

# Scheduled Video Interpretation Assignments with **MCIS Language Solutions**

Guidelines and  
Instructions



So you've accepted a Scheduled Video Assignment with MCIS for the upcoming parent-teacher interviews...

**Next steps:**

- 1. Test your equipment**
- 2. Test Scheduled Video platform**
- 3. Tips for video interpretation**

# Part 1: Testing your Video Equipment



Please use  
Google  
Chrome or  
Safari

# Connect to the Self-Test Platform

1. Access the URL:

<https://scheduledvideo-mciscustomer.mcisinterpreters.com>

2. Use this Access Code to log in: **video**



Login  
Access Code

video

Sign in

# Connect to the Self-Test Platform

3. Once you are logged in, click

Continue

4. Enter your name and submit

## Please Confirm Details

Confirm this information and press Submit

Name

(optional)

Submit data

# Connect to the Self-Test Platform

You've successfully logged in if you see this page below.

5. Then click on **Test Call** and select **Help desk video call**

The screenshot shows a web interface titled "Choose Expertise". On the left, there is a green button labeled "Scheduled Call" with a white medical bag icon containing a plus sign. Below this button is the text "Choose your care specialist". On the right, there is a "Test Call" section with a gear icon. Below it, a white dropdown menu is open, showing two options: "Help desk video call" (with a monitor icon) and "Automated test call" (with a gear icon). Two orange arrows point from the numbered instructions to these options: one from instruction 1 to "Test Call" and another from instruction 2 to "Help desk video call".

