

# Monthly Calling Campaign - Admin Guide

Website: <https://cclcalls.org/>

Admin Website: <http://admin.cclcalls.org/>

Admin Username (case sensitive): \_\_\_\_\_

Admin Password (case sensitive): \_\_\_\_\_

Here's an overview of each of the admin functions available.

Editing district:  

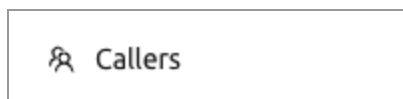
If you are responsible for administering more than one Congressional district, select the district here.



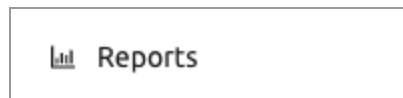
This allows you to see and edit the calling script your callers will see.



Choose how calls to your Representative and two Senators are distributed. You specify the **percent of callers** who are prompted to contact each of their 3 members of Congress.



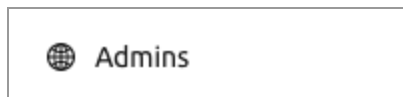
See the list of callers in your district and their calling day, contact info, and activity history. Some fields can be edited.



See calling statistics, by month, for your district.



View and edit information about your Representative, including name, photo, office locations and phone numbers.



See list of other Monthly Calling Campaign administrators and their contact info.

Links to more detailed instructions:

[Call-In Script](#)

[Call Distribution](#)

[Callers](#)

[Reports](#)

[Representative](#)

[Admins](#)

[More Help](#)

Here's an example of the Call-In Guide your callers will receive on their assigned day to call:

## Call-In Guide:



**Your Representative:**

**Debbie Dingell (MI-12)**

**Office:**

Washington DC

[202-225-4071](tel:202-225-4071)

What To Expect



## Call-In Script:

### Introduction:

Hello, my name is \_\_\_\_\_, and I live in district 12. I am calling about climate change.

### Request:

*A specific request for Rep. Dingell:*

I'm calling to ask you to join your colleagues in cosponsoring the newly reintroduced Energy Innovation and Carbon Dividend Act (H.R.2307). Thank you!

## After Your Call:

[Report Your Call](#)

[Home](#) | [Sign Up](#)

A project of Citizens' Climate Lobby volunteers.

## How to Edit the Call-In Script


- Click on the **Call-In Script** menu item. It will open a page similar to the image below.
- The Introduction on the Call-In Script is not editable. All callers will see the same introduction.
- To edit the specific **Request** for your representative, click on the edit icon below the current text. When you're done, click **Save**.
- To see how the calling guide will appear to your callers, click on **Preview the Live Script** button.

**MI-12 (Dingell) Request**

**Request**

Set the request that each of your callers will make to your Member of Congress. Ensure the request is respectful and relevant to the lawmaker.

I'm calling to ask you to join your colleagues in cosponsoring the newly reintroduced Energy Innovation and Carbon Dividend Act (H.R.2307). Thank you!

Click here to edit the script → 

Click here to see the calling guide your callers will see →

## How to Use the Call Distribution Option

When you choose **Call Distribution** on the menu you will see a page similar to this:

MI-12 Dingell (Call-In Guide):

MI-Sen. Senator Stabenow (Call-In Guide):



MI-Jun. Senator Peters (Call-In Guide):

Total: 100%

Enter numbers for each of the three Members of Congress (1 Representative and 2 Senators). The numbers indicate the **percentage of callers** in your district who will be asked to call each legislator. The three numbers must add up to 100 (the total is calculated for you in the lower left corner). In the example above, 60% of callers will be asked to call Rep. Dingell first, 20% of callers will be asked to call Sen. Stabenow first, and 20% of callers will be asked to call Sen. Peters first. **NOTE:** After someone makes a call, if they click on the **Report Your Call** button, they will be presented with a suggestion to call the other two members of Congress, no matter which legislator they were asked to call first.

## Viewing your Callers

The **Callers** option allows you to see all of your callers, their calling history, and contact information. Additionally, you can download a file containing a list of your callers and edit their contact information. The image below shows the controls available when you select the **Callers** option.

