Interpreter Expectations and Process for Pre-booked Video Calls

LanguageLoop's Pre-booked Video Conferencing (VC) service is now available on LoopedIn. This service works like our On-site or Pre-booked Telephone Interpreting (TI) service.

Process

Important - Before Registering

- ➢ You can only register if you have a high-speed internet connection and a good quality camera
- ➢ You can only accept video calls in a quiet work-space (good lighting, neutral background, no visible outside distractions, minimum background noise).
- ➢ Refer page 3 for Instructions and help to check and set up video conference

The process is as per On-site or Pre-booked TI bookings but with a web-based video conference link in your Interpreter instructions.

In lieu of travelling to the location, 15 mins prior to the booking you must ensure you are prepared for the video conference call including;

1. Download the application,
2. Test your video and microphone, and
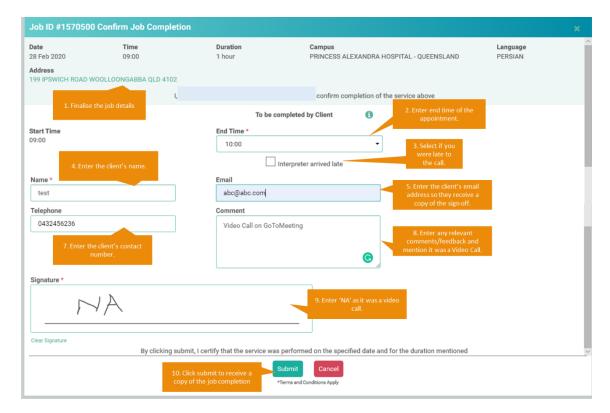3. Ensure you're in a quiet room without interruption for the scheduled duration.

Refer page 3 for Instructions and help checking your internet, setting up video conference tools and tips.

How to register for Video Conferencing Interpreting

To register for Video Conferencing (VC), please click this link https://www.surveymonkey.com/r/LLVCI, answer the questions and register. We will update the LoopedIn portal to enable you to accept pre-booked video jobs.
You will need to update your availability for Pre-booked video job allocation.

1. Once a pre-booked VC job is allocated to you, you will receive an email confirmation. This will give you a summary of your booking. It will include your VC link with the client. These details will also be accessible in our LoopedIn portal if you miss this email.
2. Check the pre-booked VC link at least 15 minutes before the job to ensure you can access the link and if a download is needed you have time to do this.
3. When it is time for your assignment, click on the link to start the VC call.
4. If there any technical difficulties (ie. IT issues/sudden disconnection)
   a. You must accept a reconnection call with the client, or;
   b. Call the backup phone number included in the booking and provided by the client.
5. Before the job is completed ask the client for their Name & Email so they can receive a confirmation email
6. Once the job is complete, log into LoopedIn, select the job and select 'Claim Now' (refer screenshot below)
7. Fill in the Job Completion Form with all details:
8. Once you click 'Submit' you will receive a job completion confirmation email.

Video Conferencing Service Requirements

Performance Expectations:

- During this emergency period of Coronavirus Pre-booked Video Conference calls are for the same minimum as On-site bookings but may finish earlier. You need to ensure you are available for the specified duration of the call.
- You must accept a reconnection video call upon a sudden disconnection. The client wants to continue the session. Alternatively try logging back into the video conference.
- **Ensure your LanguageLoop ID Badge is visible at all times.**

Payment

- As the service is being offered to clients on an emergency basis due to COVID-19, this video conference interpreting service will be paid at our on-site rates (until otherwise notified), and will also carry the same policies including the existing on-site interpreting cancellation policy.
- As you submit your job completion form online you don't need to send invoices to LanguageLoop for Video Conferencing assignments – just make a note in your diary so that you can check against your remittance advice at the end of the month.

Confidentiality of Information

During your engagement with LanguageLoop you may become aware of information relating to the business of LanguageLoop, including but not limited to technology software, Apps, client lists, trade secrets, technology products/services, client details and pricing structures.

Confidential information, including software developments, Apps, client lists, trade secrets, pricing structures and any and all documents created or accessed by you in the course of your engagement remain the sole property of LanguageLoop.

You shall not, either during or after your engagement, without the prior consent of LanguageLoop, directly or indirectly divulge to any person or competitor to LanguageLoop, or use the confidential information for your own or another's benefit.

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Instructions and help setting up Video Conference

To check you are eligible for video conference please follow the below instructions and tips. Following these instructions will demonstrate you are eligible to accept Pre-booked video requests.

Camera/ Microphone/Headset

- You require a camera and headset with a microphone to be eligible for video conference and to be in a quiet environment to avoid background noise.

Internet speed

- You require a fast internet speed conference. Minimum bandwidth is 600kbps (up/down) and recommended is 1.5 Mbps (up/down). Please check your speed meets these standards using this Speedtest link: https://www.speedtest.net/
- If your internet does not meet this requirement you **are not eligible** for video conference at this time.

Download/ Set up popular Video Conference software

Download or use the web based link for the following most common video conference tools. Watch the related tutorials and test your microphone and video within the Video conference tool. We recommend you do a test video call using the app with a friend or family member, or even from your laptop to your mobile.

1. **Zoom**
   A web based link will be included in the Interpreter Instructions of a pre-boked video booking. Click the link to join the Video Conference, or if you are using your phone ensure you have the App downloaded and when you click on the link it will open in the App
   a. Download the Zoom Cloud Meetings App or use the web based link here: https://zoom.us/join
   b. Watch the tutorial: https://www.youtube.com/watch?v=-s76QHshQnY
   c. Test your microphone & video by joining a test meeting here: https://zoom.us/test

2. **GoToMeeting**
   As per Zoom, a web based link will be included in the Interpreter Instructions of a pre-boked video booking. Click the link to join the Video Conference, or if you are using your phone ensure you have the App downloaded and when you click on the link it will open in the App
   a. Download the GoToMeeting App on your phone or use the web based link here: https://www.gotomeeting.com/en-au/meeting/join-meeting
   b. Use the Go To Meeting resources found here https://www.gotomeeting.com/en-au/meeting/online-meeting-support
   c. Test our microphone and video

Currently, we are unable to do Support Requests or 1:1 training for Video Conference as this is a quick response to COVID-19. Once you have completed the above, please fill in the **Survey Monkey Questionnaire** to finalise your eligibility.

Please remember to check the Interpreter Instructions for the video conference links when you accept a Pre-booked Video booking. The responsibility is with you to allow enough time prior to a booking to download the nominated application by the client (it may be something different to Zoom or GoToMeeting, these are just the most popular) and ensure they are working.

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