**Choose Expertise**

Scheduled Call

Choose your care specialist

**1** Click **Test Call**

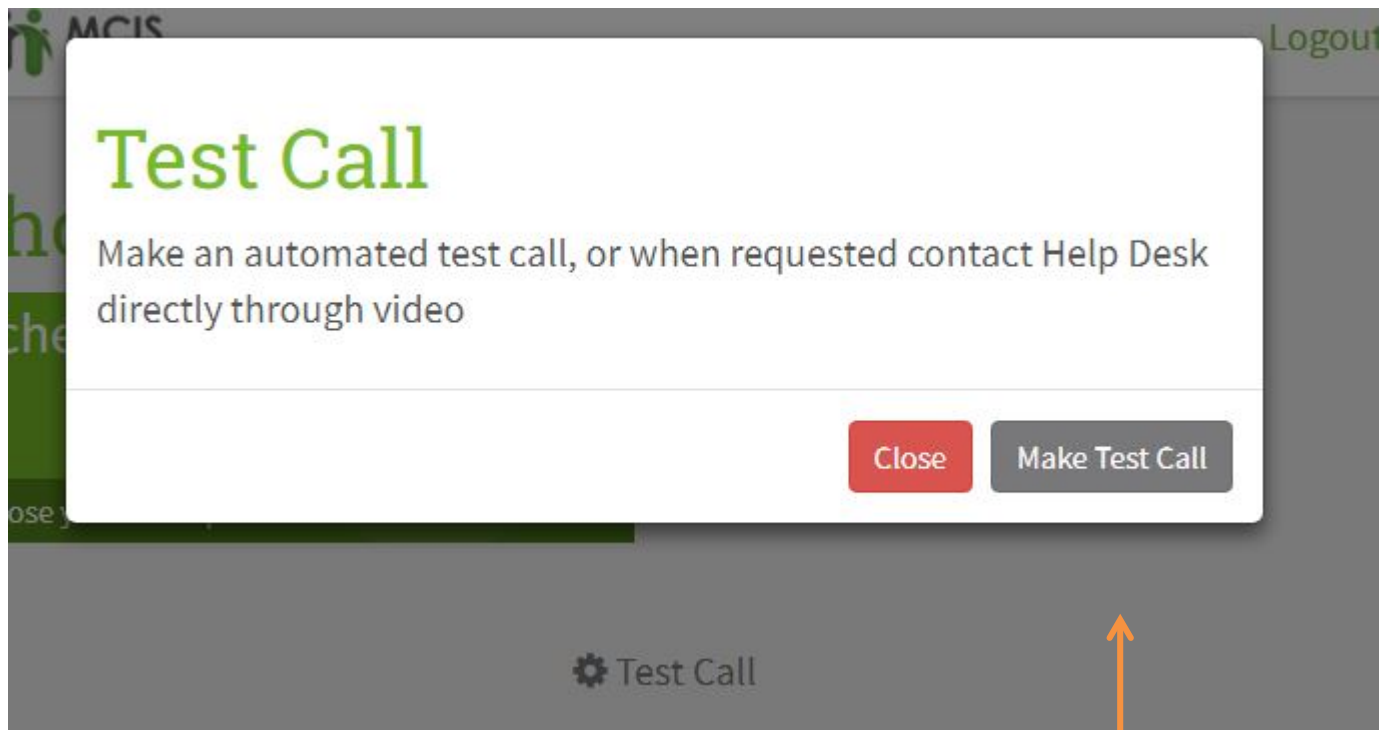
**2** Click **Help desk video call**

⚙️ Test Call

🖥️ Help desk video call

⚙️ Automated test call

# Connect to the Self-Test Platform



Click **Make Test Call**

# Connect to the Self-Test Platform

Someone from the video platform service will answer your video call.


Please make sure you:

- 1 Connect your headset to your computer
- 2 Enable your camera

Please say HELLO to the video tester, in order to make sure they can hear you and you can hear them!

# Ending a Call

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

 [Logout](#)

## Please Rate Your Call

Wait Time: ★★★★★


Call Quality: ★★★★★

Comments:

Call Failed: ☐

Test Call: ☐

[Continue without rating](#)

- 
1. **Rate** each item
  2. Fill out the comments section (if any)
  3. Mark it as a **test call**
  4. Click on **submit**

