



MCIS Language Solutions

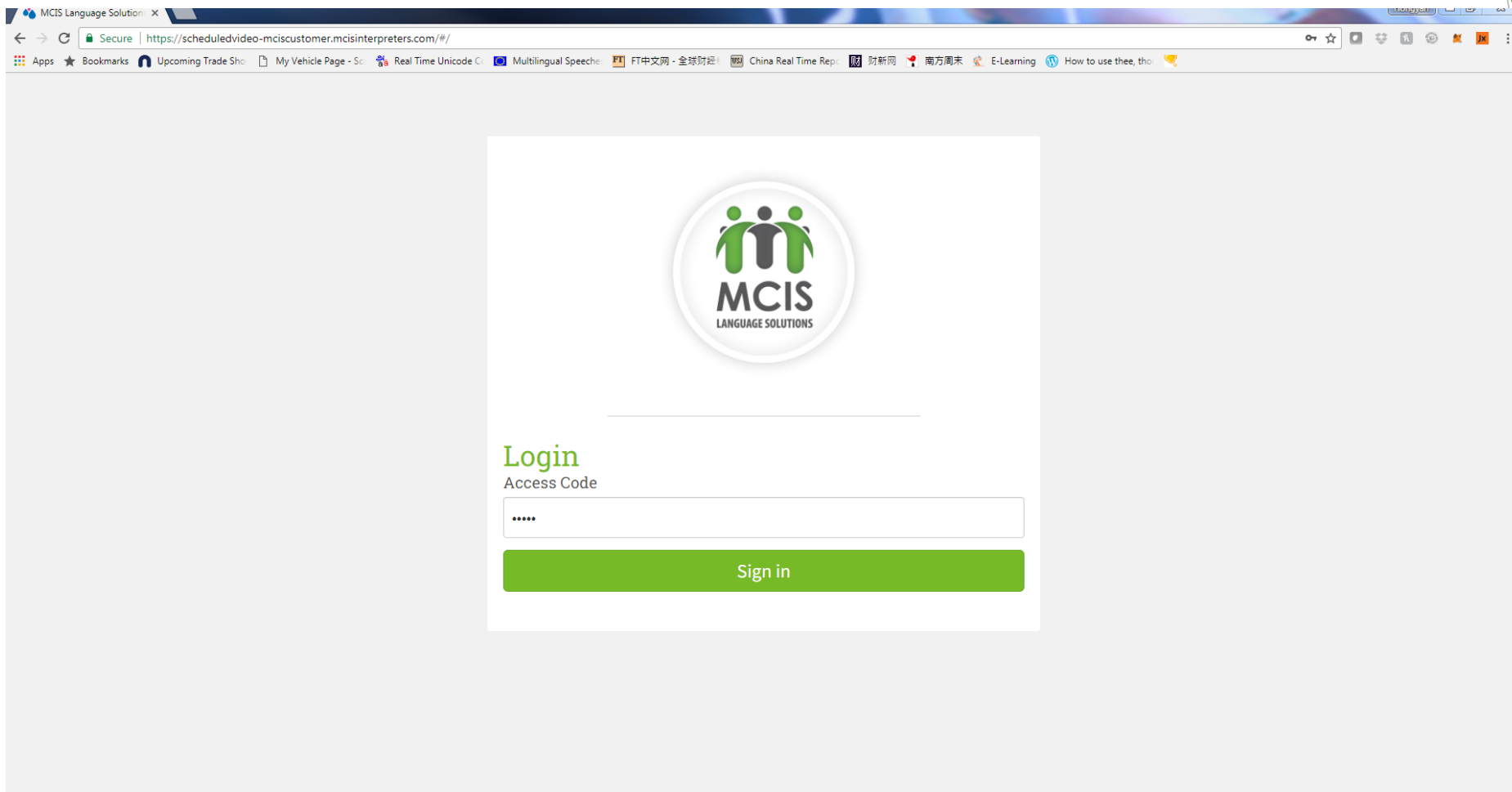
Scheduled Video Interpreting - Access Instructions for Clients

