

Volunteer Refresher Toolkit

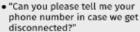
Welcome back to the Election Protection Hotline! Returning after a little while away? Please see the resources below to help re-familiarize yourself so you are prepared to help voters in 2024!1

- Refresher Video (6 min)
- **Practice Questions**
- **Practice FAQ**

Important Tips

Login / Access	Login through <u>electionprotection.okta.com</u> login access starts the day before your shift. Please do not try to login earlier, you won't be able to and will run into password issues later.
Giving Guidance	 FAQs are your friend but not your prison. Check hot topics and government websites for more information. Checking a caller's registration status is normally the best place to start. Make sure the voter has everything they need! Answer the questions they should have asked.
How do I	Click "How Do I" on the top menu of the EP Legal guidance platform for quick technical guides.
Tech Problems	Log in issues: email epvol@lawyerscommittee.org . On the hotline: Use the Tech FAQ (under guides in the top menu) then ask in the tech chat.
Questions?	When in doubt - ask your captain, they are there to support you.

Life Cycle of a Call (Sample Script - full size)



- Start an OVL Ticket
- · "Can you confirm what state your voting question is about?"
- · "What's your name, please?"
- · "Great, and how can I help you today?
- Write a "concise but exhaustive" OVL Ticket
- Escalate? Ask a captain if the ticket needs to be flagged to state partners

Gather

Document



"Thank you for calling the Election Protection Hotline. My name is .

*Important: Do not introduce vourself as an attorney. If asked say you are a "trained volunteer." We do not give legal advice or enter into an attorney client relationship.

- · Check Registration (often a
- great 1st step)
- Check FAQs
- Research
- · Ask a captain Give exhaustive advice!

- Wrap-up
- "I have two quick questions before you go"
- 1. "How did you hear about our hotline?"
- 2. "To help us better understand the communities we're helping, would you mind sharing with me what race or ethnicity you identify with?"
- . "Thank you. We are here to help if you have any other voting issues or questions."

¹This refresher toolkit is designed for returning volunteers who completed the volunteer training in 2022 and does not replace the formal training. If you have not completed the 2022 training you must prior to starting any 2024 shifts. Link here.