

Scheduled Video Interpretation Assignments with MCIS Language Solutions

Guidelines and Instructions



Password Confirmation

A Bluestream account will be created using your e-mail (previously provided to MCIS). Once the account is created, you will receive an e-mail asking to create a new password.

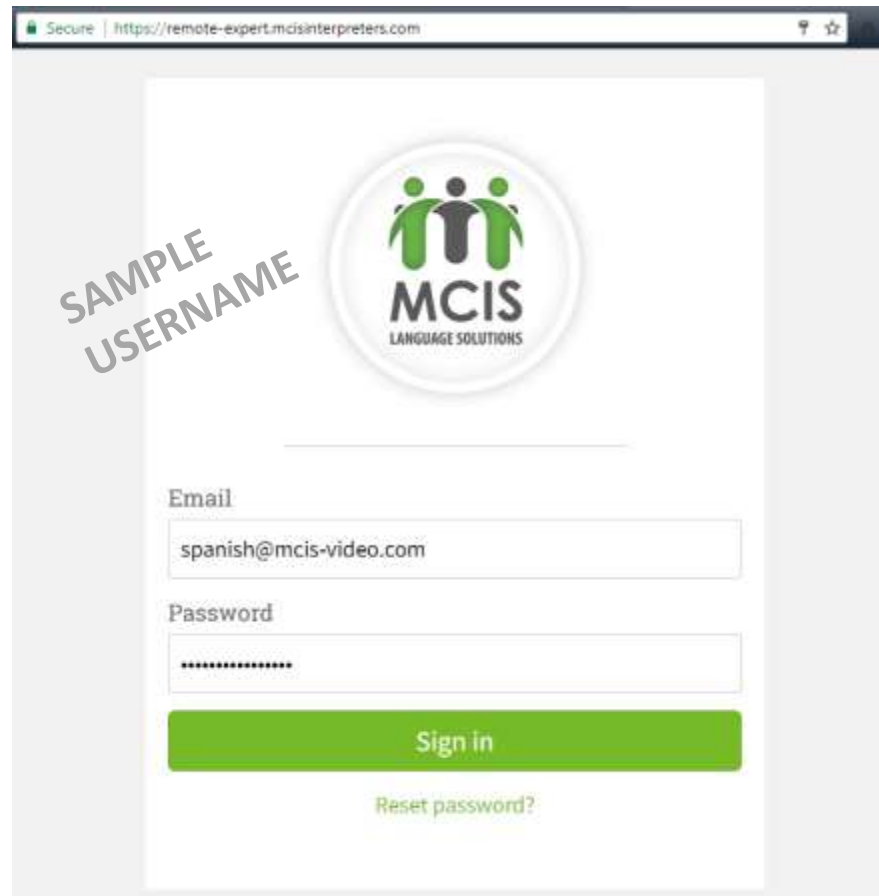
New Password Confirmation □ Inbox x Updates x 🖨️ 🔗

👤 no-reply@bluestreamhealth.com via amazones.com 29/08/2017 ☆ ↶ ▾
to me ▾

We recently received a request to set your password, click the following link or copy and paste the URL to your web browser to set your password. This link will expire after 72 hours, if 72 hours have passed click reset password on the given page to send out a new email or contact your system administrator. https://remote-expert.mcisinterpreters.com/?forgot_password=eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJrZXkiOiJkNWY3MmE1MC0zY2Y4LTQyODQtOGExZS04Nzg0YTZmZmJiYTQiLCJmaXJzdFRpbWUiOnRydWUslmZcyI6IkJsdWVzdHJiYW0iLCJhdWQiOiJCbHVlc3RyZWFTliwiaWF0IjoxNTA0MDIxNDQyLCJmYmYiOiE1MDQwMjE0NDIsImV4cCI6MTUwNDI4MDY0Mn0.1mgWdT6ul780Z4DjQ01UbidapPddWsBLIIVMq6cGdE

How to Connect to Platform

- ❑ Access this URL: <https://remote-expert.mcisinterpreters.com>
- ❑ Enter your username and password as provided by MCIS