Requirements

- ▶ Please ensure you have:
 - ▶ A computer equipped with a **web camera**
 - ▶ A stable high-speed Internet connection
 - ▶ A quiet environment
 - ▶ Available space for all parties to see the computer screen and speak comfortably into the microphone

Visit:

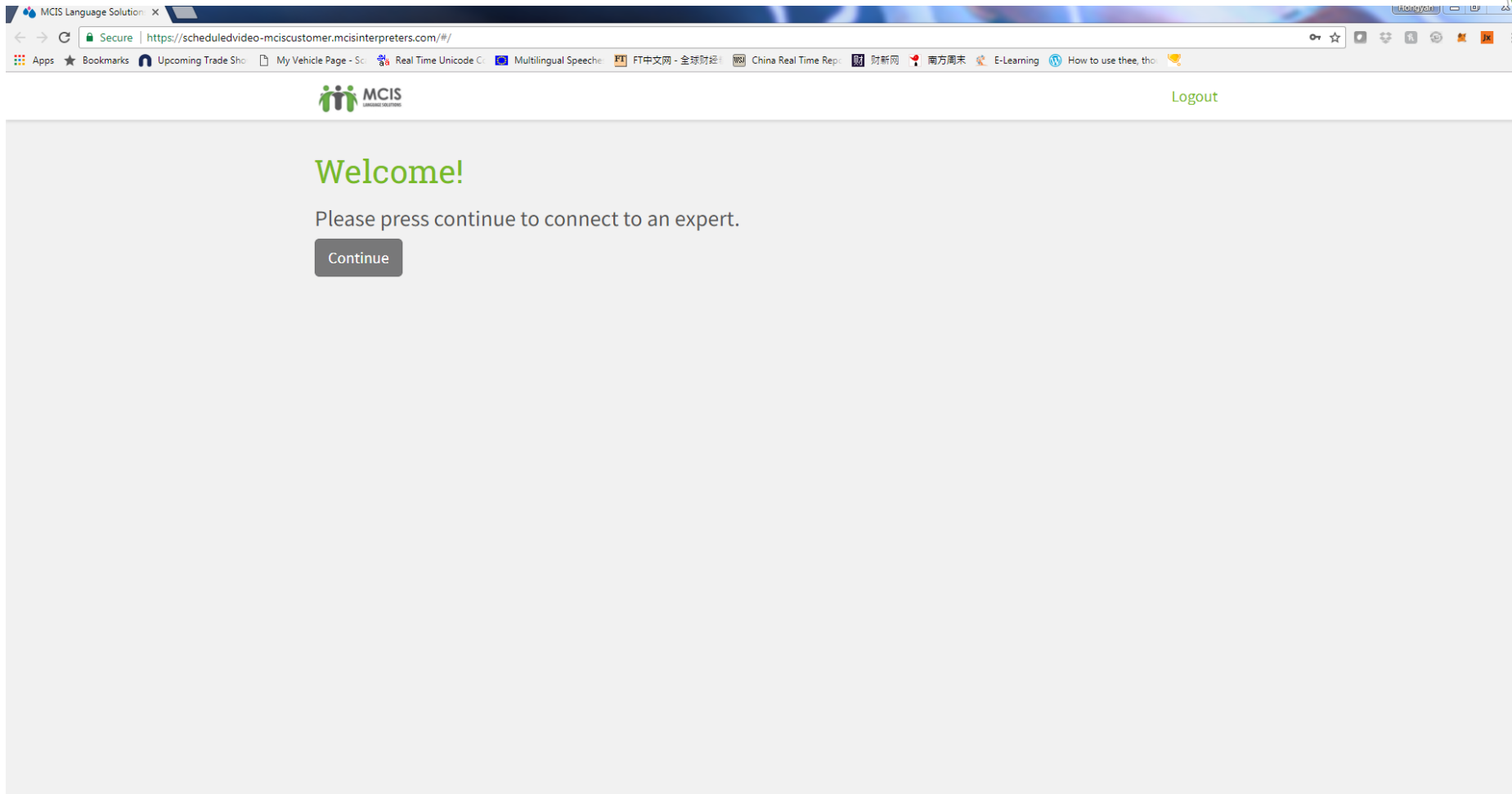
- ▶ <https://scheduledvideo-mciscustomer.mcisinterpreters.com>



