

## Hotline Tech FAQ

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## Sign-up Issues (We the Action)

### 1. Do not see any shifts?

We have a lot of very eager volunteers! Our shifts often fill fairly quickly. So if you do not see shifts that is likely why. However, people do often cancel shifts the night before. So if you are looking for shifts please check [We the Action](#) the evening before or even the morning of!

### 2. Do not see captain shifts?

First, make sure you are logged in before searching for captains shifts or opening a private link. This is probably because the captain shifts are full. If you have previously signed up captains shift then this is almost assuredly why. If you are a new captain there is some chance it is a permission issue, if you think that is why please email [EPcaptain@lawyerscommittee.org](mailto:EPcaptain@lawyerscommittee.org) and we can double check your permissions.

### 3. Need to cancel my shift

Please cancel your shift directly through We the Action. If you are canceling within 24 hours of your shift please also email [EPvol@lawyerscommittee.org](mailto:EPvol@lawyerscommittee.org) to give us a heads up.

Additionally, please try to cancel your shift as soon as possible so that someone else can fill it and all of our shifts are generally full.

NOTE: Even if your shift date has technically already passed it is very helpful for our tracking purposes.

## Login Issues (Okta)

### 4. Can't login to Okta?

Volunteers' access to Okta is shift based. Access is granted the day before the start of your shift. If you have received a reminder email you should have login access. If you have a shift within 24 hours and are having login issues please email [EPvol@lawyerscommittee.org](mailto:EPvol@lawyerscommittee.org).

NOTE: Please do not attempt to reset your password if you do not have a shift within the next 24 hours, doing so can cause future password issues.

NOTE 2.0: Partners and Leads should have 24/7 access to Okta.

### 5. Do not see the Twilio Button?

This means something has probably gone wrong with your permissions. If you email [EPvol@lawyerscommittee.org](mailto:EPvol@lawyerscommittee.org) we should be able to resolve the situation.

### 6. Do not remember my security question?

If you are not able to answer your security question please email to get your email [EPvol@lawyerscommittee.org](mailto:EPvol@lawyerscommittee.org) security question reset

### 7. Two Factor Authentication Issue?

Email [EPvol@lawyerscommittee.org](mailto:EPvol@lawyerscommittee.org) and tell them you need to have your two factor authentication reset.

## Audio Issues (Twilio)

### 8. Audio Test (confirm Mic Access)

Please refer to [this guide](#) (on EP Legal under "How Do I...?") to test/confirm that google chrome has access to your microphone (and to the correct microphone).

- If you think your microphone may be physically broken or want to test the hardware end of things follow these guides: [PC](#) and [Mac](#).

## 9. Browser

Twilio is only designed and tested for google chrome. Please use google chrome for all hotline shifts ([Chrome download link](#)).

## 10. Callers can't hear me or I can't hear callers?

If you have already confirmed that your mic has access to google chrome then this is almost always the result of a security setting (firewall or VPN). If possible please turn those off and try again.

- Full Firewall Fix
  - Give this [guidance to your IT department](#) and ask them to “white list” the Twilio traffic.
- Temporary Firewall Workaround Options
  - (If possible) Turn off firewalls and VPNs
  - Use a personal computer and network
  - Use a guest network at your law firm (these often have less restrictive firewall settings)
  - Use a mobile hotspot ([Android Guide](#), [Iphone Guide](#))

# Guidance Platform (EP Legal)

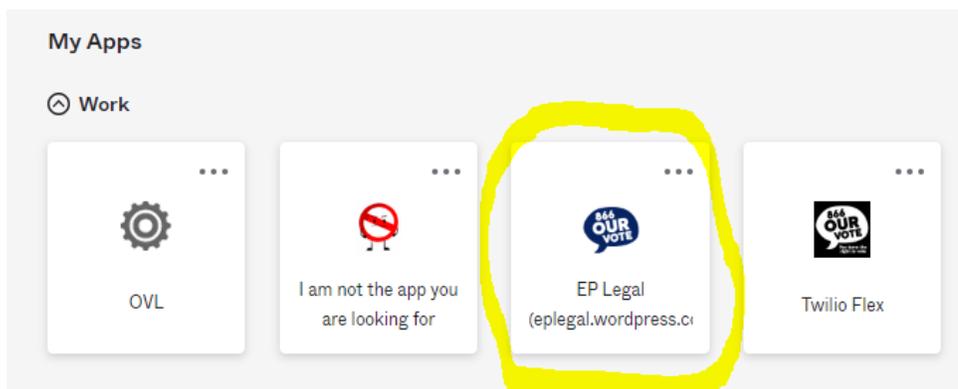
## 11. It says I do not have permission to access EP Legal?

