

VoteRiders

Thank you for volunteering with VoteRiders to send texts to voters!

Introduction:

Before your scheduled textbank, please take a few minutes to read through the information below about our text banking best practices, goals, and our textbanking platform, CallHub. Refer to this guide for help troubleshooting while you text.

As always, if you have any questions we haven't addressed in these FAQs please feel free to email the VoteRiders Volunteer Team at volunteer@voteriders.org. Thank you so much for your interest in textbanking with VoteRiders!

Best Practices:

- VoteRiders is a 501c3 non-profit, non-partisan organization. **Remember to always remain nonpartisan and be kind.** You are representing VoteRiders.
- We want you to have a positive textbanking experience with us, so if a voter is rude and/or offensive, please do not respond to them and opt them out of our list immediately.
- Accuracy is key: You aren't expected to know everything, but it's important to do your very best to only communicate precisely accurate information. If you need help answering a voter question or are unsure about anything, ask a VoteRiders staff member for assistance. We're happy to help! Check out our [Voter FAQs](#) when engaging with voters.

Our Textbanking Goals:

- *To make sure that voters have the ID information and documents they need to cast a ballot that counts, with confidence – and how to reach us for free help if they don't have it!*

Using CallHub:

Step 1:

Set up your VoteRiders text banking account through [CallHub](#). If you've used CallHub for texting with a different organization, you still need to set up a new CallHub account through VoteRiders to access our textbanking campaigns. CallHub can be accessed through an internet browser or a mobile app available in the Apple App Store or the Google Play Store.

****Please note that setting up your account should only take a minute and while it can be done during the scheduled textbank, we highly recommend that you set up your account ahead of time. Set up your VoteRiders account here:**

<https://na1.callhub.io/embed/agent-signup/?user=sylvester%40voteriders.org&embedkey=be86a07521baa624387cb1659b9123b2>

VoteRiders

Username

Email

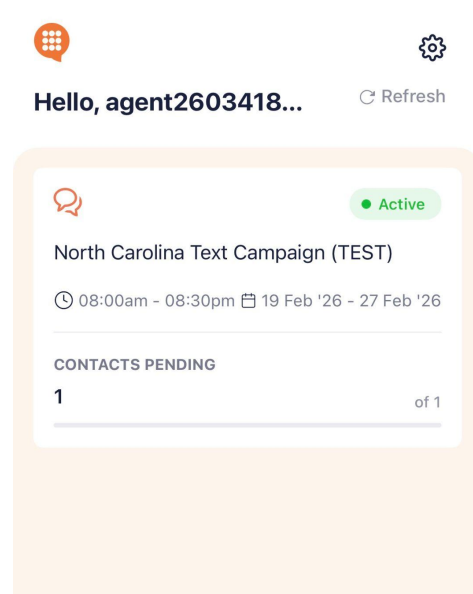
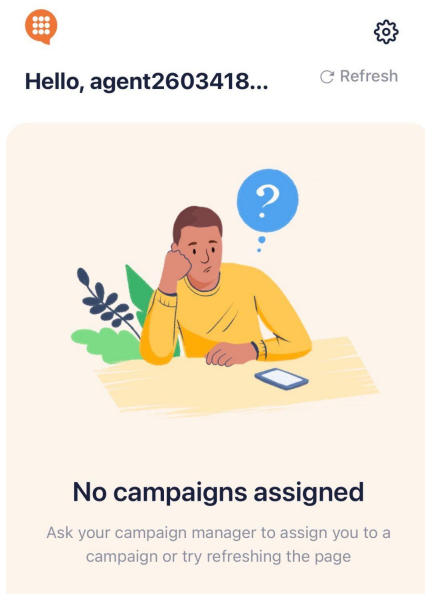
Sign Up

Powered by **CallHub**

*sign-up page

- Once you create a username and add your email address, you will receive an activation link to the associated email address. Once you have activated your VoteRiders CallHub account, you will be able to see all of the texting campaigns that are available, or receive a message that no campaigns have been assigned to you yet.