# **Part 2:**

## **Connecting to the Scheduled Video Platform**

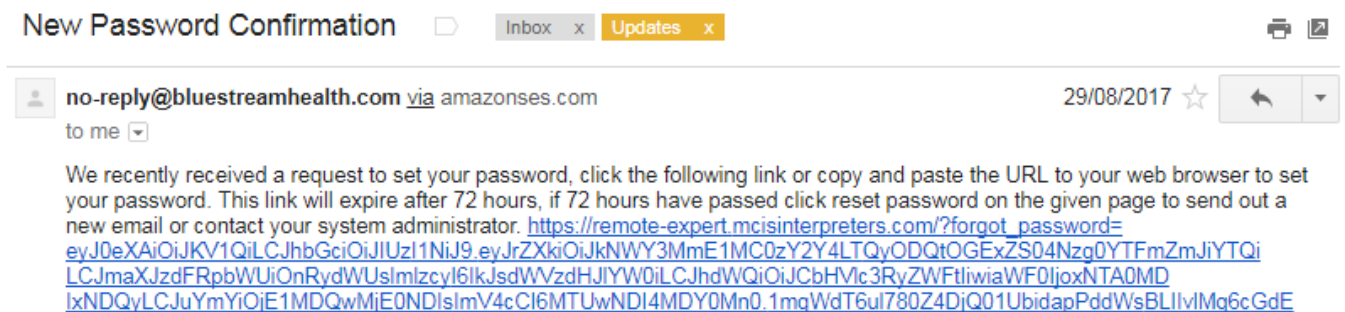


Please use  
Google  
Chrome or  
Safari

# Password Confirmation

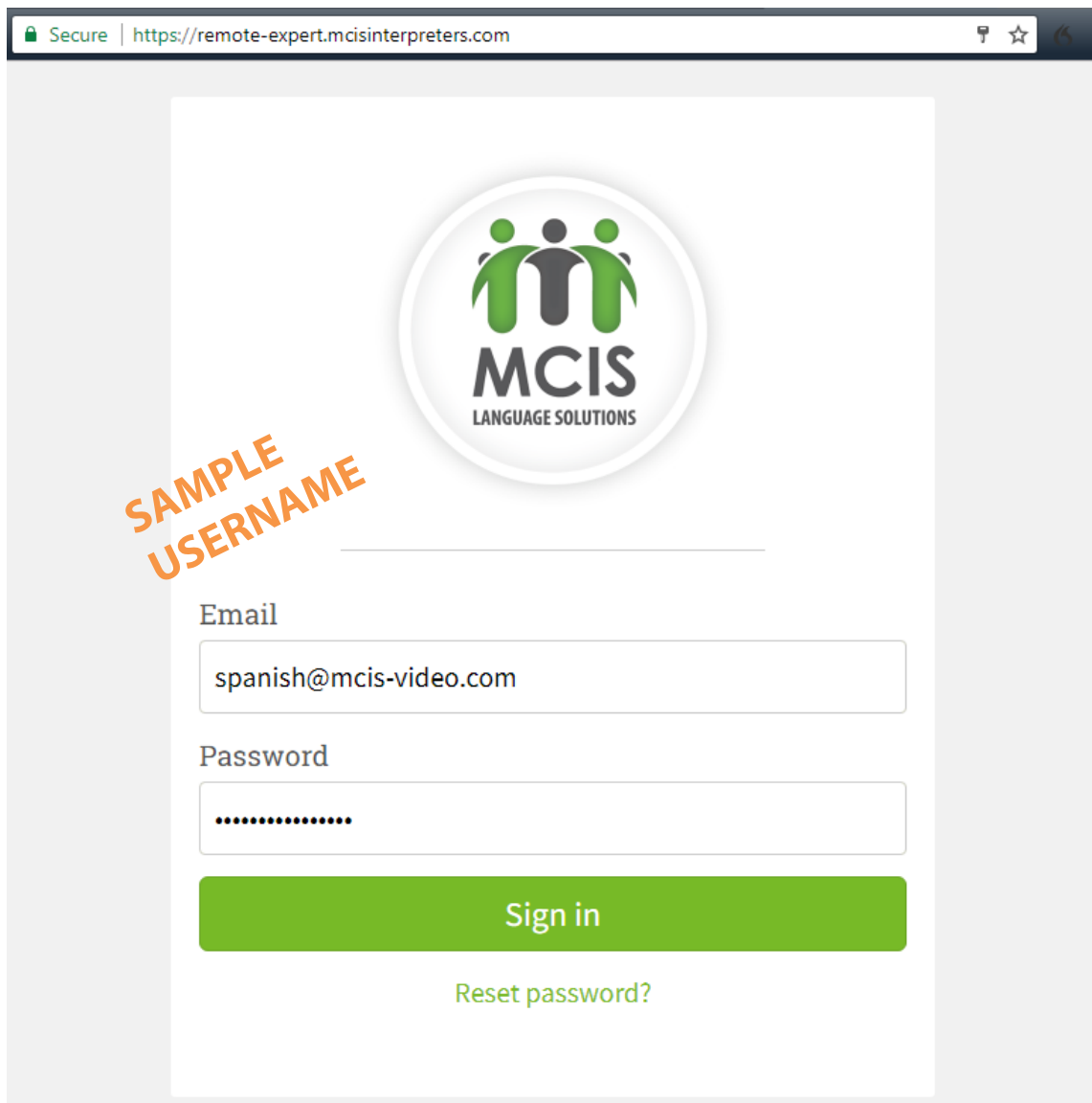
A Bluestream account has been created using your e-mail (previously provided to MCIS).

Once the account is created, you will receive an e-mail asking to create a new password. Follow the steps.




# How to Connect to Platform

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



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



**SAMPLE  
USERNAME**

Email

spanish@mcis-video.com

Password

.....

