On Demand Video Remote Interpreting

Interpreter User Guide

thebigword

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thebigword.com

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2 What is On Demand Video Remote Interpreting (VRI)?

On Demand Video Remote Interpreting (VRI) is a service providing clients with access to Interpreters remotely online, to deliver either sign language or spoken Interpreting services, at any given time.

On Demand VRI allows the client to see the Interpreter face to face and have a conversation with them, as they would do in real life, much like Skype or Face time.

How does this work?

Remote or off site Interpreters, who are online on IMS.Direct Interpreter Portal, will receive offers of work for On Demand VRI assignments through their portal, as and when the demand comes in.

IMS.Direct Interpreter Portal is an online portal that is available 24 hours per day, 7 days per week 365 days per year, providing you with easy access to deliver On Demand VRI services to thebigword clients.

3 What do I Need to Deliver a Good On Demand Experience?

To facilitate the communication, an online internet connection is required along with a webcam and a microphone.

If you are providing this service from your home, you will need to ensure the room you are using is free from noise, is it well lit and the backdrop behind you is the screen that has been agreed with thebigword to use.

For more information please review the Product Support Article here:
https://support.thebigword.com/hc/en-gb/articles/115007264908

4 What are the Benefits of On Demand VRI to me?

There are many benefits of providing On Demand VRI services. These include:

- Additional service type for you to be skilled on for the potential of new job opportunities.
- Flexible, so you don't have to travel to appointments allowing you to deliver from your home or a dedicated office space.
- Easy to manage offers and all your service types within the one central portal online - IMS.Direct Interpreter Portal.
- You get to control when you are available to take On Demand VRI bookings.
- The system will record the start and end times of the booking ensuring accuracy and speed of invoices.

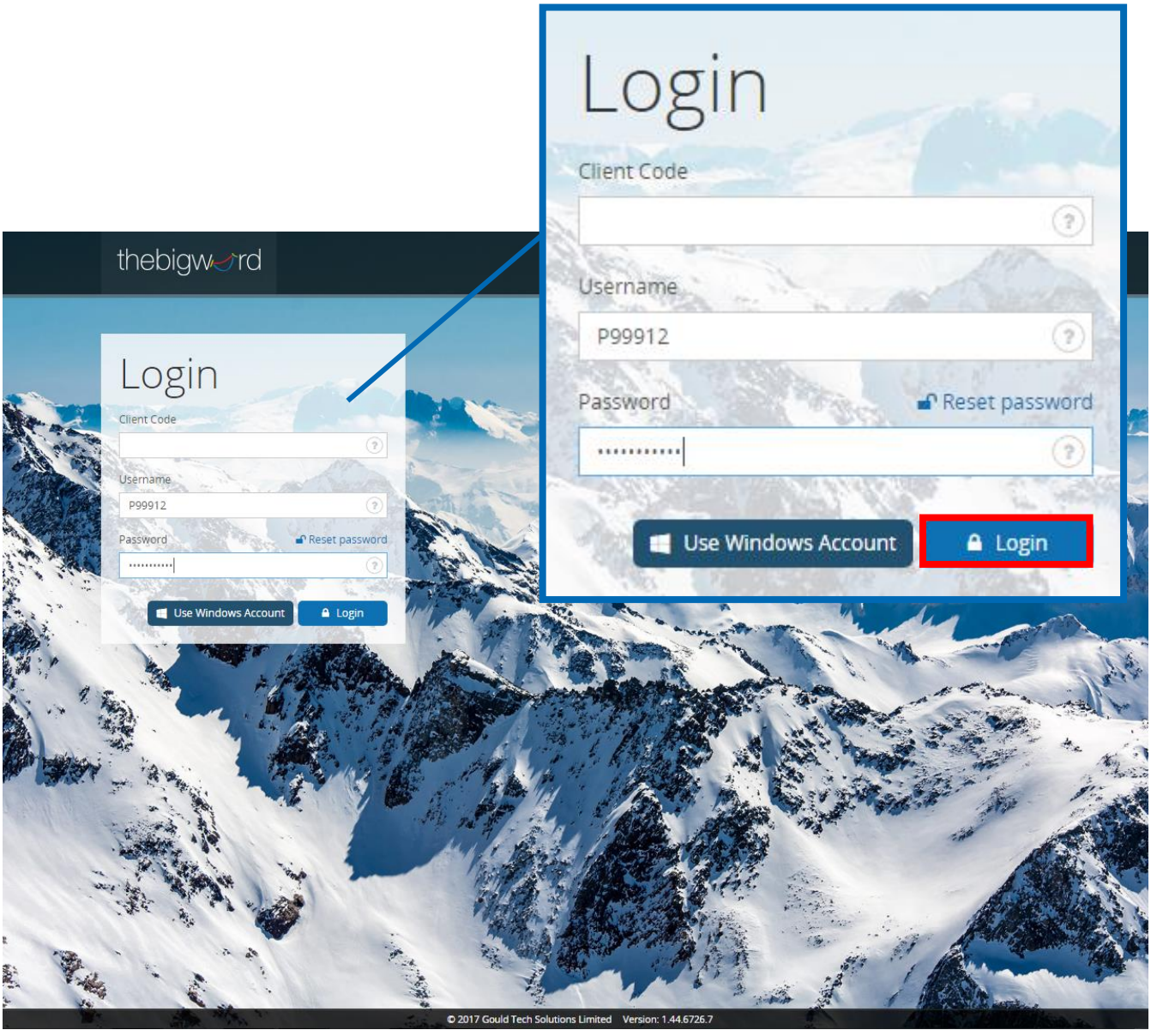
5 How to log in to IMS.Direct for On Demand VRI?

