LWV Text-A-Thon FAQs

Getting Started

What platform are we using to send texts?

We are using Hustle. It is a peer-to-peer texting platform that can be used either on a mobile app or your computer browser.

I need help creating my account.


I need help downloading and using the Hustle app.

Visit Hustle’s Help Page here: https://help.hustle.com/hc/en-us/articles/360044130794#h_368a08e4-9fc4-4e3e-98a2-a5127013a7d7

I need help logging in and using the Hustle website on my computer/tablet.


Text Banking FAQs

Who is the League of Women Voters?

The League is proud to be nonpartisan, neither supporting nor opposing candidates or political parties at any level of government, but always working on vital issues of concern to members and the public.

Who are we texting?

We are texting registered voters in Georgia.

Why are we texting voters?

Georgia has a Senate runoff race on January 5! Historically, runoff races have significantly lower voter turnout than the general election. LWV and the Leadership Conference are on the sides of voters. We want to make sure that people have all the information they need to participate in their democracy. Direct voter contact methods like texting have been proven to increase the likelihood that contacted voter votes. We are directing voters to https://www.VOTE411.org/georgia for all the information they need to cast their ballot.
Where did we get these phone numbers from?

These names and phone numbers came from the Voter File, which is a public record. Because we are texting hundreds of thousands of voters, the data can be imperfect, and there may be some wrong numbers.

Will the person I’m texting see my phone number?

No! Hustle will generate a local phone number that the text will come from, and the recipient will be able to reply to. It will still be a ten-digit standard phone number, but it will not be yours!

What if I don’t know the answer to a question from a voter?

That’s okay! It’s always better to say, “I’m a volunteer, and I don’t know,” than to try and guess and accidentally give incorrect information. We are redirecting all voters to www.VOTE411.org/georgia to look up state-specific information around the election. If they have a very specific, individual question, it is always a good idea to direct them to reach out directly to their elections officials.

When do I “opt-out” a contact?

There are legal specifications around when you have to remove someone from a text list. Once you opt a contact out, the Leadership Conference and LWV will never be able to contact that person again in the future. Therefore, we only want to use this option when we absolutely have to!

Three times to Opt-Out a contact:

1) STOP – if they reply simply “Stop” to your initial text, you should immediately opt them out. (but do not mark them hostile.)

2) “Take me off this list”/“Remove me from this list”/“Stop texting me” - if they reply some variation of explicitly asking to be removed from the list, you should opt them out (but do not mark them hostile).

3) They reply with violent threats, slurs, or another deeply offensive response – in this case, you will both click “opt-out” and mark them “hostile.” This is a bit of a judgment call. If you think that no future volunteer should ever text this person again because you don’t want them to have the same experience as you, then you should use this option.

Note: If they reply “No thank you” or “I’m not interested” or “I’m not voting,” you would NOT opt them out. They may be busy right now. They may not be interested right now. However, that doesn’t mean they will never be interested in the future. You can wrap up the conversation with them, but you should not opt them out because we want the option to contact them sometime in the future if necessary.