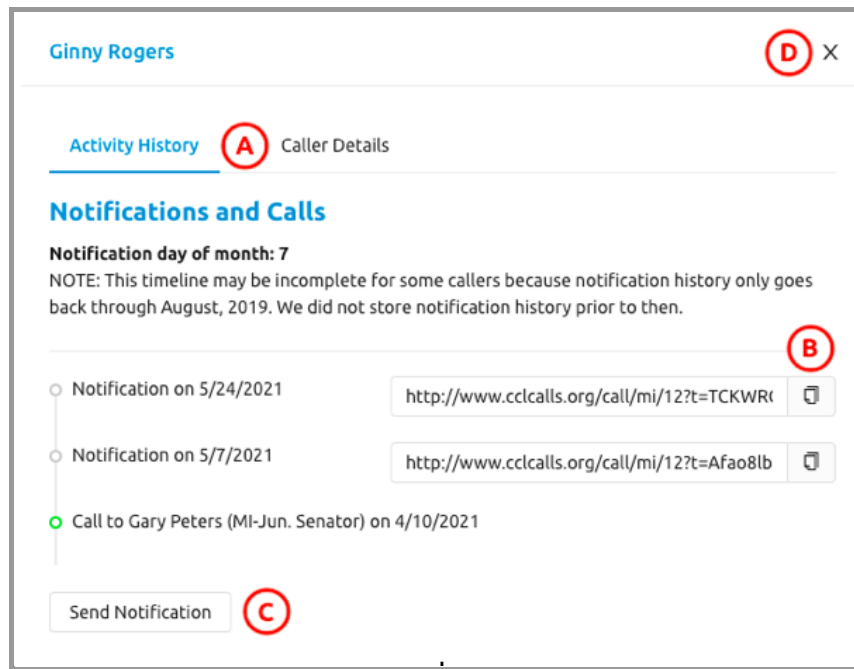
Download as CSV	First Name	Last Name	Call Day	Call Status	Details
	Ginny	Rogers	7		

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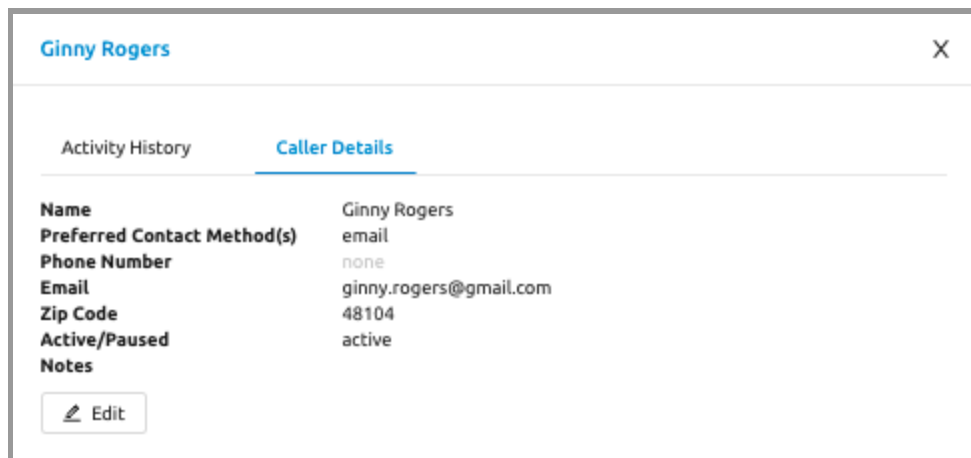
- Click **Download as CSV** to save a list of your callers in a CSV file on your computer. The file can be opened by any spreadsheet program, such as Excel or Google Sheets. The file contains all of the contact information for your callers, their assigned calling day, and calling history
- Click on any of the column headers (First Name, Last Name, Call Day, Call Status) to sort by that field.
- In the Call Status column, icons are used to indicate the status. Hover your mouse over each icon to see the meaning.
- Click on the **Details** button to see more information for a caller or make edits. This is described below.
- If you have more than one page of callers, use the arrows or page numbers to view more callers.