To Log in, you need to enter your username and password that you received from thebigword during the on-boarding process to IMS.Direct.

Step 1: To log on go to: https://thebigword.ims.direct
Step 2: Enter your username – this will be your unique code.
Step 3: Enter your password.
Step 4: Once you have entered your details, click 'Login' to continue.

If you do not know your password, you can reset it by clicking the 'Reset Password' link.

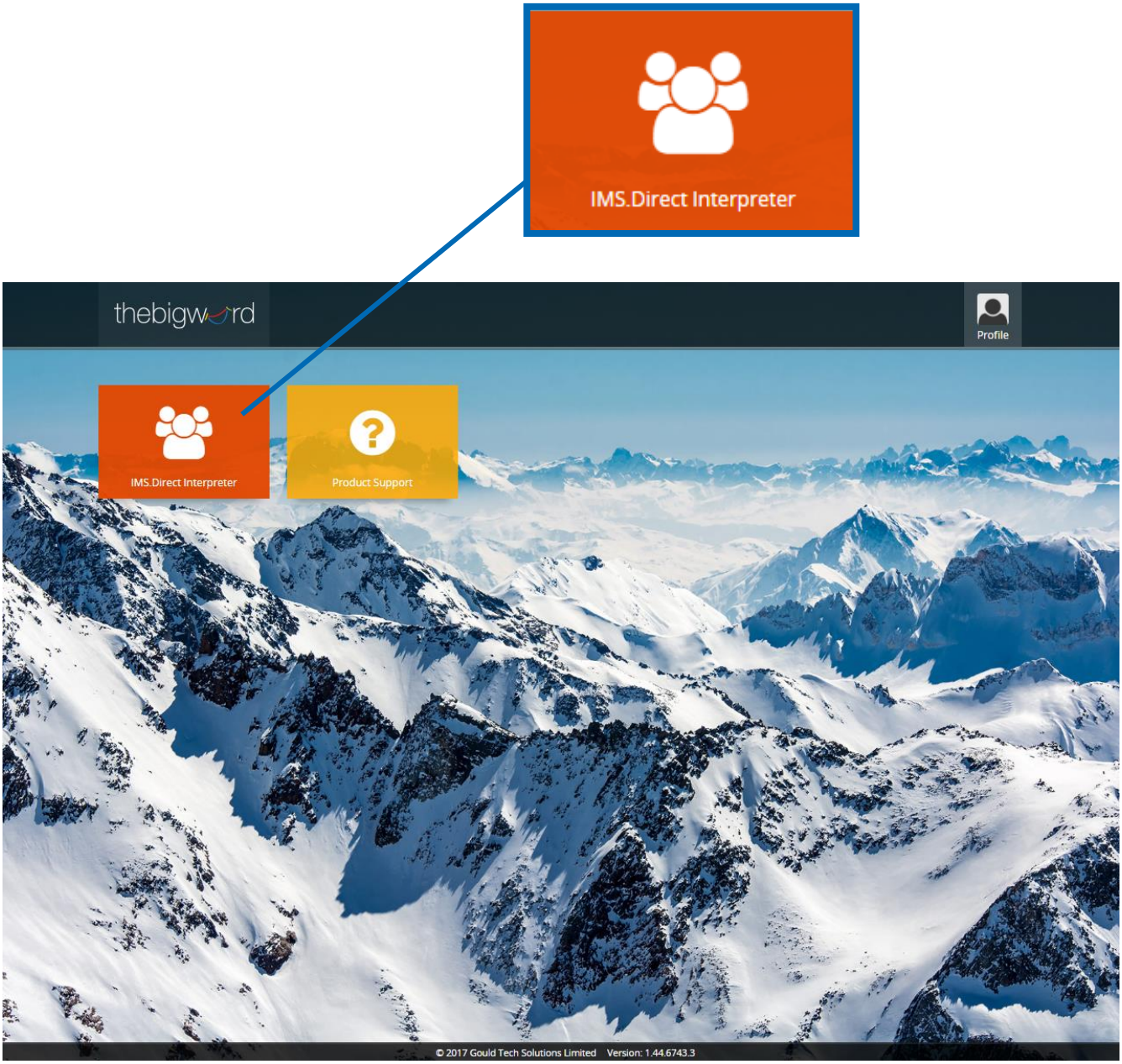
An email will be sent to your registered email address, with further instructions on how to reset your password.



6 How to View my Dashboard?

Once you have successfully logged in, you will be presented with the thebigword Dashboard, displaying the system applications you have access to.

Step 1: Click on IMS.Direct Interpreter.