Log in to CallHub: <https://app.callhub.io/login/>



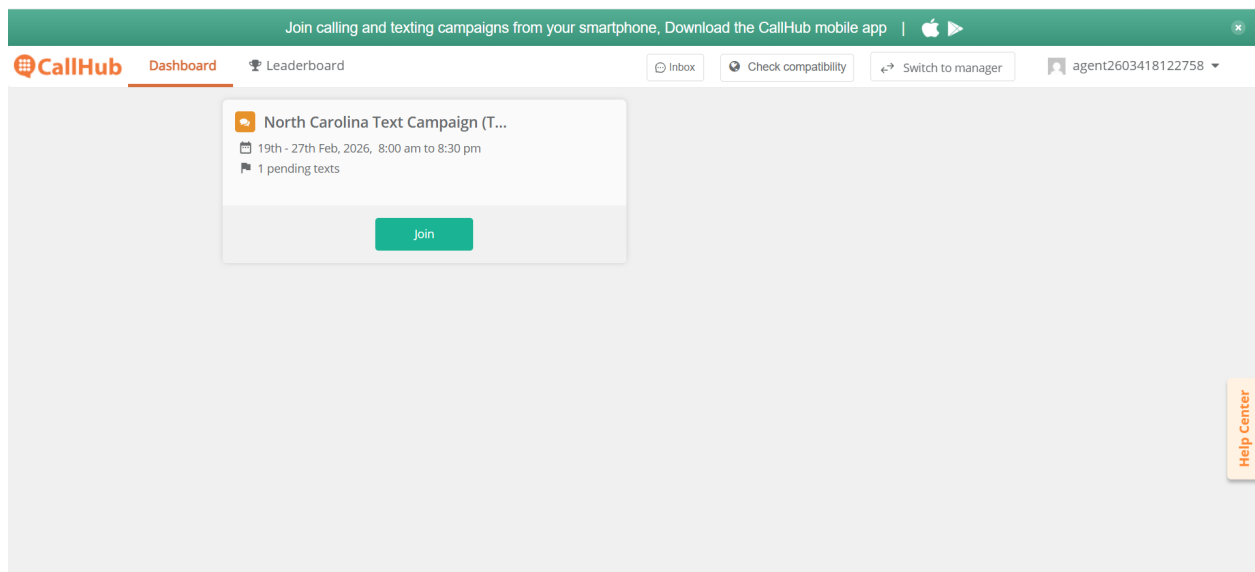
VoteRiders

Step 2:

Attend a textbank training to get the link to access our featured text banking campaign list. Textbank training takes place at the beginning of each scheduled textbank.

Step 3:

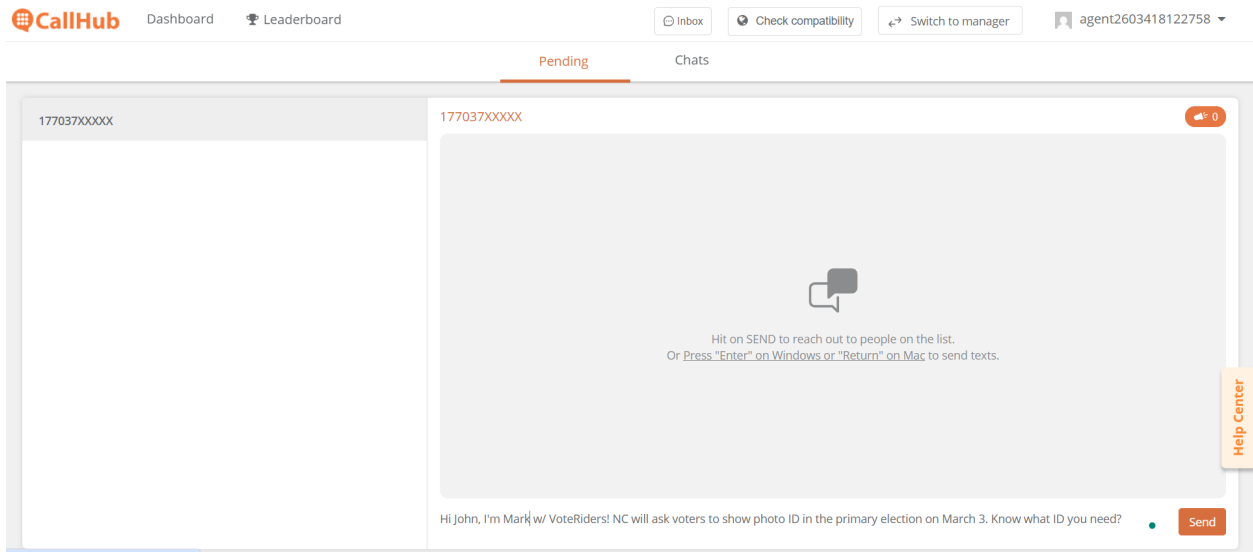
At the textbank you've signed up for, you will receive a link to access our featured textbanking campaign. Please click on or enter that link into your browser in order to access the list of voters you will be texting. The screenshot below is what your screen will look like once you access your unique list of voters. The number in the bubble on the upper right-hand corner of the button indicates the number of voters you have been assigned.



