



APNU+AFC FIELD OPERATIONS

# Empower Guyana

## *Volunteer Handbook*

Everything a first-time canvasser needs to know to knock a door, take a call, or fill in a paper sheet.

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LGE 2026 · One list · One movement · One Guyana

Thank you for stepping up. Every door you knock, every call you make, and every name you check off makes a measurable difference for the people of Guyana. This handbook is short on purpose — you should be able to read it in 15 minutes and start canvassing.

When in doubt, ask your coordinator. There's no question too small. Nobody on the team has been doing this longer than a few months, so we're learning together.

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**A note on the platform.** Everything you do is logged — who you spoke to, what they said, when. That's not surveillance. It's so the next canvasser doesn't knock the same door twice, and so we have a defensible record of every voter contact. Treat the data carefully.

Your coordinator will give you a link and a one-click sign-in. You don't need a password during pilot.

## **1** Open the link

Tap the link your coordinator sent (WhatsApp, SMS, or email).

Use your phone, tablet, or laptop — whatever's handy.

The first screen is a splash with the Empower Guyana logo — that's normal.

## **2** Tap your name

On the sign-in screen, look for your name in the pilot sign-in list.

Tap it once. You're in.

If your name isn't there yet, message your coordinator — they need to add you.

## **3** Bookmark the page

On your phone — tap 'Add to home screen' so it opens like an app next time.

On a computer — bookmark the page so you don't have to dig up the link.

After sign-in you land on the home screen. It's personalized — what you see depends on your role (canvasser, team lead, etc.). Three things to know:

- **Greeting card** at the top says good morning / good afternoon and shows your name and role.
- **Today's priorities** shows you the 2-3 things that matter most right now — usually 'open your turf' or 'callbacks due'.
- **Campaign at a glance** shows the big numbers (voters in your scope, contacted, divisions covered).
- **Quick actions** below — eight big buttons for the main workflows. Most canvassers tap 'Canvass sheet'.

***Search bar at the very top works everywhere. Type a voter name to find their record. Type a region or division number to jump there. Try it — it's faster than menus.***

The Canvass sheet is the main door-knocking tool. It walks you from a region, to a division within it, to a list of voters in that division.

## The three-step drill

1

### Pick a region

Tap your assigned region. If you only have one, it's already selected.

2

### Pick a division

A polling division is roughly 100-1,000 voters. Pick the one you're walking today.

Use the search bar to filter by name or number.

3

### Get your voter list

You'll see a sortable list of voters in that division.

Tap any voter to open their detail card — that's where you log the conversation.

■ Print Sheet button at the top makes a paper version (18 voters per page) if you'd rather knock with paper.

When you open a voter's detail card, you'll see their name, address, a colored initials avatar, and three default fields. Capture only what they tell you — never guess.

## The three default fields

- **Support** — pick from the dropdown. 'Strong support' / 'Lean support' / 'Undecided' / 'Lean oppose' / 'Strong oppose' / 'Not contacted' (leave as-is if no answer).
- **Disposition** — what happened at the door? Not home · Spoke · Refused · Wrong address · Moved.
- **Notes** — anything they said that matters. Be specific. 'Cares about school fees' is better than 'unhappy'.

## More fields (tap to expand)

- **Phone** — if they give it. Optional but valuable.
- **Callback** — if they want to be re-contacted at a specific time.
- **Opt-outs** — if they explicitly DON'T want SMS, calls, or WhatsApp, tick the box. Respect this.
- **Issue tags** — quick chips for topics they care about (housing, schools, cost-of-living, jobs).

**Save & Next** button jumps you straight to the next voter in the list. Use it. It keeps you moving and never loses your place. Don't worry about saving early — every field auto-syncs when you tap Save.

Phone bank is for evenings when you can't walk. Sit at home, tap a button, the phone dials. After the call, tap the outcome and the next voter loads automatically.

## How a phone shift works

- Open **Phone bank** from the sidebar. Pick a filter (Undecided · Not contacted · Callbacks due · Supporters · Priority).
- Tap **Start / Reload queue**. The first voter appears on a big card.
- Tap the big green **phone number button** to dial — it uses your phone's native dialer.
- When the call ends, tap one of four outcome buttons: **No answer** · **Voicemail** · **Wrong number** · **Spoke**.
- The card slides to the next voter. Repeat.

## Session stats

Above the voter card, a strip shows your shift in real time: Calls · Spoken · Streak · Session time. After 50 calls, a friendly toast reminds you to take a 10-minute break. Listen to it.

Some streets have no signal. Some volunteers don't carry smartphones. Some afternoons it's just easier with a clipboard. Paper works.

- Before you leave, ask your coordinator to print your turf. Or — if you have access — open Canvass sheet, pick your division, tap ■ Print Sheet.
- Landscape PDF, 18 voters per page. There's a notes column, a support ladder (++ + ? – —), and check-boxes for NH (Not Home) / Ref (Refused) / Mv (Moved).
- First 8 characters of each voter's ID are printed on the sheet — this is how your notes get matched back into the platform.
- After your shift, hand the sheet to your coordinator. They'll re-enter your notes via Quick-find (search by voter ID), usually within 24 hours.

- **The app won't load?** Pull-to-refresh on your phone. If still stuck, message your coordinator — they can flag it to the platform team.
- **A voter's information looks wrong?** Don't edit it without asking. Note it in the Notes field and tell your coordinator. They can correct the underlying record.
- **You knocked the wrong door?** No worries. Mark the voter as 'Wrong address' and add a note. The platform handles it.
- **A voter is hostile?** Be respectful, log 'Refused', leave a card if it feels safe, walk away. Never argue. Tell your coordinator if it felt unsafe.
- **You're not sure how to capture something?** Free-text it in the Notes field. Your coordinator will help re-categorize later.

***The single most important rule.*** Record only what the voter actually said. Don't infer. Don't guess. Don't predict. If a voter said 'I'll think about it', that's **Undecided** — not Lean support. We're building a system that depends on honest data.

Whatever doors you knock, whatever calls you place, whatever sheets you fill in — you are part of building something durable. The platform is the chassis. You are the campaign.

***Got feedback on this handbook?***

*Tell your coordinator. Anything that confused you — that's something we'll fix in v2. This handbook gets better every cycle because volunteers tell us what's missing.*

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