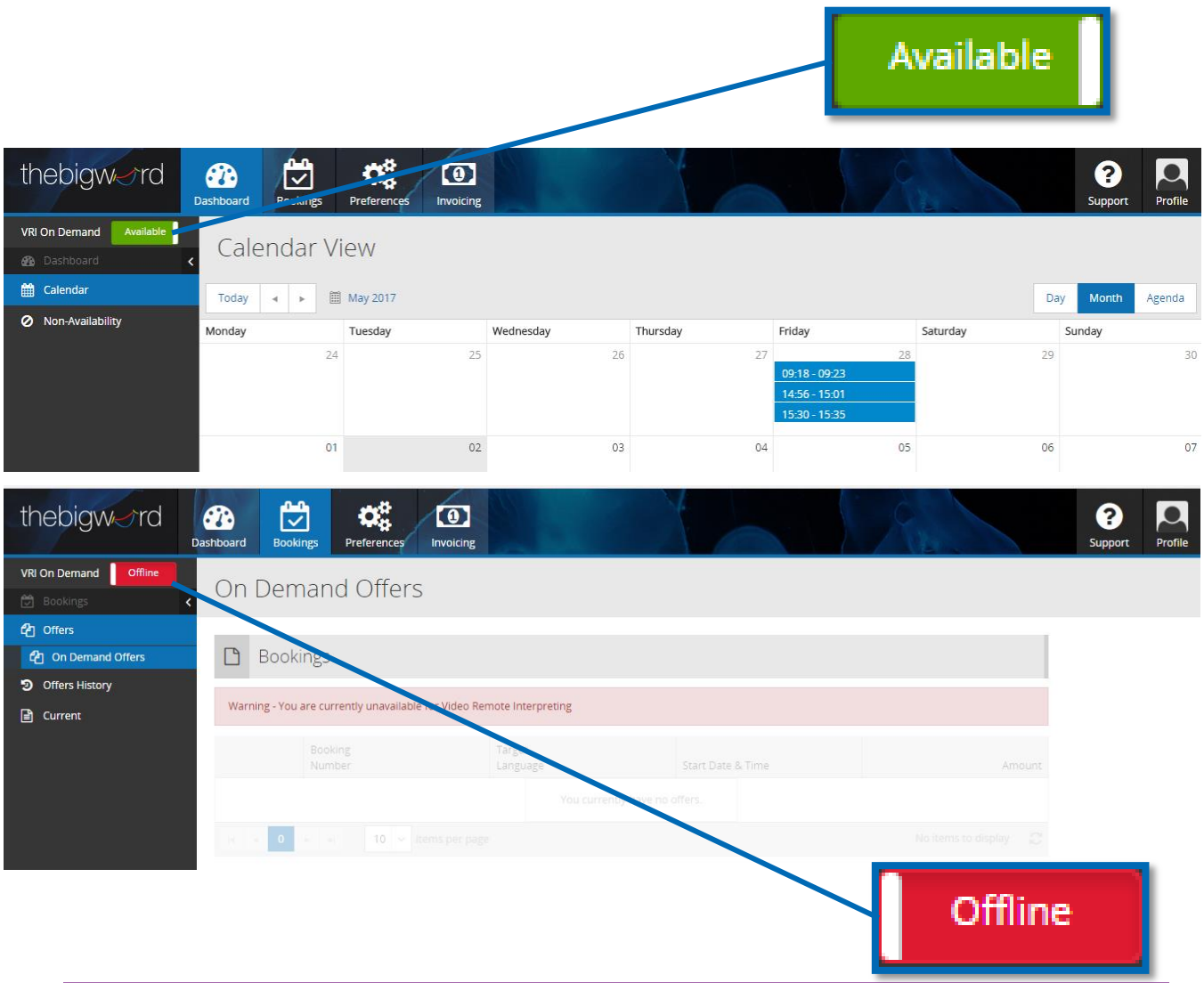
7 How to Make Myself Available for On Demand VRI?

Once logged into your portal, you need to check that you have your status set to ‘available ‘for On Demand VRI.

Being online will enable the system to send you On Demand offers as the clients make the bookings.

Step 1: Click the “VRI On Demand” button to switch it to ‘Available’.

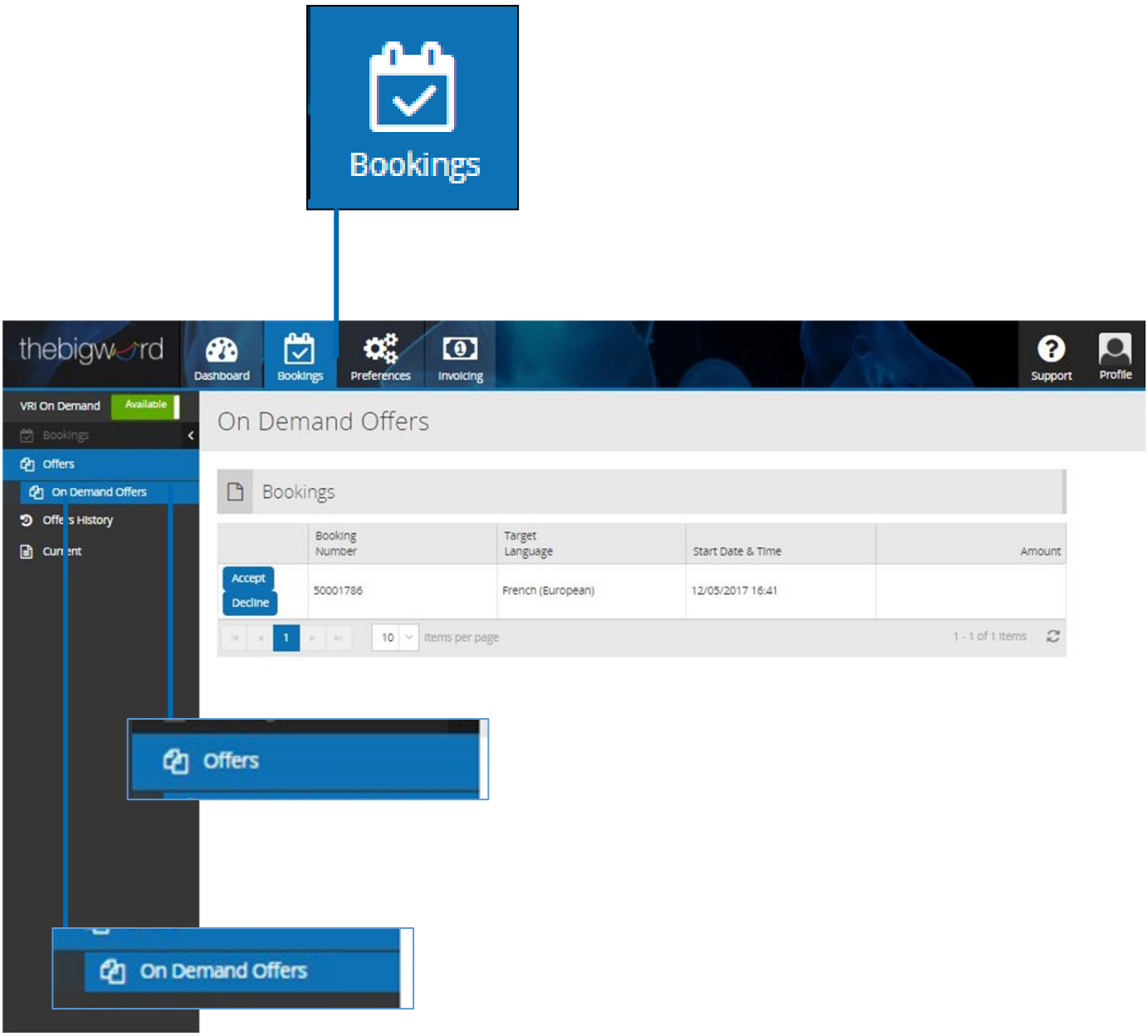
If you need to make yourself unavailable for any reason, you can do this by turning the function Offline by clicking on the ‘Available’ button.



