

PBRC's Tenant Hotline Volunteer Instructions

Thank you for volunteering to answer the PBRC's Tenant Hotline. Below you will find detailed instructions for your volunteer shift:

1. Download Zoom to the computer you would like to use for answering and calling back tenants.

Click the "Download Zoom" button from the Volunteer Webpage. Choose Download and follow the instructions.

2. Sign into Zoom using the following credentials:

Username: *CAP-hotline@probonomd.org* **Password:** *VolPbrc22!*

Click on the phone icon at the top of the screen.

You are now ready to receive calls. Calls are answered in real time. Due to volume, we have disabled the voicemail feature, so if you are unable to answer a call, the caller will receive a message to call back later. Answering calls and returning calls can both be done via Zoom.

Sample Language: "Thank you for calling the Pro Bono Resource Center, how may I help you?" You may also identify yourself as a volunteer attorney who can help answer their questions.

3. Have the PBRC Hotline Volunteer Webpage ([CAP Hotline - Volunteer Page | Pro Bono Resource Center of Maryland \(probonomd.org\)](#)) open:

Here you will find the additional materials needed to answer Hotline calls.

- **Hotline Attorney Roadmap** – this guide will help you to answer most of the issues that you will encounter. If a caller's question cannot be answered from the information here, please contact your staff attorney advisor.
- **CAP Hotline Intake** – Click on this button for each call that you take (unless you are referring it for representation). Complete the required fields and click "submit".
 - Please fill in the fields as accurately as possible, as we track this information for our grant and funding purposes.
- **Case Referral Form** – For callers who are requesting representation for their case, such as Tenant Holding Overs, Escrows, and Breach of Leases.
- **PBRC Eviction Prevention Referral Form** – for callers that are seeking Rental Assistance in Baltimore City or Baltimore County.

4. When your shift is over:

- a. Log out of Zoom
- b. Forward any issues or unanswered questions to your staff attorney advisor.

THANK YOU FOR VOLUNTEERING WITH PBRC!