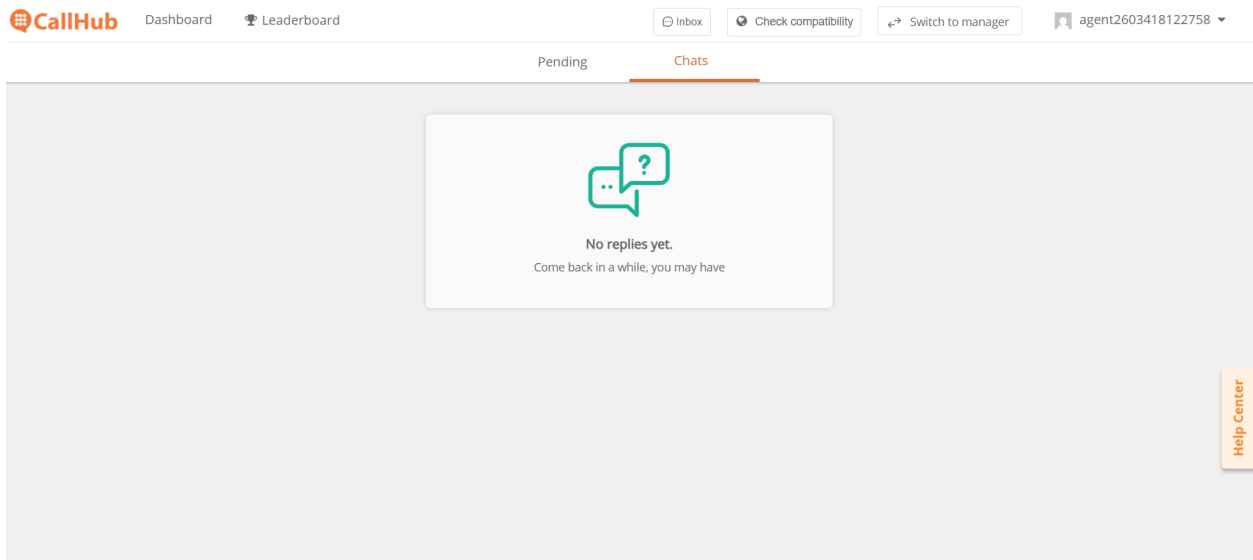
Step 4:

After accessing your specific text campaign please select the button that reads, "Join". This will direct you to the next screen, where you will send your first text. See screenshot below.

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Your predetermined initial text message will automatically populate the text field. Once you click “Send” the next voter on your list will appear. Each volunteer will initially receive 100 text messages to send. Volunteers will automatically be assigned another batch of text messages once they complete their initial batch. To check for voter replies, you can click on the “Chats” tab in the top center of your screen or complete sending your initial text messages until your list is complete.