8 How to View my On Demand VRI Offers?

To see the On Demand VRI bookings that have been offered, to you, you will need access the ‘Bookings’ menu.

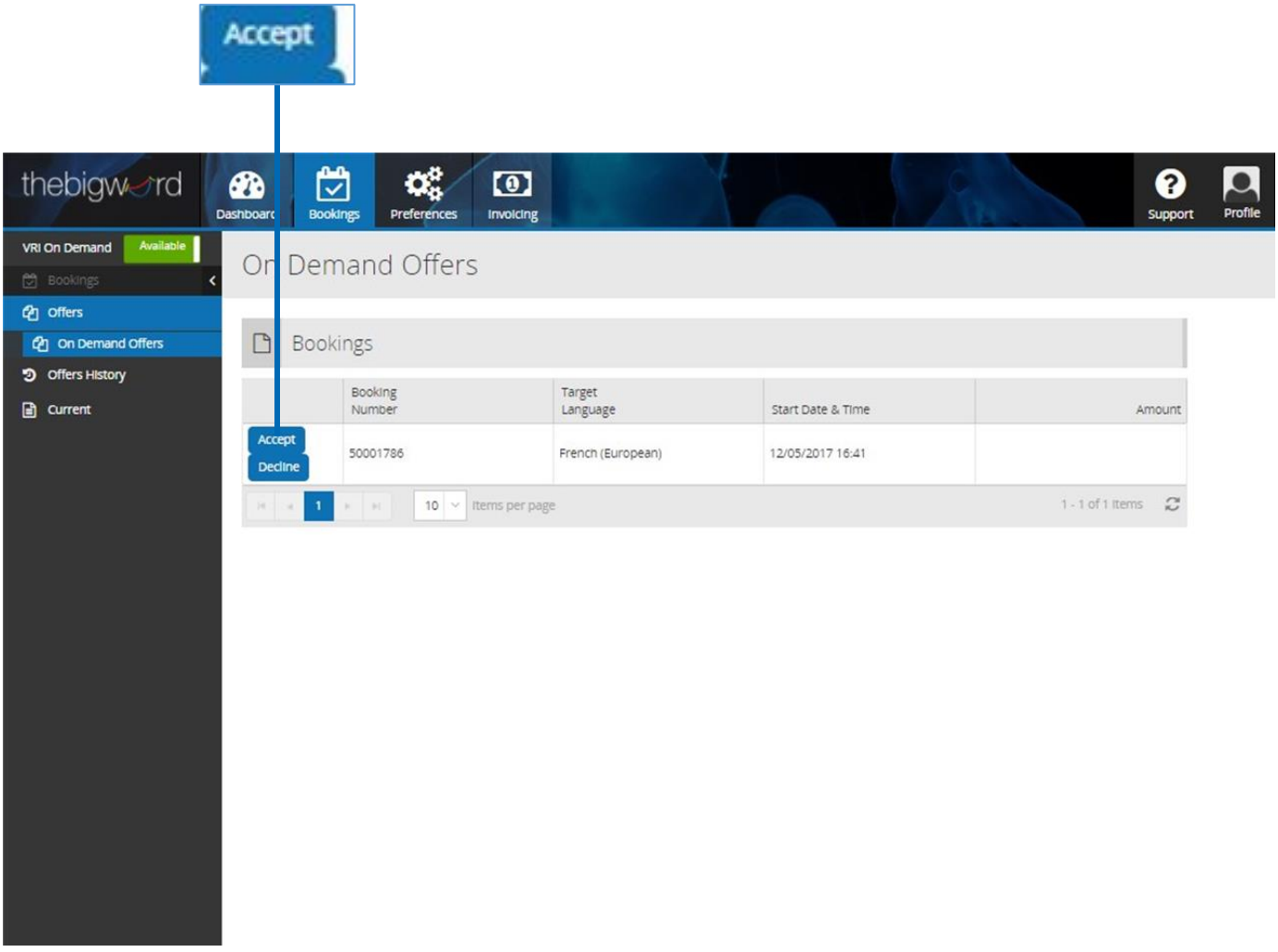
Step 1: Click the ‘Bookings’ tab from the top menu, located next to ‘Dashboard’.
Step 2: Select the ‘Offers’ button located on the left hand side of the screen.
Step 3: Select ‘On Demand Offers’ to see what On Demand offers are available to you.



