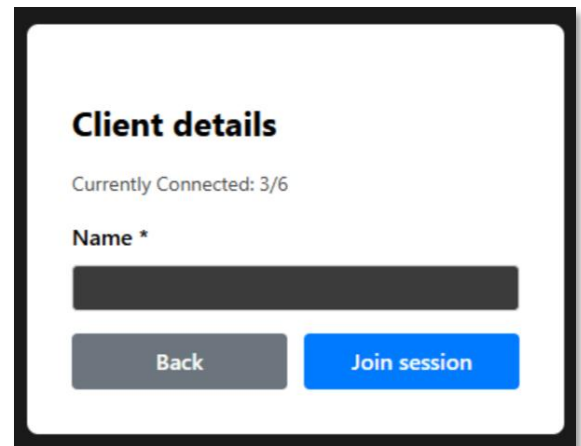


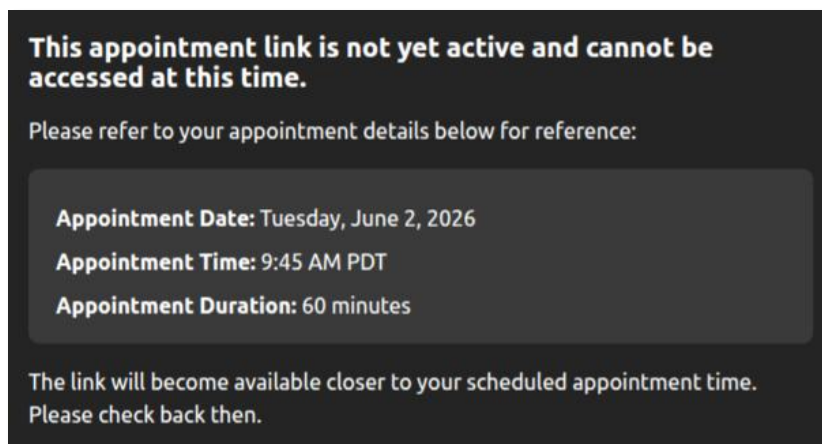
Pre-Scheduled Video Interpretation

User Guide

1. Submit an Interpreter Request via the online [Scheduling Portal](#).
2. Universal Language Service will provide a video conference link in the 'Notes to Requester' field on the job.
 - Link will be provided after an interpreter has been scheduled.
 - It is the requester's responsibility to provide the link to the Limited English Proficiency (LEP) Client.
3. Use the video conference link at the scheduled start time to join the session.
 - When asked "Are you the interpreter?", select "No".
 - Enter your Name and click the Join Session button.
 - Up to 6 parties can connect to the session (up to 2 interpreters and 4 other participants).

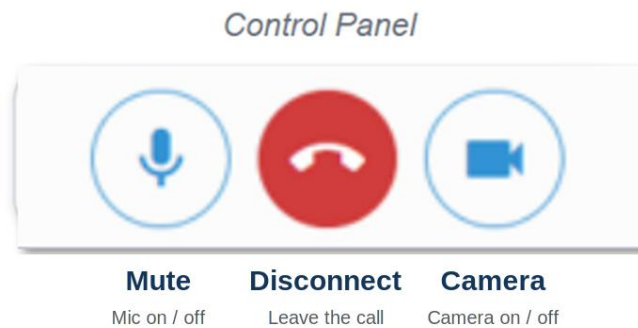


Note: Video conference links become active 30 minutes prior to the scheduled start time. Parties who attempt to join before a link is active will see the following message asking them to try back closer to the start time:



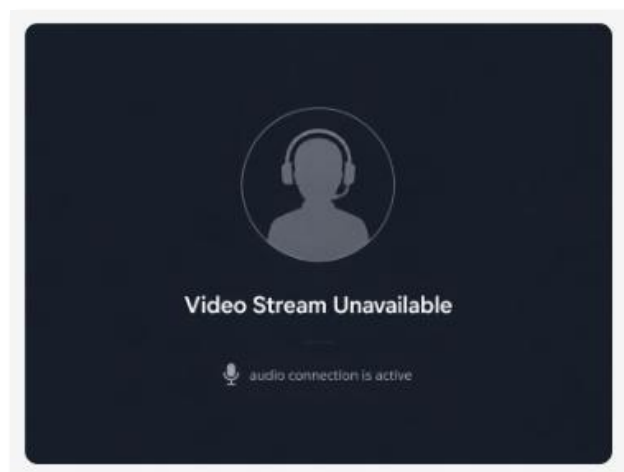
4. Begin the session once all parties have joined

5. Use the control panel at the bottom of the screen to mute microphone, turn off camera, or disconnect from the session.

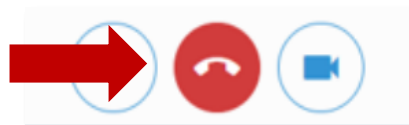


6.

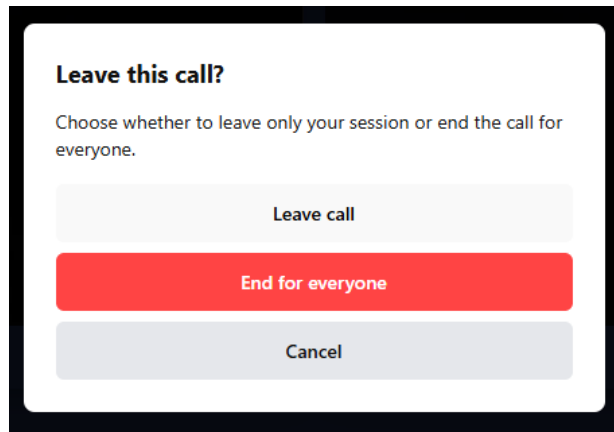
- The interpreter can also turn their camera off upon request
- Each participant appears in a video tile. If a participant's camera is off or unavailable, their tile will indicate Video Stream Unavailable, as seen in the image below.



7. When services are completed, end the session by clicking on the red phone icon on the control panel at the bottom of the screen.



- Upon leaving, select “End for everyone” if the session is over.



Helpful Information:

- To provide feedback on an interpreter, locate and open the job on the [Scheduling Portal](#). New feedback records can be created in the ‘Feedback On Interpreter For This Job’ section in the upper right-hand corner.
- Additional resources including a full user guide, videos and FAQs can be accessed [here](#).
- New staff who need access to the Scheduling Portal can submit a request for login credentials [here](#).

Questions? Live Operators & Service Support

24/7 Contact Center: scheduling@ulsonline.net (425) 454-8074

Help Desk: helpdesk@ulsonline.net (425) 691-3200