For support, please call: 929-373-7005

Enter Access Code

Enter access code: “video” and click on the “Sign in” button



For support, please call: 929-373-7005

Dismiss the welcome screen

Click on “Continue”



Logout

Please Confirm Details

Confirm this information and press Submit

Name

Submit data

Enter your name

Enter your name and click on “Submit data”



Logout

Choose Expertise

Scheduled Call 

Choose your care specialist

⚙️ Test Call

For support, please call: 929-373-7005

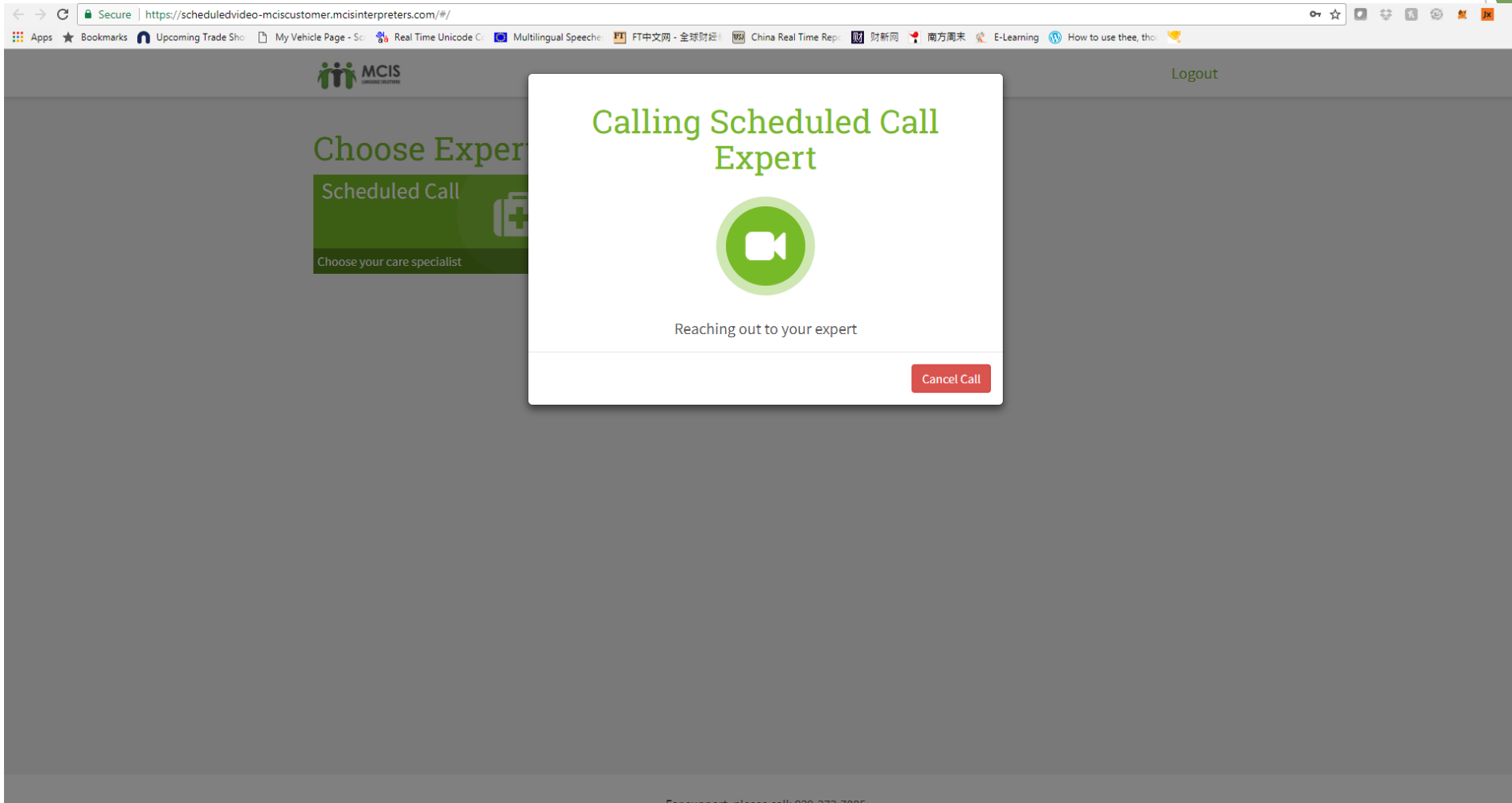
Click on Scheduled Call

Click on "Scheduled Call" under "Choose Expertise"

The screenshot shows a web browser window with a URL bar displaying "Secure | https://scheduledvideo-mciscustomer.mcisinterpreters.com/#/". The