9 How to Accept an Offer?

Once offers become available, you will be able to instantly accept or decline them.

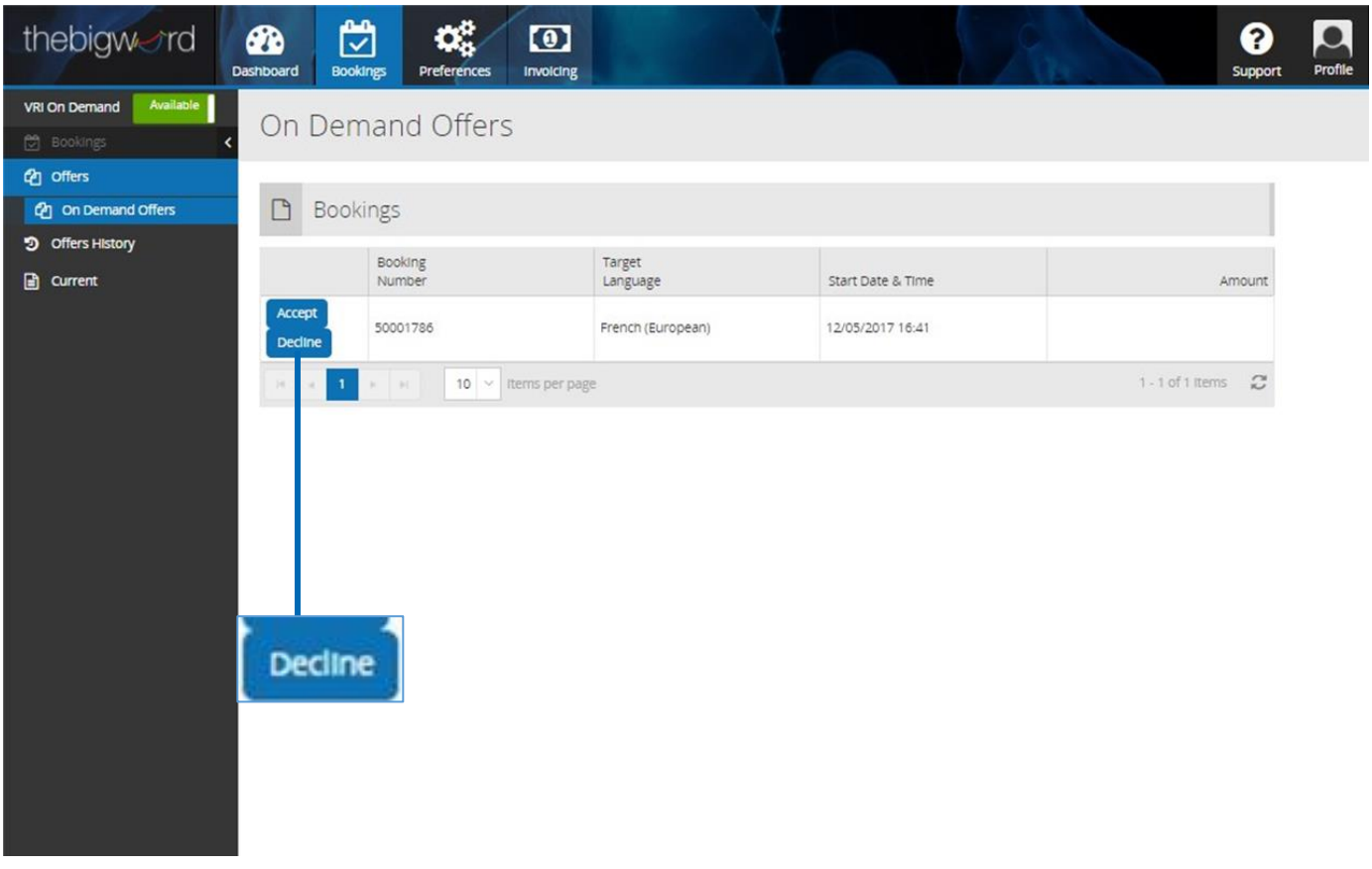
Step 1: Click on the ‘Accept’ button to accept the offer which you will need to deliver on immediately.



10 How to Decline an Offer?

Once offers become available, you will be able to instantly accept or decline them.

Step 1: Click on the ‘Decline’ button to decline an offer if you are unable to deliver this booking.