Sign in

[Reset password?](#)

# How to Connect to Platform

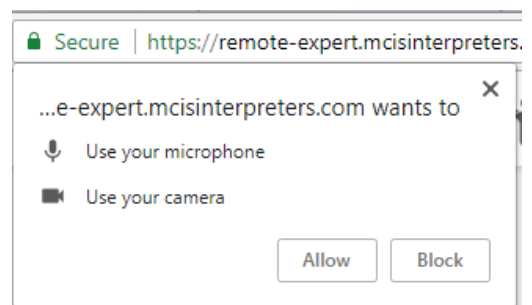
## 3. Choose Call Center

- MCIS Language Solutions

## 4. Log into MCIS Language Solutions



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



# How to Join a Scheduled Call

The screenshot shows a web browser window with the URL <https://remote-expert.mcisinterpreters.com>. The page header includes the MCIS logo, the text 'MCIS SOLUTIONS', a 'Logout' link, and a user profile 'Alejandro'. Below the header, there are three status buttons: 'Available', 'Unavailable', and 'On A Call'. An orange arrow points from the 'Available' button to a text box that says '1 Make sure you select the "Available" status in order to take calls.' Below the status buttons is a large video preview window showing a man in a blue blazer. Below the video preview is a 'Download Report' button. To the right of the video preview is a 'Join a Scheduled Call' button. An orange arrow points from this button to a text box at the bottom that says '2 Click on Join a Scheduled Call ID.'