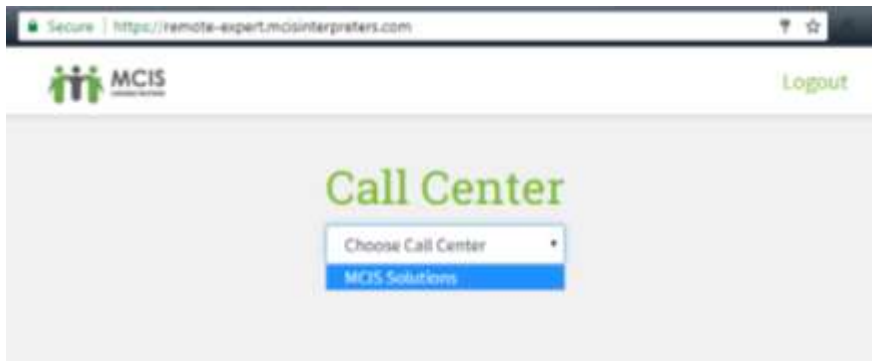


The image shows a screenshot of a web browser displaying the login page for the MCIS platform. The browser's address bar shows the URL <https://remote-expert.mcisinterpreters.com>. The page features the MCIS logo, which consists of three stylized human figures in green and black, with the text "MCIS LANGUAGE SOLUTIONS" below it. A diagonal watermark reading "SAMPLE USERNAME" is overlaid on the left side of the page. Below the logo, there are two input fields: "Email" with the value "spanish@mcis-video.com" and "Password" with a masked password represented by asterisks. A green "Sign in" button is positioned below the password field, and a "Reset password?" link is located at the bottom of the form area.

