

Steps for Signing In to ThruTalk

1. Follow the link to the ThruTalk page provided by your team. The URL starts with *https://thrutalk.io*.
2. Enter your name, email address, and phone number, then click **Get Your Login**.
3. Copy the temporary campaign Login ID and password at the top left corner of your screen and paste them into the corresponding boxes in the middle of your screen and click **Next**. Note that each time you log on to the dialer, you will receive a new Login ID and password.
4. Decide if you would like to use your computer for audio and either select or clear the **Call Using Computer** check box. You will typically have better audio with your phone, so uncheck this box if you want to use your phone.
5. Select the service (given to you by the campaign), and click **Sign In**.
6. To use your phone's audio, call the number provided on the **Call In Instructions** pop-up screen and enter the code.
7. Now, you'll be able to speak with voters through your phone. You will essentially leave your phone connected through the entire shift and not hang up between calls.
8. Click the green button that says **Click here to start calling**. It may take a few seconds to a couple of minutes to be connected.
9. When you hear the beep, it means you're connected to a voter. You will see a screen with information about the voter and the script. Ask to speak to the person listed on your screen, and go through the script!

After the call:

1. You'll now see an alert reminding you **not** to hang up your phone (if you are using your phone for audio) and to enter the correct call results on the left. If you need to change any of the responses you marked, you can scroll up and do that at this time. You can also update the Notes section with any feedback that would be helpful for staff.

Term Codes: On the left side of the page, you will need to mark one of three options at the end of each call, within one minute of ending the call:

NEXT CALL - Talked to Correct Person (*if you spoke with the correct person*).

NEXT CALL - No Contact (*if the voter was not home, busy, or refused to complete the call*).

NEXT CALL - Remove Number (*Select for disconnected lines, wrong number, moved, deceased, or hostile.*)

2. Once you have marked the appropriate Term Code, you will be prompted to indicate if you are ready for your next call.