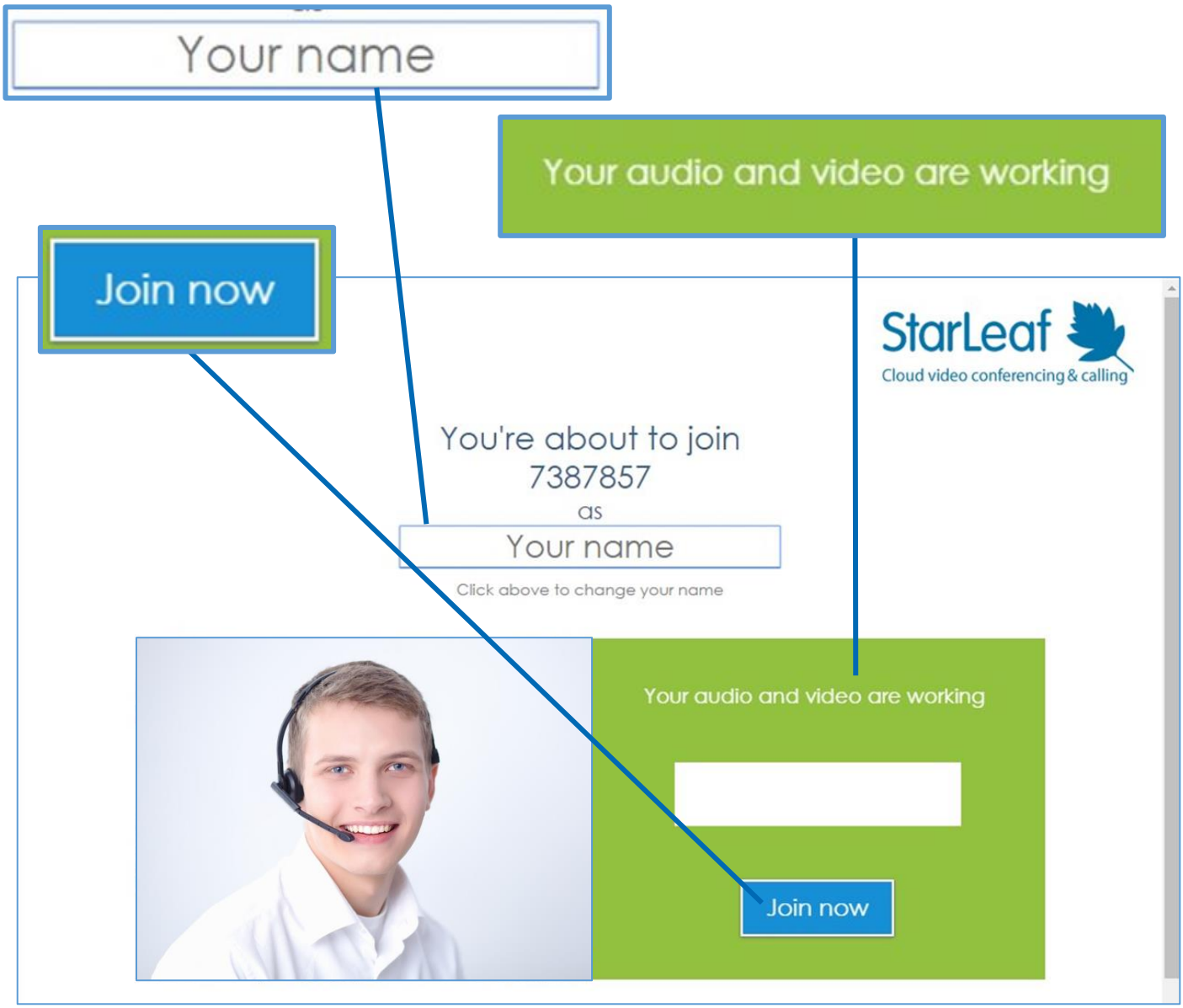


11 How to Join an On Demand VRI Call?

On acceptance, you will be taken to the video platform where you can enter your name and check your equipment is working before joining the call.

Step 1: Enter your name in the given field.
Step 2: Check that your microphone and webcam are working.
Step 3: Click the 'Join Now' button to enter the call.

