



Movement FAQs – NJC pay 2023

Registration

How do I register with movement?

You just need to let your regional coordinator know that you'd like to register. The contact details for your regional Movement coordinator for the campaign are at the end of this FAQ. Please send them your name and your email address. Your Movement registration will be emailed to you. Once you receive your registration email you can create your account.

I am already registered on Movement - will I automatically be added to the campaign?

No, you still need to let the regional coordinator know so your account can be included in the campaign.

How do I log in?

Just follow this link [UNISON - Movement \(ringround.io\)](https://ringround.io) it is handy to bookmark it too.

I have forgotten my password, can I reset it?

Yes, the logon screen allows you to reset your password.

I have a Movement account but I cannot remember which email address I used. What should I do?

Contact your regional coordinator so that they can arrange for your account details to be emailed to you.

Which email address should I use?

Please, wherever possible, register for Movement using your personal email address and use Movement on a personal device. This is because we are aware that employer IT systems can, sometimes, understandably be quite restrictive with email filters and firewalls and our ability to reconcile these issues with a third party is very limited.

Making calls

Log into Movement and then fully read the instructions on the Movement landing page once you have selected the campaign.

What equipment do I need to use for phonebanking?

Ideally, use a personal laptop or desktop computer and a headset with a microphone that you can speak into. You can also use a phone instead of a headset but you will still need to use a laptop to log the outcomes of the call.



How do I make a call?

You can either call completely through the browser – using your headset - or a combination of browser and a separate phone.

Please follow the onscreen instructions and if you are using a headset, please test that it is working every time you login using the inbuilt tests.

Calls through the browser

If you are calling through the browser you will need a laptop and a headset, and all calls take place on the computer (similar to Teams and Zoom but without the camera)

Call using a phone and browser

If you are using a separate phone, you will still use the browser to administer the calls and to log the outcomes, but you will be given a number to call to connect your phone to the server. You will be talking to members on your phone rather than the head set and you do not need to hang up between calls, the system does all that for you.

If I use my phone will the member see my number?

No. Even if you use your phone, all calls are made via the server and a system mobile number is used, not the number you are calling from.

If I use my phone, will I be charged?

Calls are charged at your normal call rate but if you have inclusive minutes on a mobile, they will use your allowance.

Can I practice making calls?

Yes, once you have logged in and selected the campaign, there is a link to a demo call video for you to watch. You can also select 'practice calling' and practice as much as you like. [How to take part in a phone banking campaign : changelab \(freshdesk.com\)](#)

Is there a script I can look at?

The script is built into the system and you should follow the script when speaking to members. You can use practice calls to familiarise yourself with the script.

What phone number does the member see?

It is a mobile number that is only used for UNISON Movement calls, the number does occasionally change so we cannot be specific.

What happens if the member calls back?

They will hear a message informing them that they have been called by UNISON – it won't come through to you.



Can I call members working for a specific employer?

Calls are allocated by branch and, at the moment, can't be targeted by employer.

Peer 2 Peer texting

I am registered for phone banking, will I be automatically added to the peer2peer texting system?

Yes, you will be automatically added to the peer2peer texting part of Movement.

Where do I log in to start texting?

The same login you use for phone banking but you will see a separate campaign for texting.

What does the member see?

The member sees a normal text message on their phone. It will be sent in the name of 'Jon' (Jon Richards) as he's the UNISON Assistant General Secretary who signed the UNISON letter that was sent out to members with their ballot paper. Don't worry – you can reply to the text message just respond to their query as if you were Jon.

Is there a limit on texts?

No, but please avoid having conversations or sending texts over 140 characters. If members need to talk to someone, please direct them to the branch contact point. Please don't take personal details from the member via text.

At what times should I text?

Texts can be received at any time once the initiation text is sent (region by region on a staggered basis to reduce pressure on UD) but please be mindful not to respond to texts after 8pm or before 8am. This is a change from previous GOTV Movement campaigns where they were done branch by branch on a scheduled basis. This should give more flexibility for volunteers to participate.

A member has confirmed that they have voted, do I need to register that?

Yes, if a member tells you that they have voted you must click '**has voted**' before you move onto the next person. This will ensure that the member is dropped from the phone banking campaign too.

If a member replies to my text where does it go?

It goes back into the pool of text messages that can be picked up by anyone with access. If you log back in on a later day or time you might see more messages from members who have replied to you.