How to Connect to Platform

☐ Choose Call Center

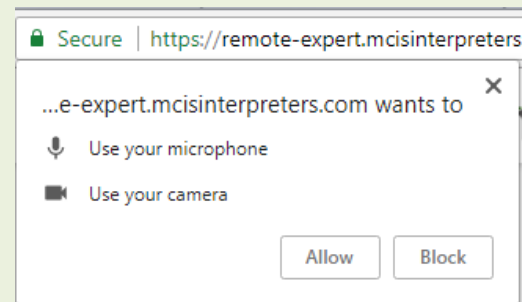
- MCIS Language Solutions



☐ Log into MCIS Language Solutions

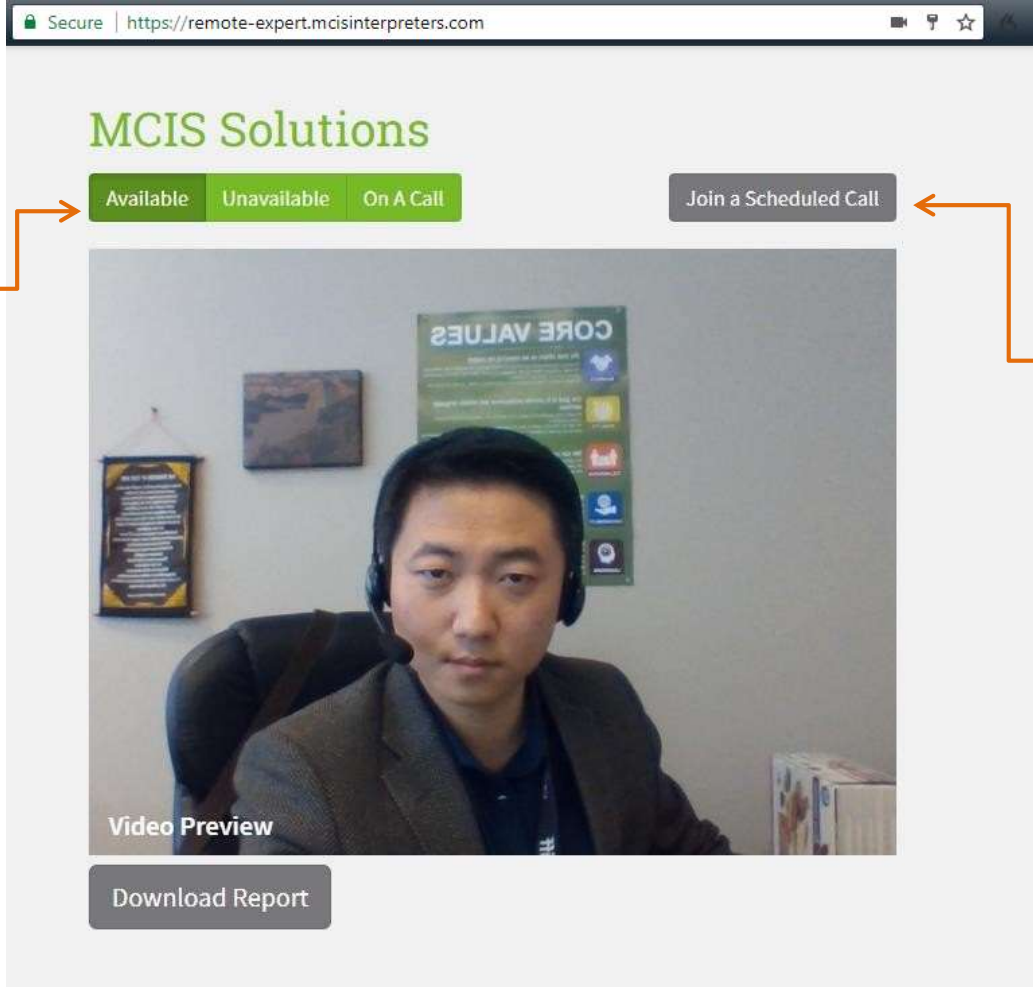


Note: You may be prompted in Google Chrome or in Mozilla Firefox that Bluestream needs to access the microphone and camera. Press "Allow" on this prompt in order to properly continue.



How to Join a Scheduled Call

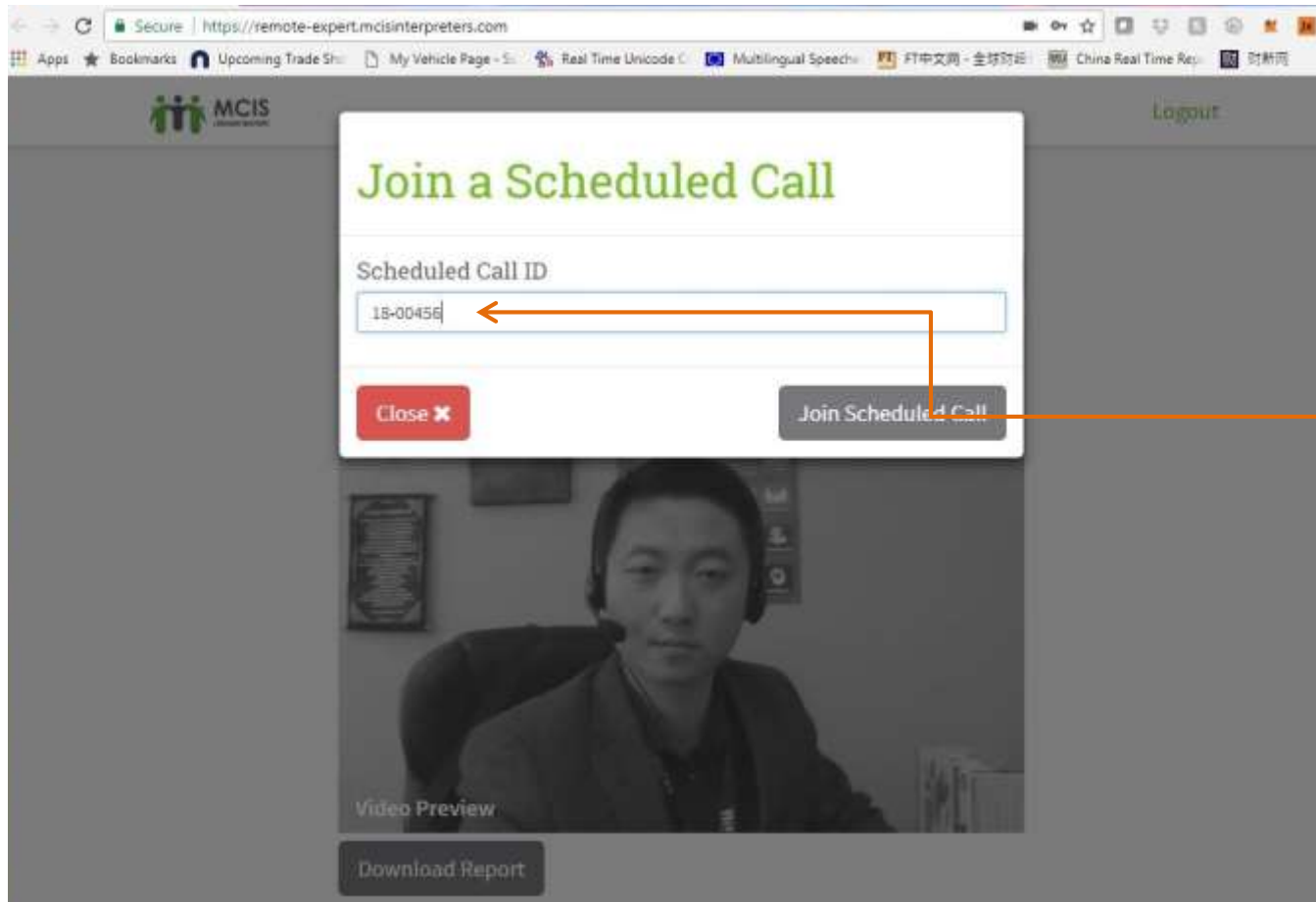
Make sure you select the **“Available”** status in order to take calls.