MCIS Language Solutions

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

Alejandro

Logout

MCIS SOLUTIONS

Available Unavailable On A Call

Join a Scheduled Call

Video Preview

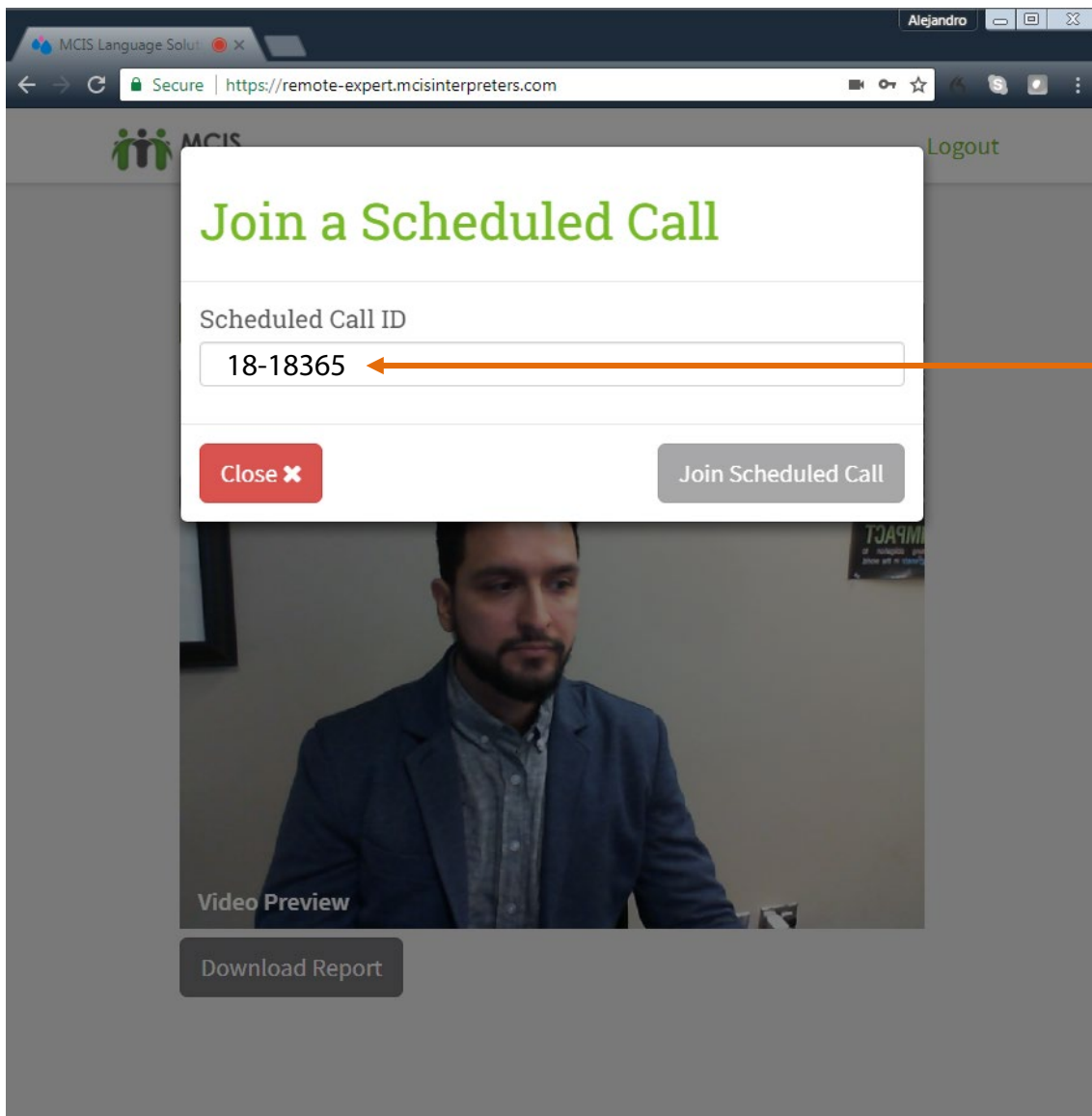
Download Report

1 Make sure you select the "Available" status in order to take calls.