EP Legal has security settings that restrict the site to only our volunteers. All this means is that you have to initially access EP legal through Okta. If you click the EP Legal application button in Okta it will run you through the security check and then you will be all set and can fully access the site and click any links.

### Permission Error

You must be actively logged in through Okta to visit EP Legal. Please go to [electionprotection.okta.com](http://electionprotection.okta.com) and click the EP Legal Button. Note: If you are a volunteer you will only have Okta access starting the evening before your shift (after receiving your shift reminder email).

EP Legal Button



**12. Cannot view the FAQs? (Unable to view embedded PDFs only have the option to download)**

This is normally due to browser security settings, if possible turn off your firewalls. If not you should be able to manage by just downloading the FAQs. Please keep an extra eye out for new hot topics announcements and make sure to re-download the [hot topics](#) whenever a change is announced.

**13. (Captains Only) What’s the password for the Captain’s Home?**

The password is included in the welcome message posted for captains. It will (almost) never change - the goal is to keep a captains only space not to provide extra security. If you have trouble tracking it down ask a co-captain or staff.

**14. (Captains Only) I can’t use google - what do I do?**

If you can’t use google services there are few features of the captains home that won't work for you (the welcome message template, captains log submission, and some of the chat tips). Unfortunately, there isn’t a great way around some of these security restrictions - but co-captains/leads/staff are there to help and can post welcome messages or submit shift summaries for you!

## Chat Issues (Rocket Chat)

**15. Being asked to login to chat?**

Users should be automatically logged in to the chat panel (Rocket Chat). Occasionally that does not happen correctly. It is often due to security settings but sometimes something just goes

wrong. If you are being asked to login please use the email associated with your Okta account and a one time password: changeMeNow

Tip: Use the same password as your Okta account.

If this ever happens again, and you do not remember the password you set, you can hit reset password and rocket chat will email you a new one time password.

### **16. Can't see the chat? (Blank chat panel)**

If the chat panel is a blank screen (either black or white) or has three loading dots circling endlessly. That means something, almost always a firewall, is blocking the I-framed (shrunk within Twilio) version of the chat.

This can normally be resolved by accessing the chat directly through the web interface.

- URL: <https://wti-lc-premium.rocket.chat/>
- Login: Your email address
- Password: changeMeNow (this is a one time password - you should set the password to be the same as your Okta account).

If you cannot login to the direct URL that means Rocket Chat is blocked by your security settings. Please contact your IT department and ask them to unblock Rocket Chat and enable rocket chat web traffic ([firewall configuration guidance here](#))

NOTE: Access to the chats is a necessary component of hotline operations

### **17. Do not see the correct chats?**

If you are a volunteer or captain you should be automatically added to all of the relevant chats. If you are a staff or lead you are NOT automatically added to any chats.

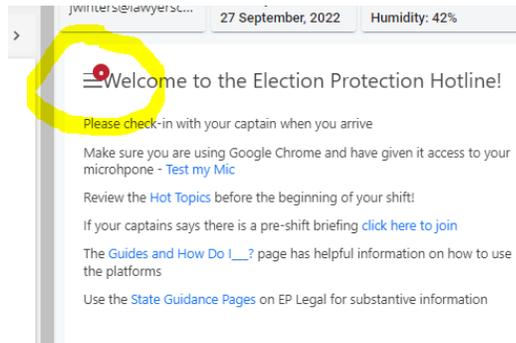
To add yourself to chats click on the “directory” ( the little notebook icon at the top left of the chat panel) and type in the date (Ex. 9/14) and you will see a list of that days chats pull up. Add yourself to the relevant chat for your shift.

If you need help you can always send a direct message to one of your captains and they can tag you into the relevant chats.