Click on Join a Scheduled Call ID.

How to Join a Scheduled Call

To join, you will be asked to enter a **Scheduled Call ID** – enter the **assignment confirmation number** you received from MCIS via email. It will be in the format of **18-xxxxx**. Please make sure to copy and paste the correct number!



The screenshot shows a web browser window with the URL <https://remote-expert.mcisinterpreters.com>. The page features the MCIS logo and a 'Logout' link. A central form titled 'Join a Scheduled Call' contains a text input field labeled 'Scheduled Call ID' with the value '18-00456'. Below the input field are two buttons: 'Close X' and 'Join Scheduled Call'. An orange arrow originates from the 'Join Scheduled Call' button and points to a text box on the right side of the slide.

Enter the Scheduled Call ID provided by the IS Coordinator

While on a Call - Using the platform features

The screenshot shows a web browser window displaying a video call interface. The browser's address bar shows the URL <https://remote-expert.inciinterpreters.com>. The interface includes a 'Data Collection' sidebar on the left with a 'Name' field containing 'Judy'. The main area shows a video feed of a woman with glasses. A control panel on the right side of the video feed contains several icons, each with a callout box pointing to it: 'Elapsed time' (00:00:45), 'End Call' (red phone icon), 'Enable/Disable Full screen', 'Mute/Unmute Speakers', 'Show/Hide Data Form', 'Enable/Disable Camera', and 'Enable/Disable Microphone'. At the bottom right, there is a 'Chat' window with a text input field labeled 'Type message here' and a 'Send' button. A callout box points to the chat window with the text: 'Use the chat box to communicate in writing with the customer if needed (e.g. problems with audio, video, etc.)'. A small inset video in the bottom left corner shows a man labeled 'You'.

While on a Call

- ❑ Remember! This is just like a regular interpretation assignment.
- ❑ Once connected, proceed to complete your **Interpreter's Introduction**

HELLO
MY NAME IS

*My name is (your first name), I am the (your target language) interpreter sent by MCIS. I will be interpreting everything that is said as faithfully as possible. I will be interpreting in first person, and would ask you to speak directly to each other. I may interrupt if necessary for clarification; I may also take notes to aid my memory. I will remain impartial throughout the assignment. Everything that is said will remain confidential. At the end of the session I will destroy the notes. Do I have permission to be your interpreter?
I will now introduce myself in (the second language of conversation).*

Ending a Call

Secure | https://remote-expert.mcisinterpreters.com

MCIS LANGUAGE SOLUTIONS Logout

Please Rate Your Call

Wait Time: ★★★★★

Call Quality: ★★★★★

Comments:

Call Failed:

Test Call:

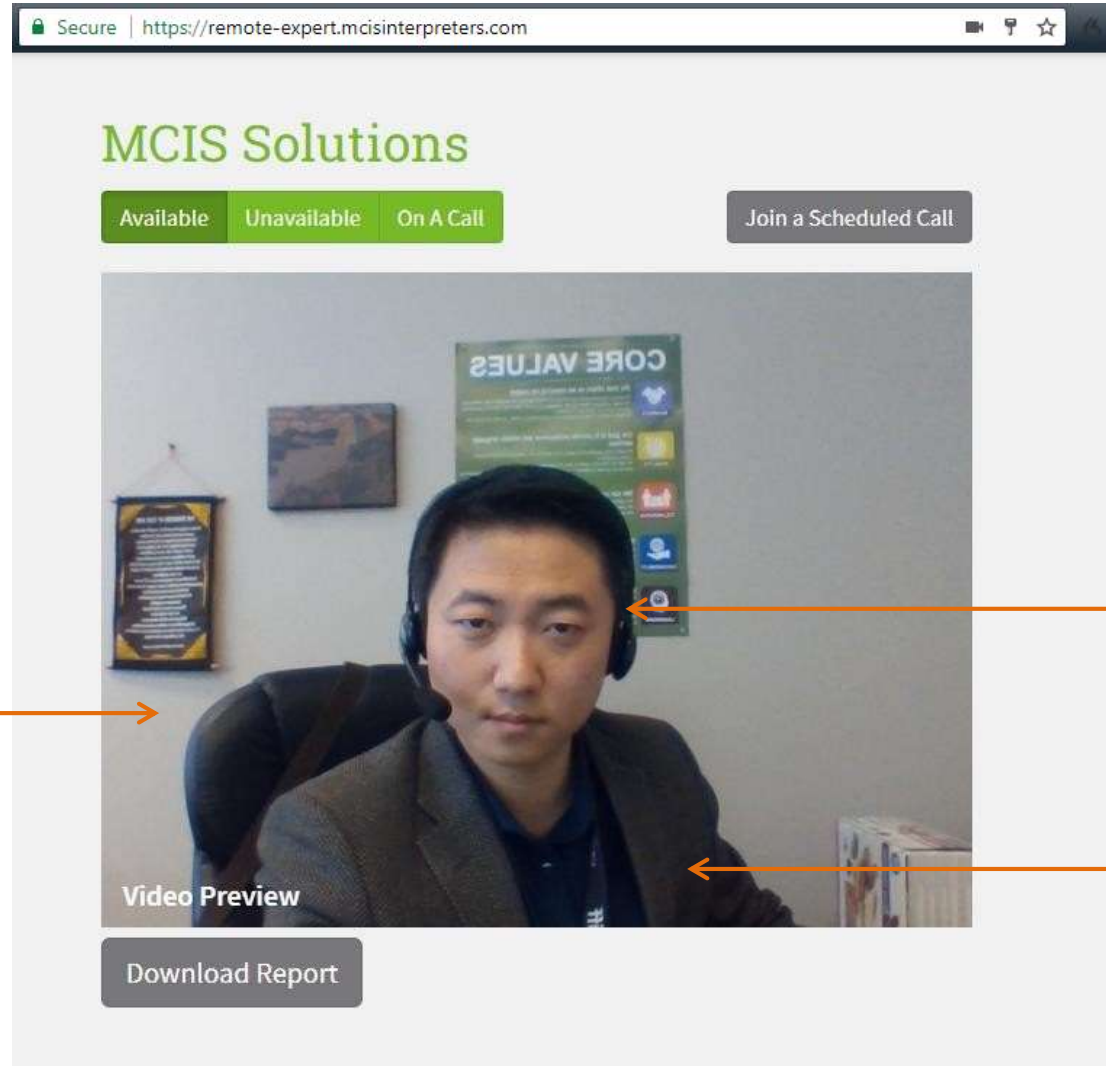
[Continue without rating](#)

- **Rate** each item
- Fill out the comments section (if any)
- Click on **submit**
- Or Continue without rating

Tips and Refreshers for Scheduled Video Assignments



Tips for Seating and Lighting Arrangements



Make sure the room is **well lit**.

Wear a **headset** with microphone and headphones for optimal call quality.

Sit in a way that you appear in the **centre** of the screen.