### Caller Details

You can use the **Details** button to see the contact information, assigned calling day and calling history for each caller. You can also use this to edit some information for the caller. The next image shows the options available when you select **Details**.



- A. There are two different views to choose from, **Activity History** and **Caller Details**. Click on these labels to switch between the views. The **Activity History** view is shown above. The **Caller Details** view is shown in the next image.
- B. The Activity History shows all activity for the caller in reverse chronological order. You will see when they received notifications and when / who they called. For each notification date, there is also a link to the calling guide they received. Click on the copy icon to copy the URL, which you can then paste in a browser window to see which member of Congress they were asked to call.
- C. The **Send Notification** button at the bottom of the activity history window will send a new notification to the caller. *It is recommended that you only use this option if a caller reports they have not been receiving notifications and you want to try troubleshooting.*
- D. Click on the X in the upper right corner to close the Details window.



How a caller chose to be notified when they signed up (email, text message or both) determines which contact information is included in the Caller Details. If a caller asks you to update their email address,

phone number, name or method of notification, click on the **Edit** button in the Caller Details view. You can also use the **Edit** button to make a caller inactive. To do this, click on the **Pause Reminders** checkbox in the Edit window. You cannot delete a caller from the MCC so use the **Pause Reminders** function if someone no longer wants to participate. If you make any changes, be sure to click on the **Save** button at the bottom of the Edit window.

## Viewing Reports

In the Reports section, you can view a summary of activity over the last 12 months for each of your three members of Congress (1 Representative and 2 Senators). In the section for each legislator, you will find total counts plus a graph of activity over the last 12 months. For more information on the reports, hover your cursor over the **What do these mean?** labels at the top of each section, or hover your cursor over each timepoint in the graphs.

## Edit Contact Info for your Representative

The Calling Guide sent to your callers every month contains the name, photo and phone number(s) of your member of Congress. If you need to edit any of the information, for example if you want to add a district office phone number, you can do that with the **Representative** menu option. Refer to the sample image below.

The screenshot shows a web form for editing representative information for 'MI-12'. The form includes several input fields and a dropdown menu, with callout letters A through E highlighting specific elements:

- A**: A red circle with the letter 'A' is positioned above the 'Last Name' input field, which contains the text 'Dingell'.
- B**: A red circle with the letter 'B' is positioned above a pencil icon, which is part of a set of icons (pencil, eraser, trash) used for editing or deleting office information.
- C**: A red circle with the letter 'C' is positioned above an eraser icon, also part of the office editing icons.
- D**: A red circle with the letter 'D' is positioned above a plus sign icon, which is used to add a new office.
- E**: A red circle with the letter 'E' is positioned above the 'District Status' dropdown menu, which is currently set to 'Active'.

Other visible elements in the form include: 'First Name' (Debbie), 'Photo URL' (https://raw.githubusercontent.com/unitedstates/images/gh-pages/congress/450x550/D000624.jpg), an 'Offices' section with a 'Washington' office (202-225-4071) and an 'Add An Office' button, and 'Save' and 'Discard Changes' buttons at the bottom.

- A. If you need to edit the representative's name, for example if a new person is elected, enter new values in the First Name and Last Name fields.
- B. Click on the pencil icon to edit the contact information for the specified office.
- C. Click on the trash can icon to delete the specified office from the list of offices in your calling guide.
- D. Click on the plus sign icon or on the **Add An Office** link to add offices to your calling guide.
- E. The District Status field was added during the COVID pandemic to allow administrators to pause the monthly calling campaign for their district.

If you make any changes, be sure to click on the **Save** button.

## Finding Other MCC Administrators

Use the Admins menu option to find a list of all of the other Monthly Calling Campaign administrators and their email address. At the top of the page, there are two options for how to organize the list. Click **By District** to arrange the list in alphabetical order by Congressional District. Some districts have multiple administrators. Click on **By Admin** to arrange the list in alphabetical order by the email address for each administrator. Some people administer more than one district.

## Getting Additional Help

If you need additional help with the Monthly Calling Campaign, check the [MCC Admin Group on CCL Community](#). You can find many additional resources there, including the [MCC Admin Forum](#) where you can post questions as well as see questions and answers that others have posted.