

Quick Links

Yang2020 Texter Training video:

<http://youtube.com/watch?v=9OcqazlSpc4>

Responses for Common Questions From Voters:

<http://yang2020.com/common-responses>

To report a threat:

<https://www.yang2020.com/texting-threat/>

Spoke:

www.textforyang.com

Spoke Replies 101:

<https://youtu.be/gme5EHuvH0o>

Spoke Guide:

<https://docs.google.com/document/d/1Wlenag4FcwgC-zH9-uQcKxjUuAzYm0lZFv9Zv9A0nUE/edit?usp=sharing>

Setup User Info in Spoke:

<https://docs.google.com/document/d/1HFgBrGVwyZGbzM8NLDn7QJdV6MidgOABm904GqSl1yY/edit?usp=sharing>

Slack:

<https://yang-2020-slack.slack.com/>

Texter Code of Conduct:

<https://docs.google.com/document/d/1Musgp7r5zOKpgHYabvCduOVtTvRZFhPg15aKF1b35x8/edit>

Sign up for shifts:

<https://www.mobilize.us/yang2020/event/92750/>

Texter Training Slideshow:

<https://docs.google.com/presentation/d/1JJyPZAfkwI7Dh1WcfU-2tNKpgjEecPVUXVFYwJM0SKU/>

Message length:

SMS messages are broken up into what are called "segments" of 160 characters. If your response is 3 or more segments long, some older phones will show your message as multiple, out of order messages. It's best to stick to 3 or maybe 4 segments tops. Here's a site where you can see how many segments you're sending: <http://chadselph.github.io/smssplit/>

Data Reminders

Record answers to questions - the answers are where we get our data from!

Wrong Number is Top Priority - when we text someone, we have a person we think we're talking to. If we're not talking to them, we need to know. Always mark Wrong Number over everything else.

Not a Supporter is 2nd Priority - if someone isn't a supporter, we need to know that!

Opt Outs are a Win-Win - if someone doesn't want to be texted, we don't want to text them. If someone asks to be opted out, opt them out. Things like STOP, unsubscribe, "stop texting me" all count.

You can Opt Out without sending a message - just delete all of the text in the opt out box.

Special Opt Outs - some campaigns have the option for a special opt out. People can opt out of texts about volunteer events or fundraising texts without opting out of texts altogether. These options will always be available as answers to the first question the campaign asks. Be sure to only send **ONE** message asking about a special opt out, and be ready to opt out without sending a message if the person seems unhappy.