Remote Interpretation Basics



Find

- A quiet & well-lit place that is free of interruptions



Make sure you

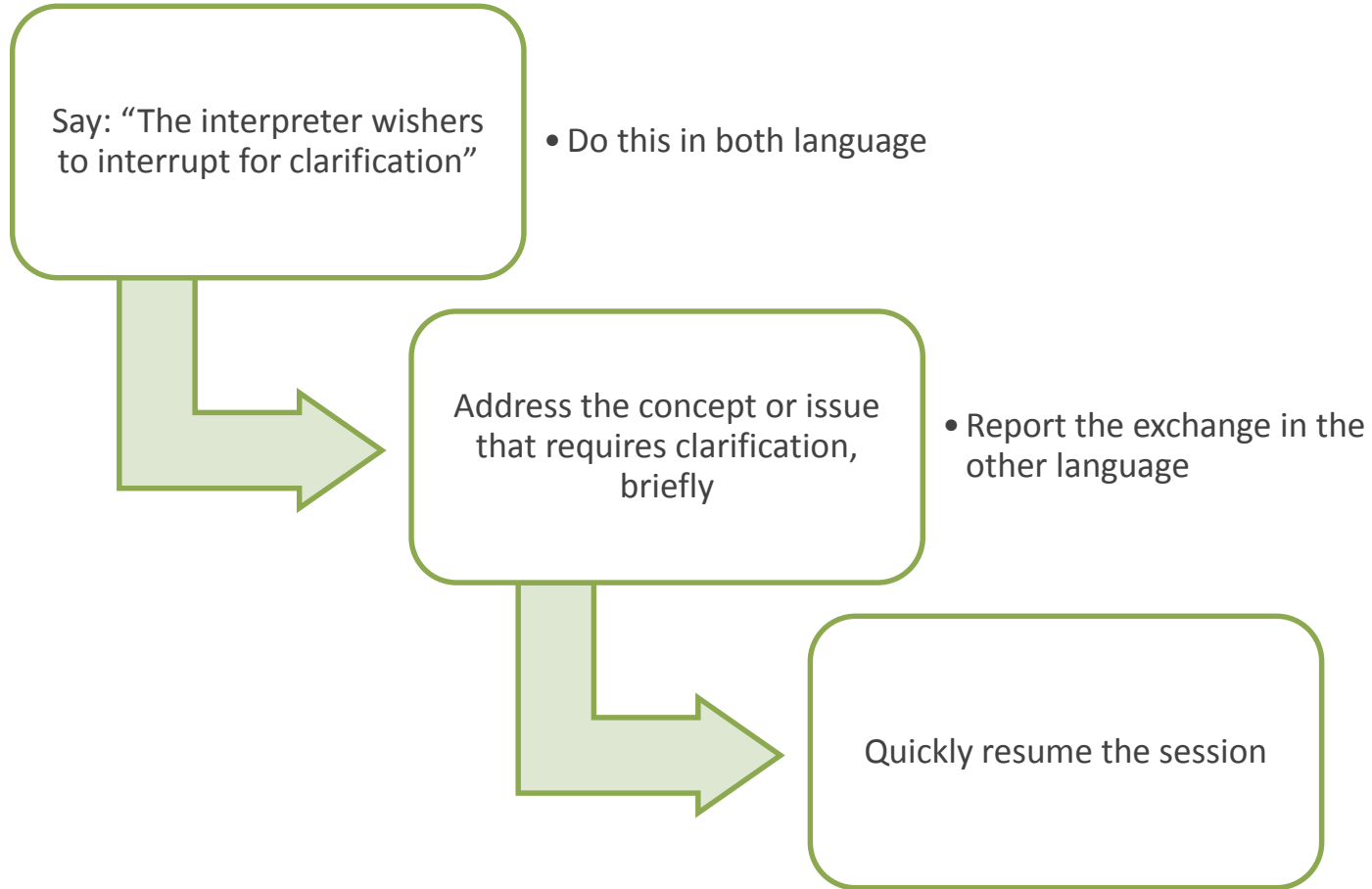
- Inform your family and neighbors you are working
- Post “do not disturb” sign on door
- Set your mobile devices to silent or vibration mode



Have tools & resources ready

- Pen and notepad
- Working computer
- High-speed internet
- Online dictionary
- Headset

Interrupting for Repetition or Clarification



Experiencing Technical Difficulties?

Contact Support

☎ : 1 888 990 9014 ext. 782

✉ : remote@mcis.on.ca



Questions related to the assignment itself? Contact the **Interpretation Services** department at 416-467-3097 x 700 or at is@mcis.on.ca