Thank you again for volunteering with JFS in the Tech Support Outreach Program! Once the Volunteer Coordinator (VC) contacts the client and establishes a few time options, the client’s contact information and any other necessary notes will be forwarded to you. The VC will also let the client know you will be calling from a blocked number and will advise the client to answer during the time established.

Below are a few tips during your Tech Support Outreach conversation with any JFS client:

* **BEFORE MAKING YOUR CALL:**
	+ Use the call blocking feature when making your calls- \*67
	+ Make calls in a private location and only share client information with the VC or other JFS Staff Member.
	+ Have the Acer Tablet Information packet available (emailed to you previously).
* **CONNECTED WITH CLIENT:**
	+ Introduce yourself (your name) as a JFS Tech Support Outreach Volunteer
	+ Have them pull out the same Acer Tablet Information packet that was given to them at time of delivery.
	+ You can go step-by-step through this packet if necessary.
	+ Make sure to go over the following apps already loaded on their ACER TABLET:
		- The JFS Tutorial Link App.
		- User Manual App.
		- The JFS Website App. So they can ‘Request Services’ via online submission if needed
* **WRAPPING UP THE CALL-** please ask the client the following questions:
	+ “How comfortable are you with this process?”
		- Go over turning on the device and other basic functions if needed.
	+ “I (the volunteer) can follow up with you tomorrow\*\* (if necessary) or in a few days (let them know a day and window of time) to see how things are going.”
		- **\*\*If you are not able to make this follow up call, please let the VC know so another volunteer can be assigned to call the client.**
	+ “Until then, you can reference the Acer Tablet Information Packet that came with your tablet, you can access the tutorials via the app on the tablet, and you can write down any questions you have on a piece of paper for when we talk again.”
		- Make sure to follow up when you say you’ll follow up!

**A FEW MORE THINGS TO REMEMBER:**

* + Clients may be experiencing more stress and isolation during this time. You are calling as a JFS Volunteer, not a professional. Encourage the client to contact JFS directly for issues outside the Tech Outreach Support program.
	+ JFS Volunteers are not to share their personal phone numbers. Direct the client to contact JFS directly for any requests for additional support. (JFS: 919-676-2200 or on our website via the [Request Services](https://www.raleighcaryjfs.org/request-services) button)
	+ Many clients are very unfamiliar with technology. Please be patient when giving support and reschedule the call if you feel you are unable to give support at that time.
	+ Complete the online Volunteer Contact Notes and include any updates or concerns you may have about your call with the client.
	+ <https://www.raleighcaryjfs.org/volunteer-notes>
	+ Contact Tracy Jacobsen, JFS Volunteer Coordinator with any questions or concerns at

Tracy.Bennett@ShalomRaleigh.org or 919-676-2200 x124

*Todah Rabah*!