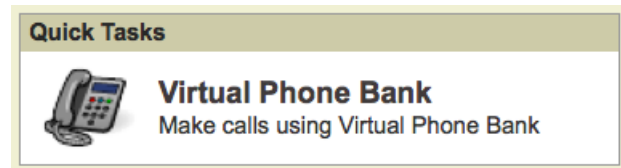# Accessing Virtual Phonebanks

A Virtual Phone Bank (VPB) is a great tool for making calls when a computer and Internet are accessible for each caller. It brings up a script on the screen where people can enter responses as they go through the course of the call, schedule people for events via the scheduler, and do the data entry right as they are making the calls. This is especially useful for first-time callers, new VAN users, and people who have to work remotely who cannot pull their own lists.

Using the Virtual Phone Bank:

From the main menu, after being granted access, click Virtual Phone Bank, and either select the VPB or enter the code that was shown in the Edit VPB screen. A sample of this selection is shown below:

This will bring you to a screen with information about a random person on the list. If the person does not pick up or you get no useful info from them, enter the result at the top and click Save/Next. If a person does pick up, you have the option to switch to someone else in the household if a different person picks up the phone than the person shown (names on the right). The script for the VPB is below, with fields available to fill out in-line on the script itself.

While making the call, mark the appropriate fields, and if you need to schedule the person for an event, click Schedule Volunteer at the top. When completely finished, click Save/Next to move to the next person. The other editable fields (Address, Email, Phone) are below the script.

Note that the Phone Bank Progress scale shows the progress of the phone bank to the total.