browser's address bar contains several bookmarks, including "Upcoming Trade Sho", "My Vehicle Page - Sc", "Real Time Unicode C", "Multilingual Speeche", "FT中文网 - 全球财经", "China Real Time Rep", "财新网", "南方周末", "E-Learning", and "How to use thee, tho". The website's header features the MCIS logo on the left and a "Logout" link on the right. A "Scheduled Call" pop-up window is centered on the screen, containing a text input field with the value "18-00465" and a green "Submit data" button. Below the pop-up, a "Test Call" link is visible. At the bottom of the page, a footer reads "For support, please call: 929-373-7005".

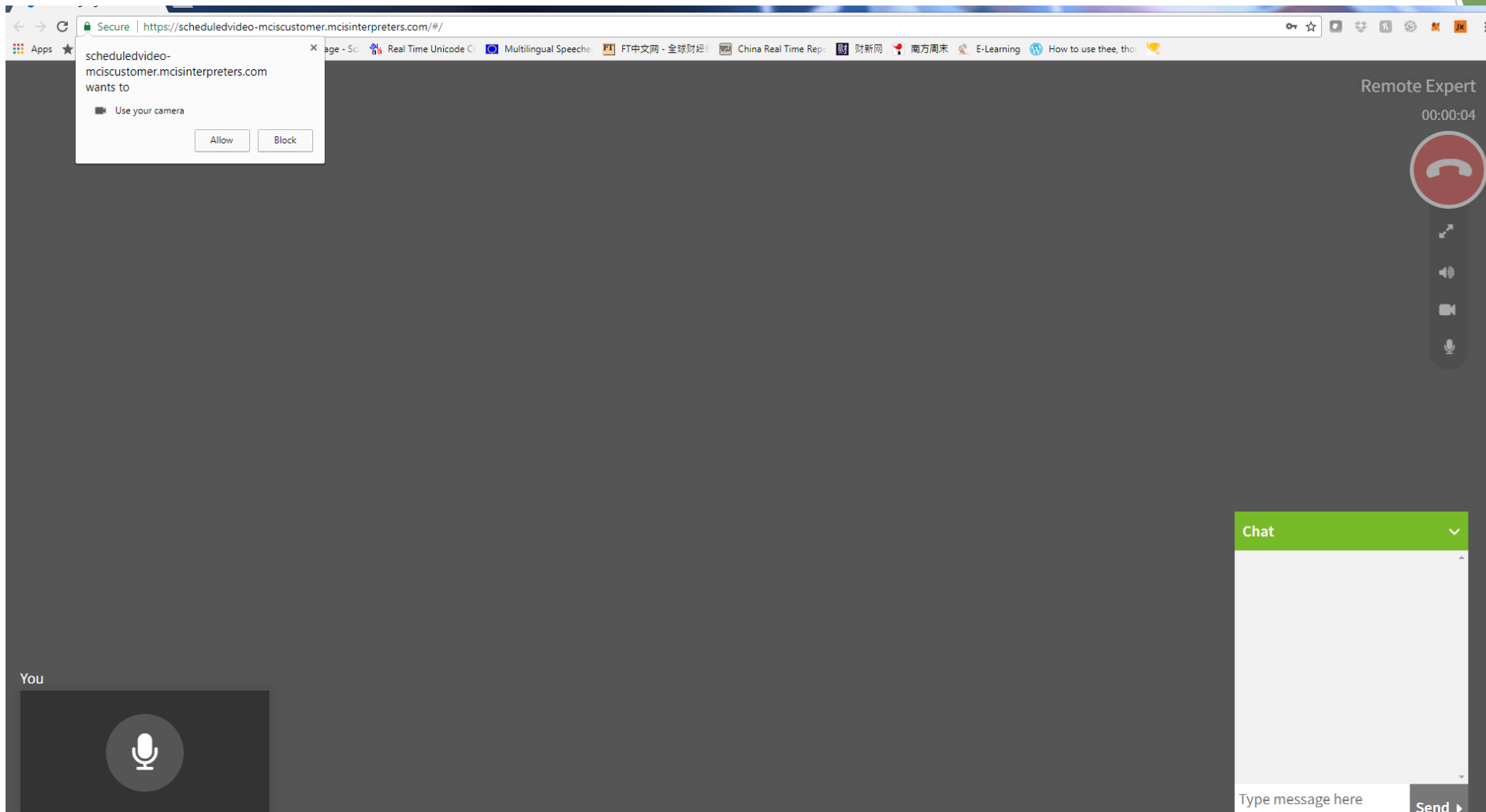
Enter the assignment confirmation number

