

## Volunteer Refresher Toolkit

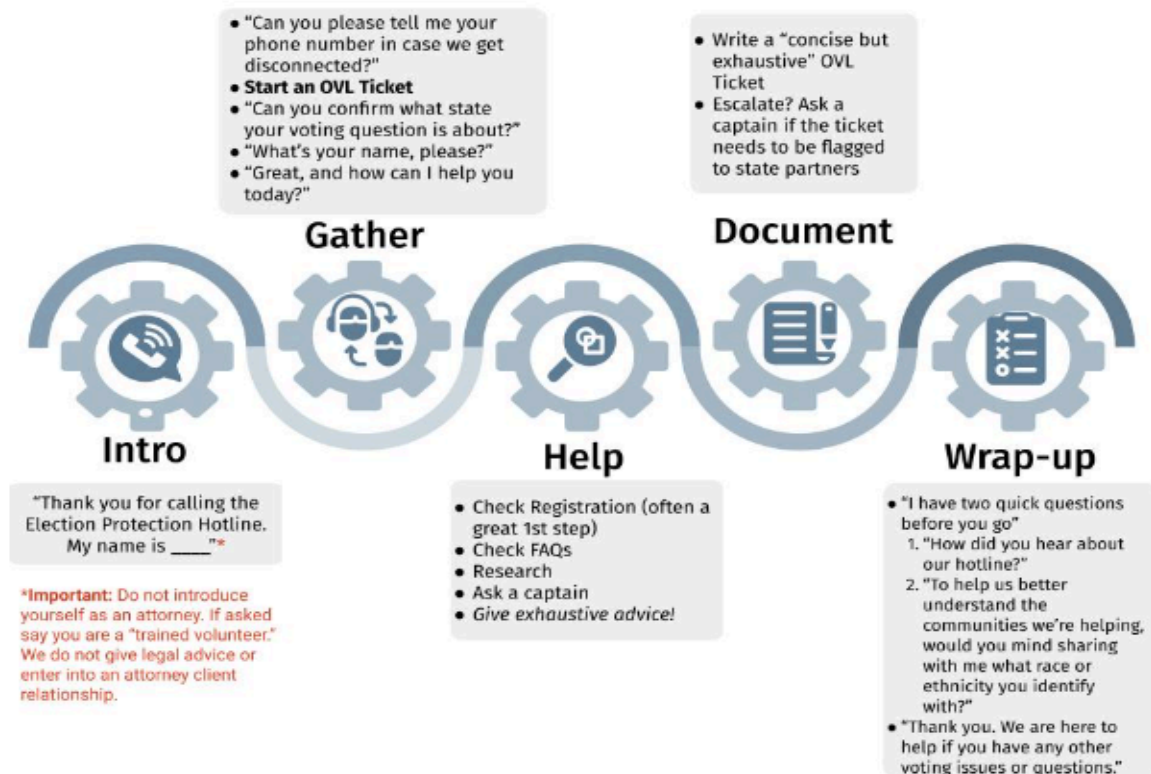
Welcome back to the Election Protection Hotline! Returning after a little while away? Please see the resources below to help re-familiarize yourself so you are prepared to help voters in 2024!<sup>1</sup>

- [Refresher Video](#) (6 min)
- [Practice Questions](#)
- [Practice FAQ](#)

### Important Tips

<b>Login / Access</b>	Login through <a href="http://electionprotection.okta.com">electionprotection.okta.com</a> 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.
<b>Giving Guidance</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Make sure the voter has everything they need! Answer the questions they should have asked.</li> </ul>
<b>How do I...</b>	Click "How Do I" on the top menu of the EP Legal guidance platform for quick technical guides.
<b>Tech Problems</b>	Log in issues: email <a href="mailto:epvol@lawyerscommittee.org">epvol@lawyerscommittee.org</a> . On the hotline: Use the Tech FAQ (under guides in the top menu) then ask in the tech chat.
<b>Questions?</b>	When in doubt - ask your captain, they are there to support you.

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



<sup>1</sup>This 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](#).