**18. Only See a Welcome Message, no chats....**

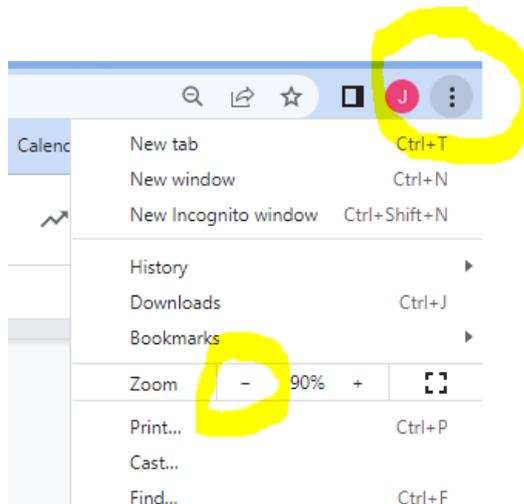
This is a result of a small screen hiding the navigation menu - the fix is very easy. Two options:

1. Click the three parallel lines at the top of the screen to open to the navigation menu



AND / OR

2. Zoom out!



## Ticketing Issues (OVL)

**19. OVL Says I am logged out?**

This is a security protocol with a super quick and easy fix. Essentially you just have to login to OVL directly before the Iframed (smaller) version within Twilio will work. You can do that by following the “1” and “2” steps below. Or you can click the OVL application button within Okta and then refresh Twilio (don’t refresh while on a call). You should only ever have to do this once at the beginning of your shift - if it happens more than once please ask for assistance in the tech help chat.

You have been logged out.  
Follow these steps to submit your ticket.

You won't be able to submit a ticket because you were logged out. To finish this ticket:

[1. LOGIN AGAIN THROUGH OKTA](#)

This button will open a new tab.

When you have logged back in, return to this screen and click the button below.

[2. RETURN TO FORM AND SUBMIT TICKET](#)

## 20. I prefer the full sized OVL?

Not a problem at all, some people like to use the full sized version (and we recommend this for Captains and Leads). Just click the OVL application button in Okta. From a technical standpoint it doesn't matter at all if you use the Iframed (smaller) version within Twilio or the full sized version as a standalone application - your tickets will make it to the same place!

## 21. How do I pull up a ticket from a previous call?

You can search by the phone number, that will pull up all of the previous tickets from that caller. You can then view or edit the ticket (NOTE: you cannot delete anything from the ticket notes, only add to them. If you need to remove PII you'll need to recreate the entire ticket then tell your captain so staff can delete the old ticket.

## 22. (Backend) OVL looks different than the training?

This is most likely because you need to go to the "[ticket home](#)" (which is not the default landing page for backend OVL). See the next question for guidance.

## 23. (Backend) How do I get to the ticket home?

Click "[Go to Ticket Home](#)" in the top right corner and you will see the newer, much more user friendly, interface.



**24. (Backend) OVL is saying I don't have permission to view a ticket?**

Captains only have permission to see tickets submitted by volunteers from their call center. If you are getting a permission error this is most likely the case. If you need your permissions adjusted (ex. You are helping review tickets for a different regional call center than you signed up for) as staff.

**25. (Backend) I want to do a complicated search - how do I?**

The ticket home allows you to search for the vast majority of things captains will need to do. If you need to search for something more specific that doesn't have a filter in the ticket home check out the OVL guidance in the Captains Home and/or talk to a lead/staff.

**26. (Backend) The ticket home isn't showing tickets I think it should. What's going on?**

This is most likely an inadvertent filter issue. If you have turned on a filter, you'll need to turn it off to see all the tickets you have permissions for. Click the "clear filters" button (see below)



## Questions

**27. Unresolved issues during a shift?**

Post in the tech help chat and a staff member will do their best to assist you.

NOTE: A lot of the tech issues are the result of firewalls which Lawyers Committee staff can not directly resolve and will need to be addressed through law firm IT departments.

**28. Pre-shift issues or logistical questions?**

Email us:

- Volunteers: [EPvol@lawyerscommittee.org](mailto:EPvol@lawyerscommittee.org)
  - ([EPvolunteer@lawyerscommittee.org](mailto:EPvolunteer@lawyerscommittee.org) also ends up in the same place)
- Captains: [EPcaptain@lawyerscommittee.org](mailto:EPcaptain@lawyerscommittee.org)