On the pop-up window, please enter the assignment confirmation number you received from our Interpreting Services department, and click on “Submit data”.



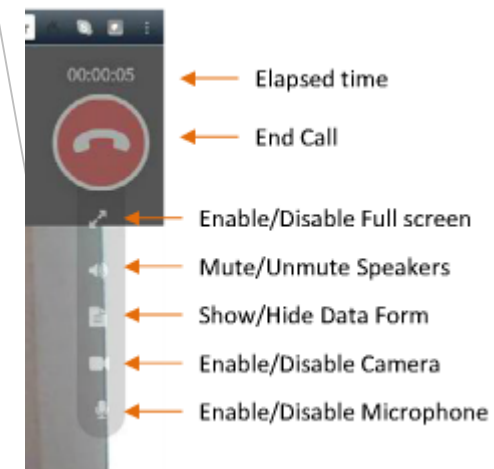
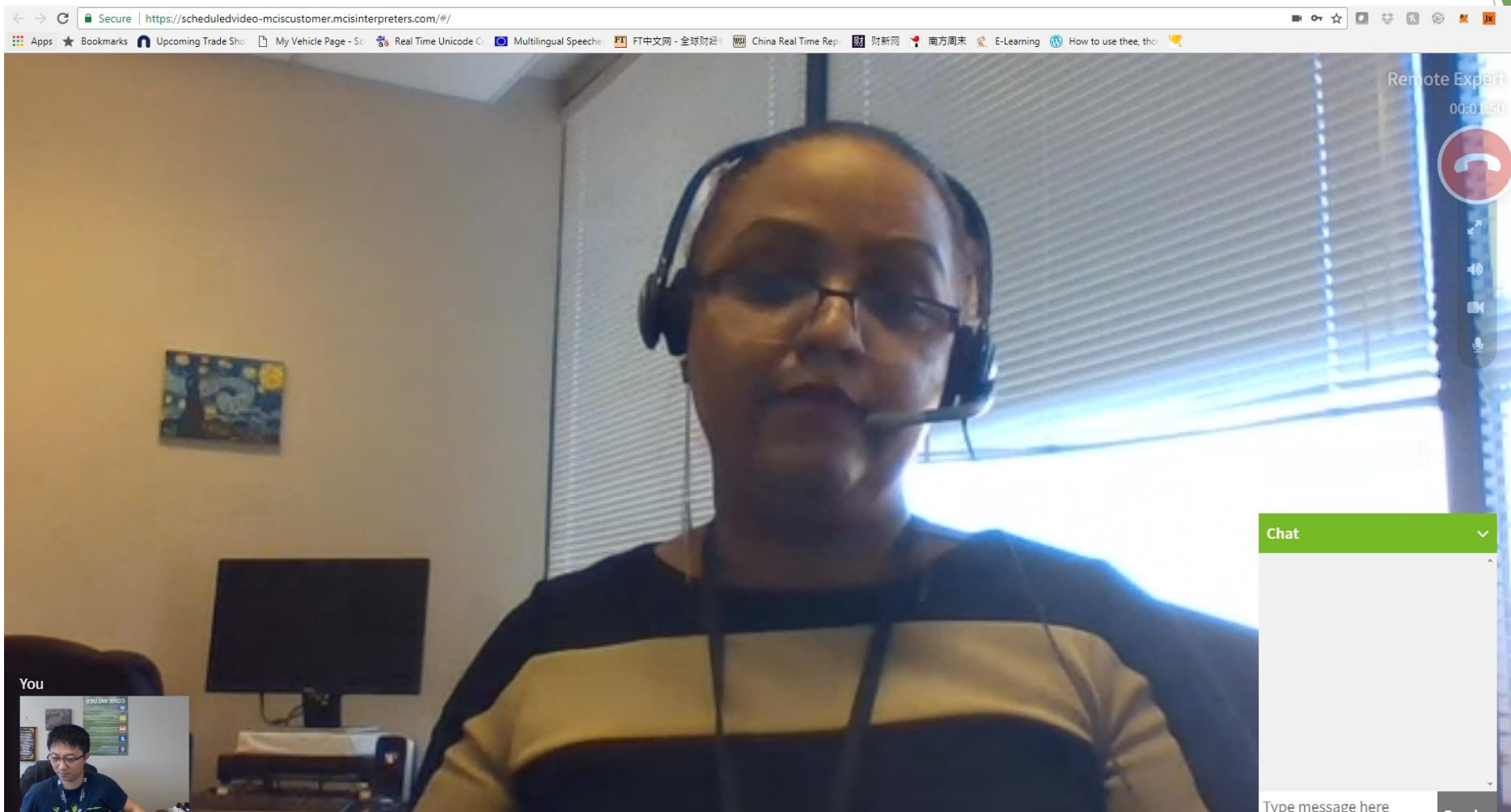
Wait for the Interpreter to Connect

The interpreter with the matching assignment confirmation number will connect with you.



Grant permission for camera and microphone access

You may see a pop-up window asking you to grant permission for our platform to access your camera and a separate pop-up screen to access your microphone. Please always click on "Allow".



Video interpreting session

Please ensure that all parties on your side are clearly visible in the smaller video screen at the bottom left. You may use the chat box at the bottom right of the screen for text communication.

When the call is over, click on the red “End Call” circular button, found towards the top right of the screen.

Please Rate Your Call

Wait Time: ★★★★★

Call Quality: ★★★★★

Remote Expert: ★★★★★

[Continue without rating](#)

Rating the call

At the end of the session, please feel free to rate our service based on three categories. You may optionally choose to skip this step by clicking on “Continue without rating”.



[Logout](#)

Please Confirm Details

Confirm this information and press Submit

Name

Submit data

For support, please call: 929-373-7005

Confirm your rating

You may choose to enter your name again as the person who provided the feedback, or simply skip this step as well and click on “Submit data”.

That’s it!