General Information

Can I take personal details if the member has a question?

No, if the member has a query, please direct them to the main branch contact points.

Technical support

The best browser to use is Google Chrome.

If you do not have Chrome, up to date versions of Edge or Safari should not have any problems but avoid Firefox.

If you are having issues using the recommended browsers, check that you are using the latest version and update if necessary.

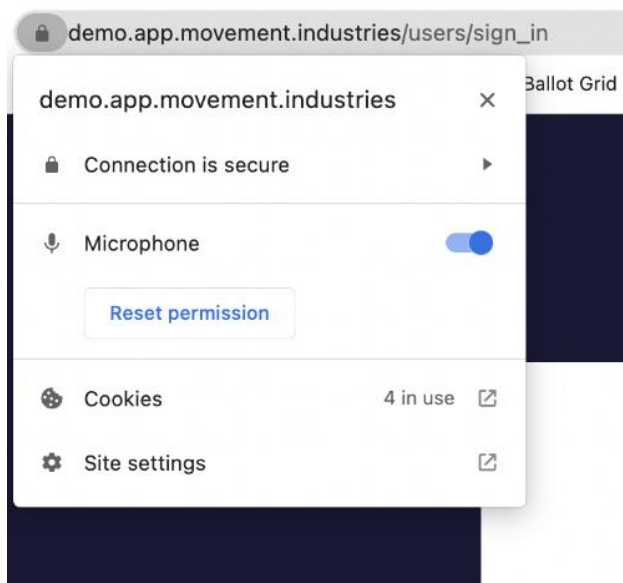
I keep getting cut off or calls keep dropping.

If you are using an employer laptop is it possible that their firewall is causing issues. If the interface is working fine and it is just the calls that is causing an issue, try switching to making calls with a phone rather than the headset.

Also make sure you have a good internet connection.

I cannot hear anything, or the mic is not working in the browser set up.

Run through the set up again and make sure you have the correct equipment selected using the drop downs on the testing screen. Also ensure permissions are enabled for your microphone.





WARMS

How can I log whether members have voted if they don't have a mobile phone number on RMS ?

Use WARMS to record this information.

Some of your members won't have mobile phone numbers on their RMS record. However, you can still record whether they have voted. When you talk to them about whether they have voted yet – for example during walkarounds, site visits, in members' meetings - please keep a record of this in WARMS. You can also keep a record of any member who says that they do not want any further contact about this campaign.

Please tell your branch WARMS users to flag members who have told you that they have voted (or who do not wish further contact) using the WARMS campaign “**LG NJC Eng_Wales GroundCanvas**”, WARMS campaign code **413**.

Members flagged in this way will be removed from further Movement contact – this will be updated every morning. This means that we will be able to keep a record that they have voted and you won't need to call them.

Please note this WARMS campaign should *only* be used for the purpose of recording the NJC pay 2023 campaign.

Where can I get support?

Contact your regional coordinator – see the list below on the next page.



Regional Coordinators

Regional coordinators are your first point of contact for any questions/tech issues. Their details are below.

Name	Email address	Region
Cameron Mathews	C.Matthews2@unison.co.uk	Eastern
Sam Older	S.Older@unison.co.uk	Eastern
Gareth Eales	G.Eales@unison.co.uk	East Midlands
Fran Allton	F.Allton@unison.co.uk	Greater London
Nicholas Turnbull	N.Turnbull@unison.co.uk	Greater London
Helen Reynolds	h.reynolds@unison.co.uk	Greater London
Sam Doherty	S.Doherty@unison.co.uk	North West
James Rupa	J.Rupa@unison.co.uk	North West
Paul Riley	p.riley@unison.co.uk	Northern
Rachel Slaughter	rachel.slaughter@unison.co.uk	South East
Kieran Pearson	K.Pearson@unison.co.uk	South East
Emily Gallagher	E.Gallagher@unison.co.uk	South West
Darron Dupré	D.Dupre@unison.co.uk	Wales
Lianne Owen	L.Owen@unison.co.uk	Wales
Claire Campbell	C.Campbell@unison.co.uk	West Midlands
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Tim Carpenter	t.carpenter@unison.co.uk	West Midlands
Emma Morgan	e.morgan@unison.co.uk	West Midlands
Richard Crowther	R.Crowther@unison.co.uk	Yorkshire & Humberside