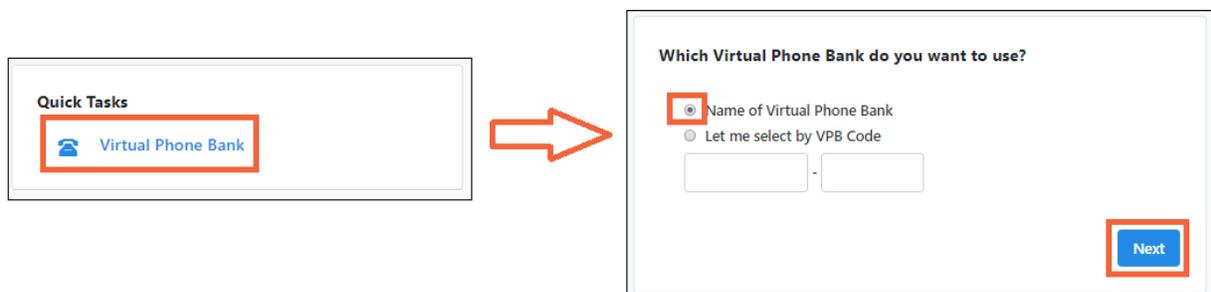# Making Virtual Phone Bank Calls

Find Your Phone Bank

Click on Virtual Phone Banks, on the right hand side. Then, click the bullet next to the name of the phone bank you want to use, and click Next.

Making Calls

Dial the phone number you see in blue at the center of the screen.

If you are unable to contact the person, click the red button below the person's name, choose a reason why you were unable to contact them.
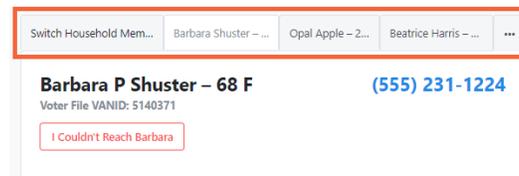
Then, click the blue button in the upper right that says "Save and Next Call" or "Try Number 2", depending on how your phone bank is set up. Dial the next number shown to you, and keep going.
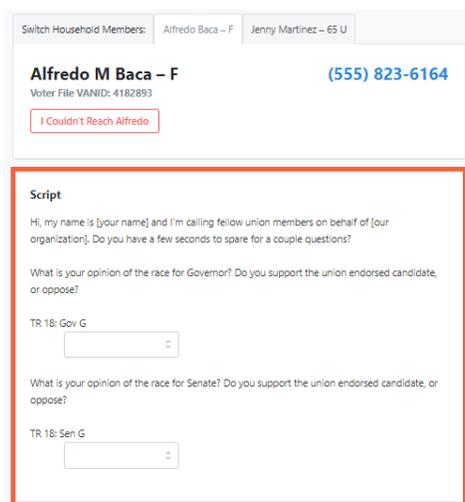

If your phone bank is set up to try multiple numbers per person, you may see a new phone number appear for the same person. Dial that number, and continue on following these instructions as normal.

If you get someone on the phone, ask for the person listed, or, you may have tabs above the person's name to check the names of other household members. Click on the name of the right person.

Once you are speaking with the person whose name is on the screen, follow the script provided, and use the dropdowns and checkboxes to record their answers to your questions.

Additional information about the person, including the ability to edit information such as their phone number and email address, may be available.

After you have entered all the information from your conversation, click the blue button in the upper right that says "Save and Next Call".