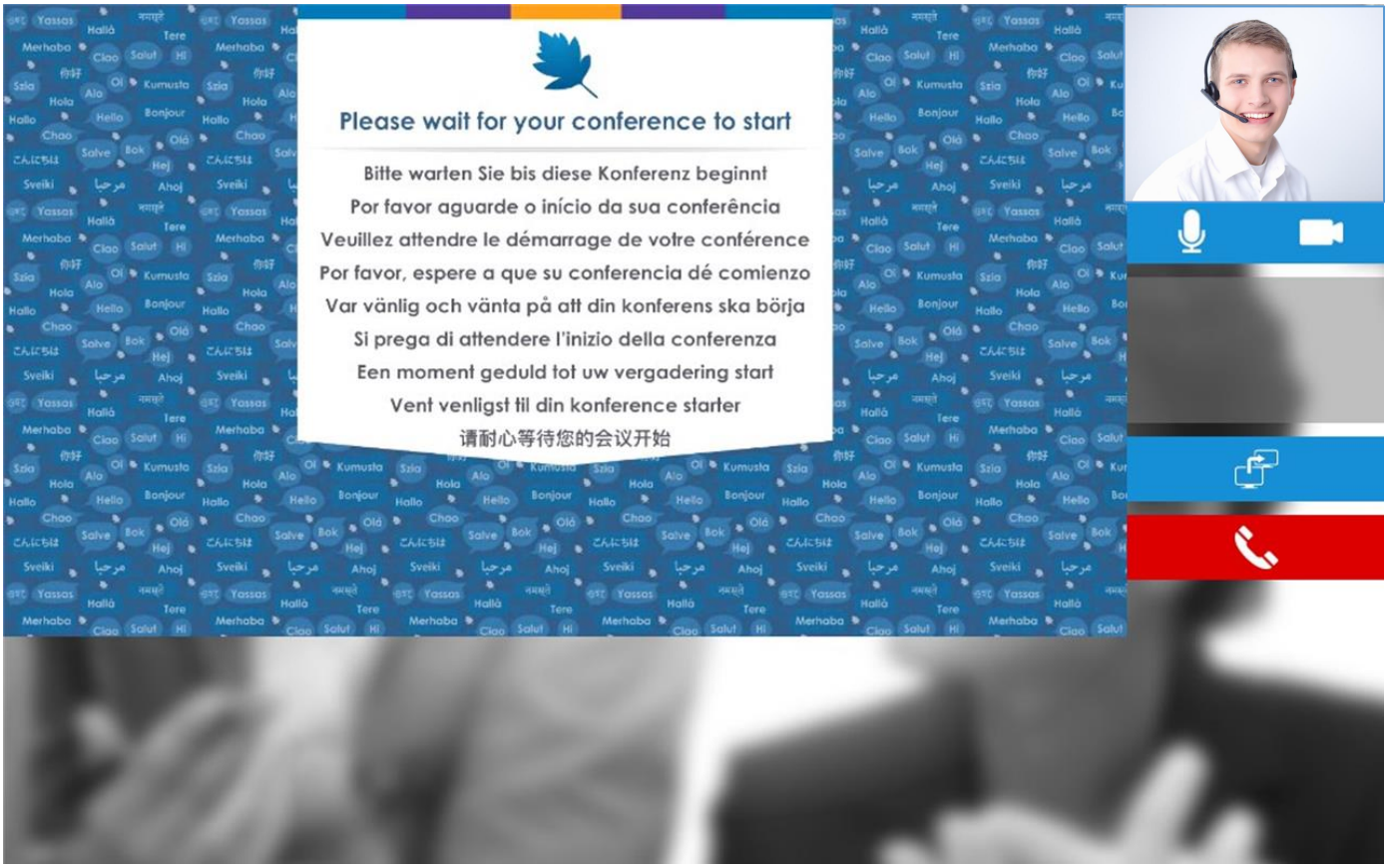
You will be connected to the conference and you will see the client once they have joined the call as well.



11 How to Join an On Demand VRI Call?

You may see the message below while it waits for the client to connect.

Step 1: Please wait for the call to connect. Please do not click any other button at this stage.



12 How to Deliver an On Demand VRI Call?

While you are on the call, you have a number of options available to you:

Mute sound: used to mute and unmute your microphone.

Mute visual: used to turn your camera on and off.

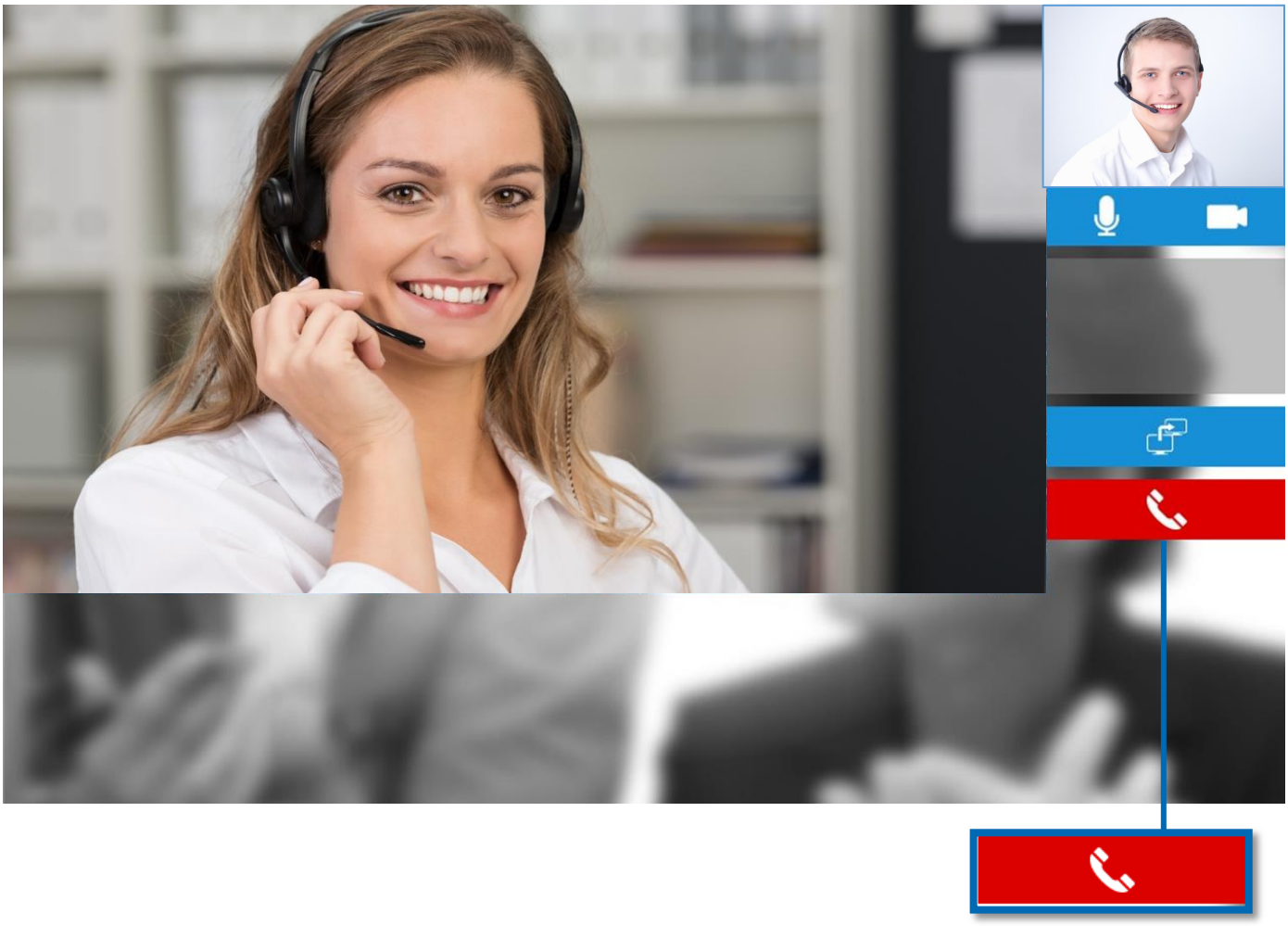
Share screen: used to share the view of your computer screen with the other party.