2 Click on **Join a Scheduled Call ID**.

# How to Join a Scheduled Call

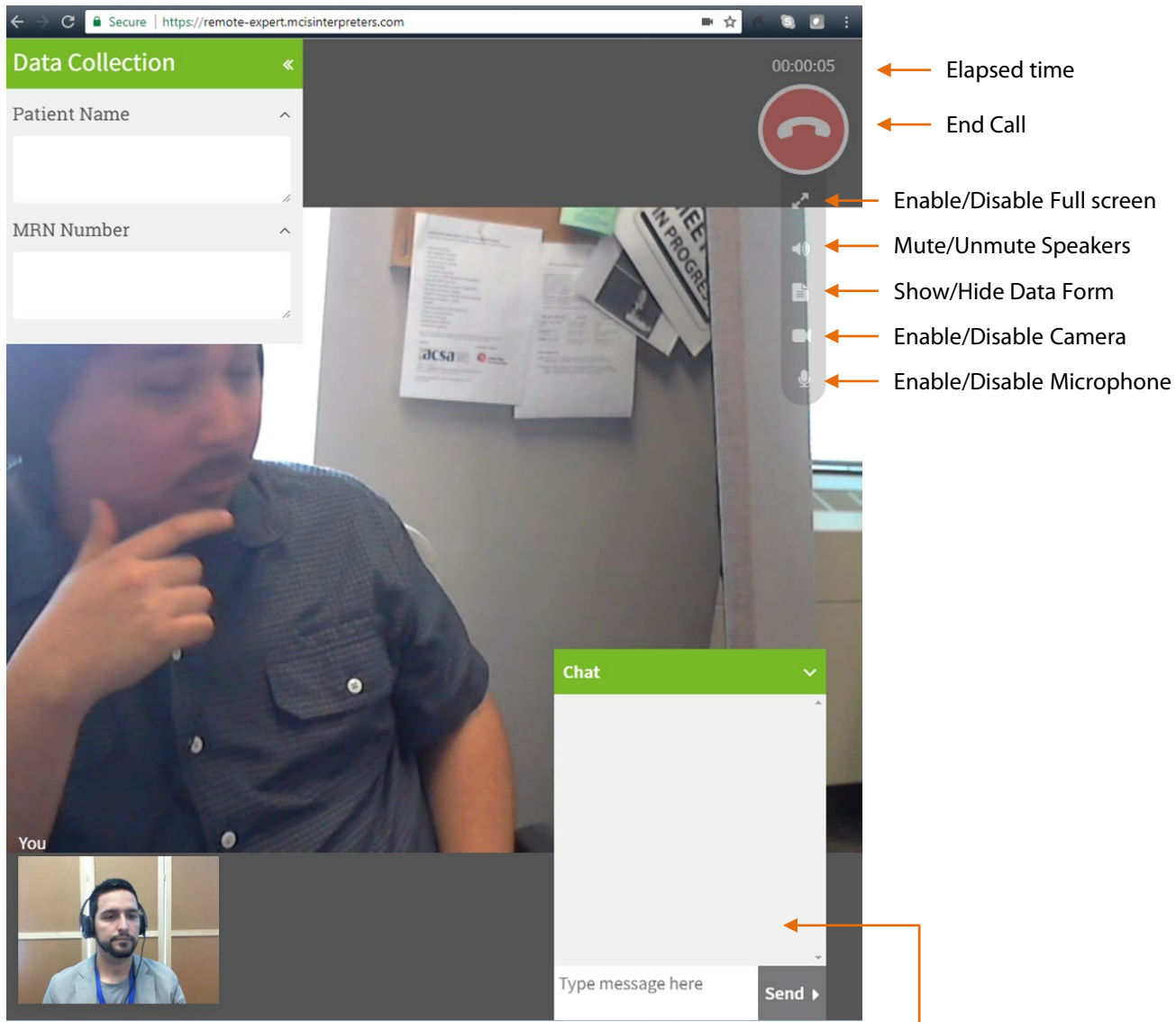
To join, you will be asked to enter a **Scheduled Call ID** – enter the **assignment confirmation number** you received from MCIS via email. It will be in the format of **18-xxxxxx**. Please make sure to copy and paste the correct number!