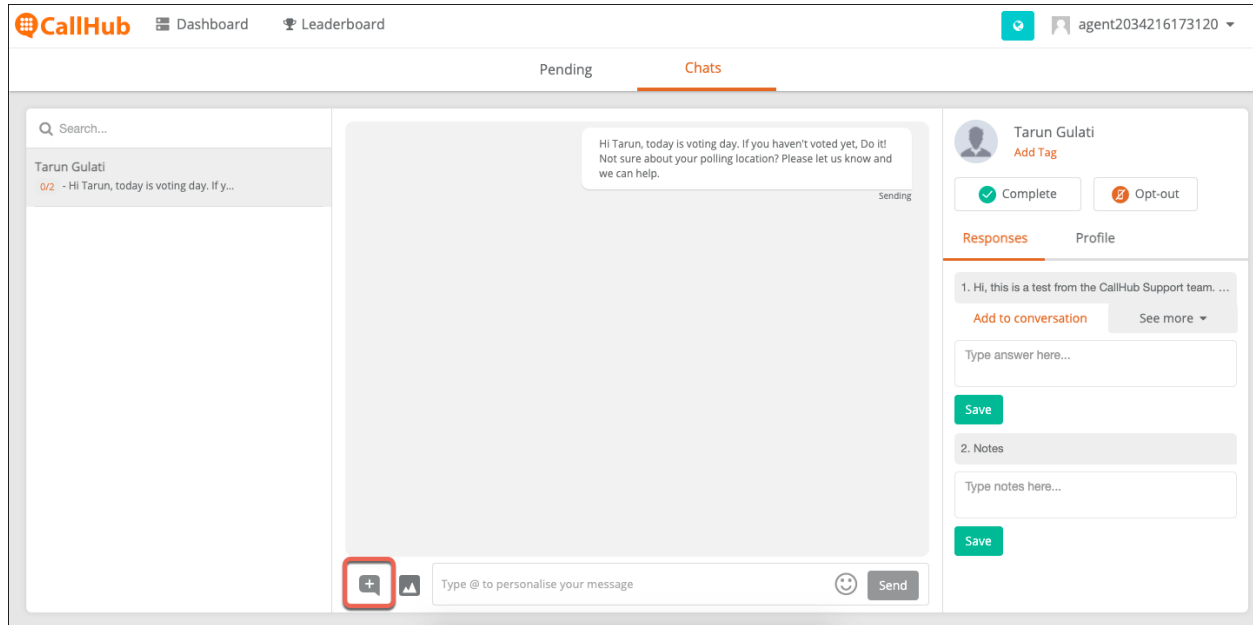


Step 5:

To see conversations/responses from voters use the “Chats” tab. In the Chats tab you will find saved replies to help steer the conversation with the voter. The saved replies can be found to the left of the text editor. Once selected, if need be, you are able to edit the predetermined messages to best fit the nature of each conversation. Once edited, please click, “Send”.

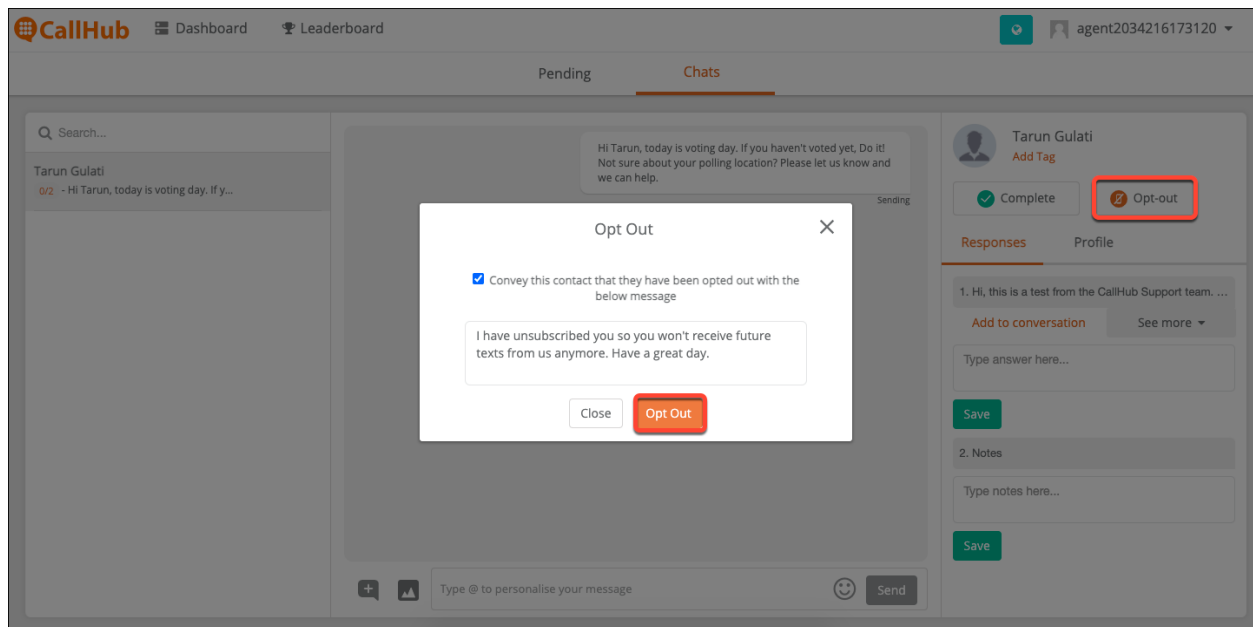
- As much as possible, use the pre-written responses provided.

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Step 6:

If a voter replies with Stop, Unsubscribe or any language of that nature, please immediately select “Opt-Out”. The “Opt-Out” can be found in the top right corner of the “Chats” tab



