1. Go to http://www.volunteer-connect.com/mittromney in your favorite web browser.

2. Log in with your username and password.

3. Click the "Begin Calling" tab at the top of the screen.

4. Select "Regular/Cell phone" and enter the phone number you will be calling with. Do not use dashes or other punctuation (Ex. 5551234567). Your number will remain private to those you call so feel free to use your personal cell phone or home phone.

5. Select "Click to begin" on the top right hand side of the screen.

6. You are now ready to call the first voter. The voter's name will appear in the "Voter Name(s)" section at the center of the page. Click on the blue voter phone number at the top of the page to initiate the call.

7. The system will call your phone. Answer the call to be connected to the voter.

If someone answers the phone:
1. Read the "Live Answer Script" and proceed through the questions. Select the responses from the dropdown menus.
2. Select the appropriate "Call Response Code" in the "Call Result" section at the bottom of the page (see guide below).
3. Press "Hang up and Submit" and stay on the line. Do not hang up your phone. The next voter will appear. Click the blue voter phone number at the top of the page to place the next call.

If you reach a voice mail:
1. Click on the "Voice Mail Script" tab located at the center of the page (next to the "Live Answer" tab). Wait for the beep and then read the voice mail message script provided or click on the "Play Audio Message" button if it is available.

     If you leave a live voice mail message, you will need to select "Left Voicemail" in the "Call Result" section at the bottom of the page. Then press "Hang up and Submit" and stay on the line. Do not hang up your phone. The next voter will appear. Click the blue voter phone number at the top of the page to place the next call.

     If you have the option to select "Play Audio Message" the call response code will be automatically updated for you after you click on the "Play Audio Message" button. You will automatically proceed to the next voter after you click on the "Play Audio Message" button. Click the blue voter phone number at the top of the page to place the next call.

Call Response Codes
No Answer/Busy – The voter was unable to come to the phone or he or she did not have a voicemail.
Wrong Number/Disconnected – The phone number is incorrect and should be removed from the list.
Refused/Hung Up – The voter answered the phone but did not respond to the survey.

Left Voicemail – If you left a live voice mail message, you will need to select this response code. If you had the option to select "Play Audio Message," this response code will be automatically updated for you after you click on the "Play Audio Message" button.

Completed – The voter responded to at least one question in the survey.

Please note: If you accidentally hang up your phone or you need to take a break, you will need to click the "end calling session" button at the bottom of your screen before you can continue making calls. Then click on "Begin Calling" and re-enter your phone number and you'll be ready to resume calling.

1. Go to http://www.volunteer-connect.com/mittromney in your favorite web browser.

2. Log in with your username and password.

3. Click the "Begin Calling" tab at the top of the screen.

4. Select "Regular/Cell phone" and enter the phone number you will be calling with. Do not use dashes or other punctuation (Ex. 5551234567). Your number will remain private to those you call so feel free to use your personal cell phone or home phone.

5. Select "Click to begin" on the top right hand side of the screen.

6. You are now ready to call the first voter. The voter's name will appear in the "Voter Name(s)" section at the center of the page. Click on the blue voter phone number at the top of the page to initiate the call.

7. The system will call your phone. Answer the call to be connected to the voter.

If someone answers the phone:
1. Read the "Live Answer Script" and proceed through the questions. Select the responses from the dropdown menus.

2. Select the appropriate "Call Response Code" in the "Call Result" section at the bottom of the page (see guide below).

3. Press "Hang up and Submit" and stay on the line. Do not hang up your phone. The next voter will appear. Click the blue voter phone number at the top of the page to place the next call.

If you reach a voice mail:
1. Click on the "Voice Mail Script" tab located at the center of the page (next to the "Live Answer" tab). Wait for the beep and then read the voice mail message script provided or click on the "Play Audio Message" button if it is available.

> If you leave a live voice mail message, you will need to select "Left Voicemail" in the "Call Result" section at the bottom of the page. Then press "Hang up and Submit" and stay on the line. Do not hang up your phone. The next voter will appear. Click the blue voter phone number at the top of the page to place the next call.

> If you have the option to select "Play Audio Message" the call response code will be automatically updated for you after you click on the "Play Audio Message" button. You will automatically proceed to the next voter after you click on the "Play Audio Message" button. Click the blue voter phone number at the top of the page to place the next call.

Call Response Codes
No Answer/Busy – The voter was unable to come to the phone or he or she did not have a voicemail.

Wrong Number/Disconnected – The phone number is incorrect and should be removed from the list.
Refused/Hung Up – The voter answered the phone but did not respond to the survey.
Left Voicemail – If you left a live voice mail message, you will need to select this response code. If you had the option to select "Play Audio Message," this response code will be automatically updated for you after you click on the "Play Audio Message" button.
Completed – The voter responded to at least one question in the survey.

Please note: If you accidentally hang up your phone or you need to take a break, you will need to click the "end calling session" button at the bottom of your screen before you can continue making calls. Then click on "Begin Calling" and re-enter your phone number and you'll be ready to resume calling.