The screenshot shows a web browser window with the URL <https://remote-expert.mcisinterpreters.com>. The page features a modal titled "Join a Scheduled Call" in green text. Below the title is a label "Scheduled Call ID" and a text input field containing "18-18365". An orange arrow points from the input field to the number "2" in the instruction below. The modal has a red "Close X" button and a grey "Join Scheduled Call" button. Below the modal is a "Video Preview" section showing a man in a blue blazer. At the bottom of the page is a grey "Download Report" button.

**2** Enter the **Scheduled Call ID** provided by the IS Coordinator.


# While on a Call – using the platform features



Use the chat box to communicate in writing with the customer if needed  
(*e.g. problems with audio, video, etc.*)

# Ending a Call

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

 [Logout](#)

## Please Rate Your Call

Wait Time: ★★★★★

Call Quality: ★★★★★

Comments:

Call Failed: ☐

Test Call: ☐

[Continue without rating](#)

1. **Rate** each item
2. Fill out the comments section (if any)
3. Click on **submit**
4. Or Continue without rating

# 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?*

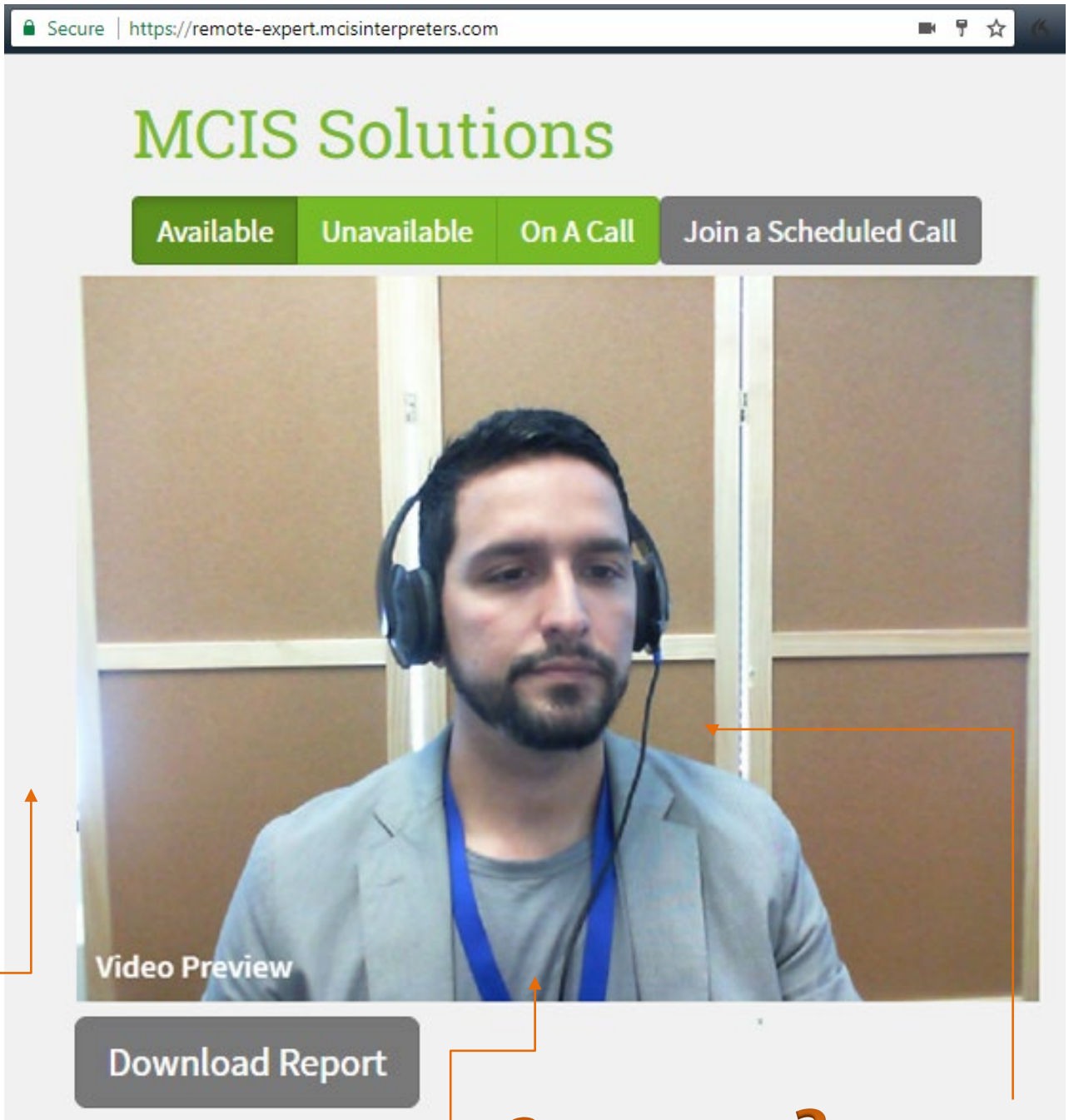
*I will now introduce myself in (the second language of conversation).*

# **Part 3:**

## **Tips and Refreshers for Scheduled Video Assignments**



# Tips for Seating and Lighting Arrangements



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

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

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

# Remote Interpretation Basics

Find a **quiet & well-lit** place that is free of interruptions



## Find

**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

## Make

**Have tools & resources ready:**

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



## Have

# Interrupting for Repetition or Clarification

Say: *"The interpreter wishes to interrupt for clarification"*

**Do this in both languages**



Address the concept or issue that requires clarification, briefly.

**Report the exchange in the other language**



Quickly resume the session

# Experiencing Technical Difficulties?

## Contact Support

☎ : 416-467-3097 x 500

✉ : [training@mcis.on.ca](mailto:training@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](mailto:is@mcis.on.ca)