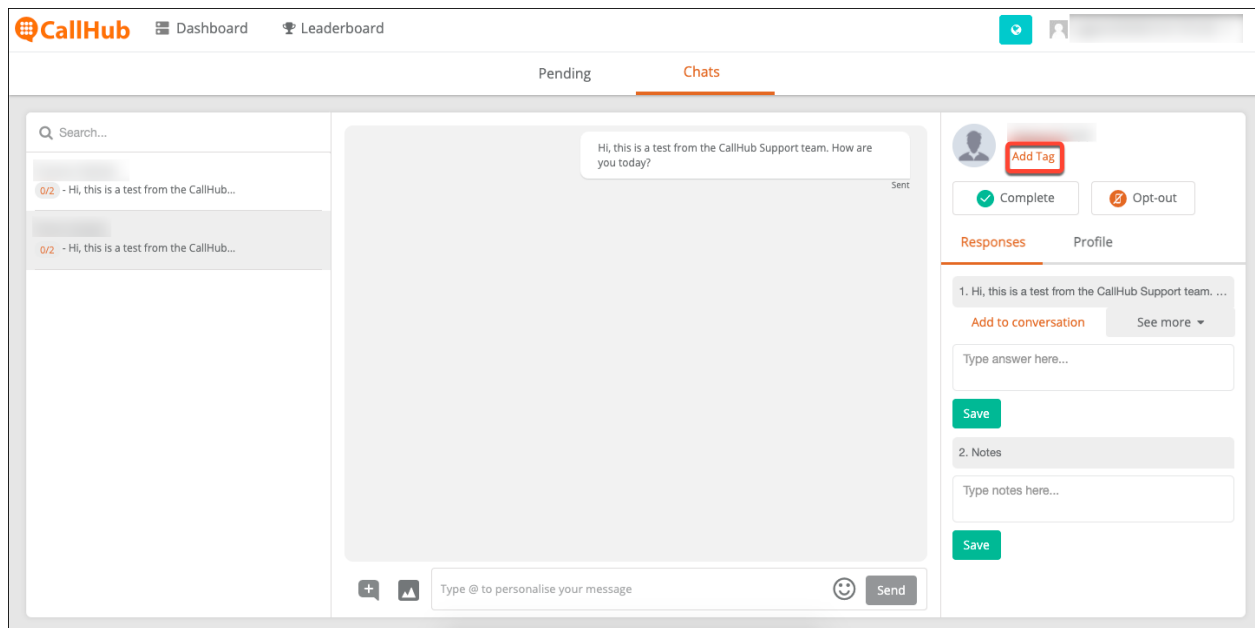
Step 7:

Before closing out conversations, please be sure to tag your conversations and click “Complete”.

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- Tagging helps us keep track of which voters need follow-up and which voters are ID-ready. Examples of our tags are:
 - Voter has ID
 - Needs ID
 - Follow-up from Staff Member
 - Spanish Speaker
 - Needs other Voting Assistance
 - Wrong Number

If you need to include more detailed notes about a voter, please add those to the “Notes” section and click “Complete”.



If you need help with a conversation or a voter needs immediate ID assistance, please click “Get a conversation link” and send that link to Volunteer@voteriders.org for immediate support.

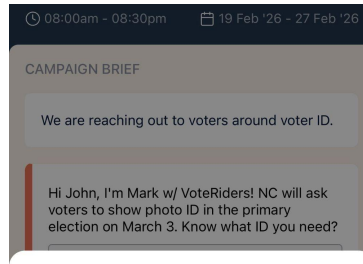
Step 8:

Once finished with a conversation, be sure to click “Complete” and continue following up with other voters.

Step 9:

Don't want to miss out on upcoming text opportunities? If you are using the mobile make sure to turn on your notification to be alerted about new texting campaigns with VoteRiders!

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Never miss a campaign!

Get notified when a campaign starts so you never miss it!

No, thanks

Notify Me

Common Responses and FAQs:

Not sure what to tag or how to respond? Check below!

Wrong Number

- Use wrong number predetermined response
- *Tags: Wrong Number*

Partisan / Crude Response

- Use the “Partisan / Crude” predetermined response
- Opt out if inappropriate

No (No questions about ID or does not need ID help)

- Use the “Has ID - Ready to Vote” predetermined response.
- *Tags: ID Ready*

Already Voted

- Use the “Already Voted” response.
- *Tags: Already Voted*

How did you get this number?

- Use the “How did you get this number?” canned response
- *Tags: None*

Not a Citizen

- Use “If the response is related to illegal voting/election security” canned response

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Under 18

- Tags: Under 18

Stop/Don't Text Me

- Opt-out voter
- No need to send a reply

Lives in a different state, but the right person

- Send "All States Voter ID Info"
- Use "Out of State Voter" Tag

Vols ask where we got the list from – who are we texting?

- We got this list from NGP VAN. A database that shares voter information with organizations like VoteRiders

Additional CallHub Resources:

- [Peer 2 Peer Texting on CallHub \[VIDEO\]](#)
- [Peer 2 Peer Texting on CallHub \[GUIDE\]](#)
- [How to Download the CallHub Mobile App](#)
- [Download CallHub Mobile App in Google Play Store](#)
- [Download CallHub Mobile App in Apple App Store](#)
- [VoteRiders' Text Info Page](#)