fight for justice and equality, expand access to health care and reproductive rights! Try not to get sucked into off-topic conversations — and if someone presses you, you can say you're not authorized to speak for Planned Parenthood advocacy and political organizations about other issues.

Phone Banking FAQs for You

Why are we phone banking?

Because we know it works! This election is critical to our future—we need to do everything we can to help elect Joe Biden, Kamala Harris, and reproductive health care champions up and down the ballot. That means getting as many voters who stand with us on these issues turned out to vote, especially in swing states! And what's one of the most effective ways to get folks out to vote? A personal conversation. That's why we're picking up the phones.

I keep getting a lot of answering machines. / Someone told me they didn't want to make a call.

Don't worry — that's how phone banking often goes! It's a lot of missed calls and a fair amount of no's. If you get two people to say yes to calling in an hour, that's a win. If you get even more people, great! If it's less, well, you'll be joining the thousands of experienced phone bankers who've helped move many votes and sometimes have a slow hour. But we know phone banking is still a very effective tactic — with hundreds of people dialing, we're still getting many more people out to vote who might have otherwise skipped this election!

Can I get a paper list of names and numbers to call instead?

We get it — online phone banking can take a little getting used to, or maybe you're a veteran campaigner or volunteer who's made calls from with a paper list all your life. Unfortunately, privacy and technical constraints prohibit us from offering printable lists this time around. But if you're having any trouble with the online phone banking tool, take another look at the instructions above — they're very thorough. Still running into bumps? Email volunteer@ppaf.org and we'll help you troubleshoot.

What if I'm not comfortable using my own phone or if someone calls me back?

Most of the people we are calling will be supportive of Planned Parenthood. There are a number of services you can sign up for to get a digital phone number like **Google Voice** if you aren't comfortable making calls from your phone.

If you're comfortable with it, set your voicemail greeting to say you're phone banking with Planned Parenthood Votes, so if folks with missed calls return your call, they'll know that's what the call was about. Over the course of an hour or two, you'll probably only talk to 5 to 15 people, most of whom don't call back, so it's unlikely you'll get many calls.

Someone was just rude to me on the phone or hung up on me.

We don't anticipate this will happen often, since we're calling people who are likely supportive. But if it happened — we're sorry, and we feel you! Calling folks you don't know can feel a little intimidating. But their behavior is not about how well you're doing, and it's not about Planned Parenthood Votes. You might have caught someone at a bad time, and it doesn't mean you messed up.

We've got your back. If you want a little pick-me-up, go on to the next caller and talk to a supporter! You can also chat us in Zoom or email volunteer@ppfa.org if you need to report something inappropriate.

Someone asked to be removed from the list.

Mark them as "Refused" under Unable to Reach.

Are we leaving voice messages?

No! Just move on to the next call!