

Frequently Asked Questions

- **What if the MoveOn member says they're already signed up for this event?**

Thank them! Make sure they have all the information they need. Mark them as a yes, code 70#.

- **What's the difference between "No," "Not Interested," and "Never Call"?**

Use "Never Call" for people who are extremely hostile or ask to be taken off MoveOn's list (these are rare). Use "Not interested" for someone who says they're not interested in this issue or campaign. Use "no" for someone who is friendly and seems interested, but can't make it to this particular event.

- **What if the member says they'll try to make it, but doesn't give a definite yes?**

Mark them as yes. We'll send them a reminder email.

- **What if they can't do this, but they want to help? Or if they want more information on MoveOn?**

Their best bet is to join the local MoveOn Council at www.moveon.org/council.

- **What is MoveOn's position on health care reform?**

MoveOn members have consistently supported health care reform that includes a strong public option. That means a public option that would be ready right away; part of a plan to cover everyone; accountable to Congress; and large enough to control costs.

Instructions for Reporting Call Results After You Finish

After every page of calls and again at the end of the party, before you leave, it's essential that you personally report the results of your calls by dialing into our results hotline. **DON'T LEAVE THE PARTY WITH YOUR CALL SHEETS.** You'll use your phone keypad to enter results, as follows:

Who to report: Report only calls where you reached a member or where the number didn't work to reach a member. Skip households that were answering machines, busy, or no answer (we'll try these folks again later).

Step-by-step instructions:

1. Call 571-730-5305. **If you get a busy signal, wait a minute and try again.**
2. When the system asks for the Page ID number, enter the ID number at the top left of the page, then press #.
3. Enter the number of the first member you need to report on (the number between 1 and 20 to the left of the phone number), then press #.
4. Enter the result for that member (a number in parentheses on the right of the page next to the response you checked), then press #.
5. Repeat for each member on the page whom you reached or who had a non-working number.
6. If you reached no one on a page, enter the page number, then press *.

If you make a mistake:

- If you enter a member number you don't have a result for: when the system asks for a result, just press # and don't enter a result.
- If you enter the wrong result for a member: simply re-enter the member and result.
- If you press * by accident or get disconnected from the system: re-enter the ID number of the page you're working on and report on any remaining members you contacted on that page (pick up where you left off).

Moving faster: Once you've heard the next prompt start, you can enter the data even before the prompt finishes. If you're told you're making errors, slow down. If the system really gets confused, hang up and dial back in, then re-enter the ID number of that page and report any members left on that page (just pick up where you left off).

Getting help: To hear instructions at any time, press ** (star-star).