End call: used to end the session.

13 How to end an On Demand VRI Call?

Once the booking is complete you can end the call.

Step 1: Click the ‘end call’ button to end the booking.

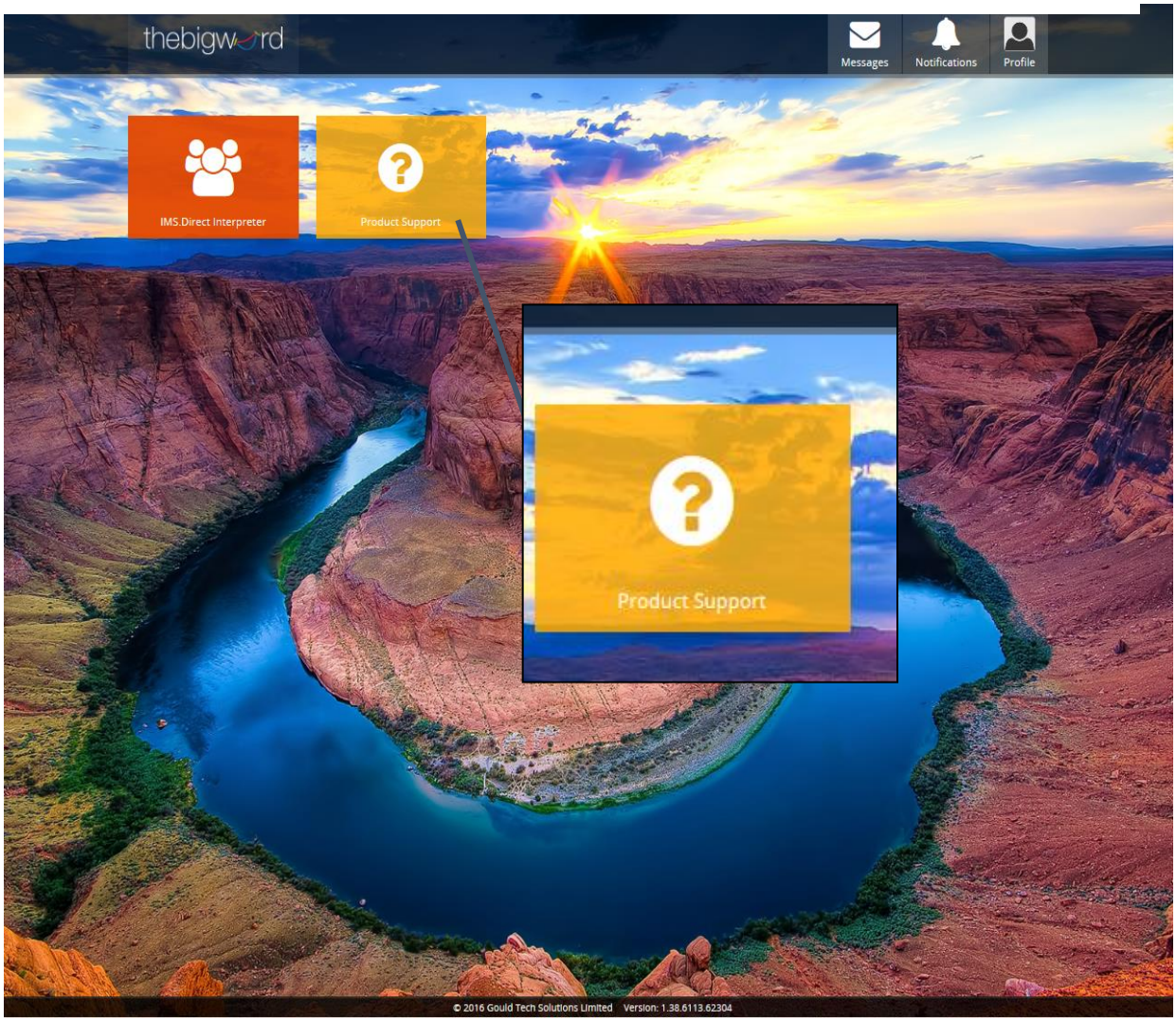


14 How to Access Product Support?

The Product Support site will provide you with helpful resources for all of the products you will be using. You can download user guides, watch how-to-videos and read FAQs.

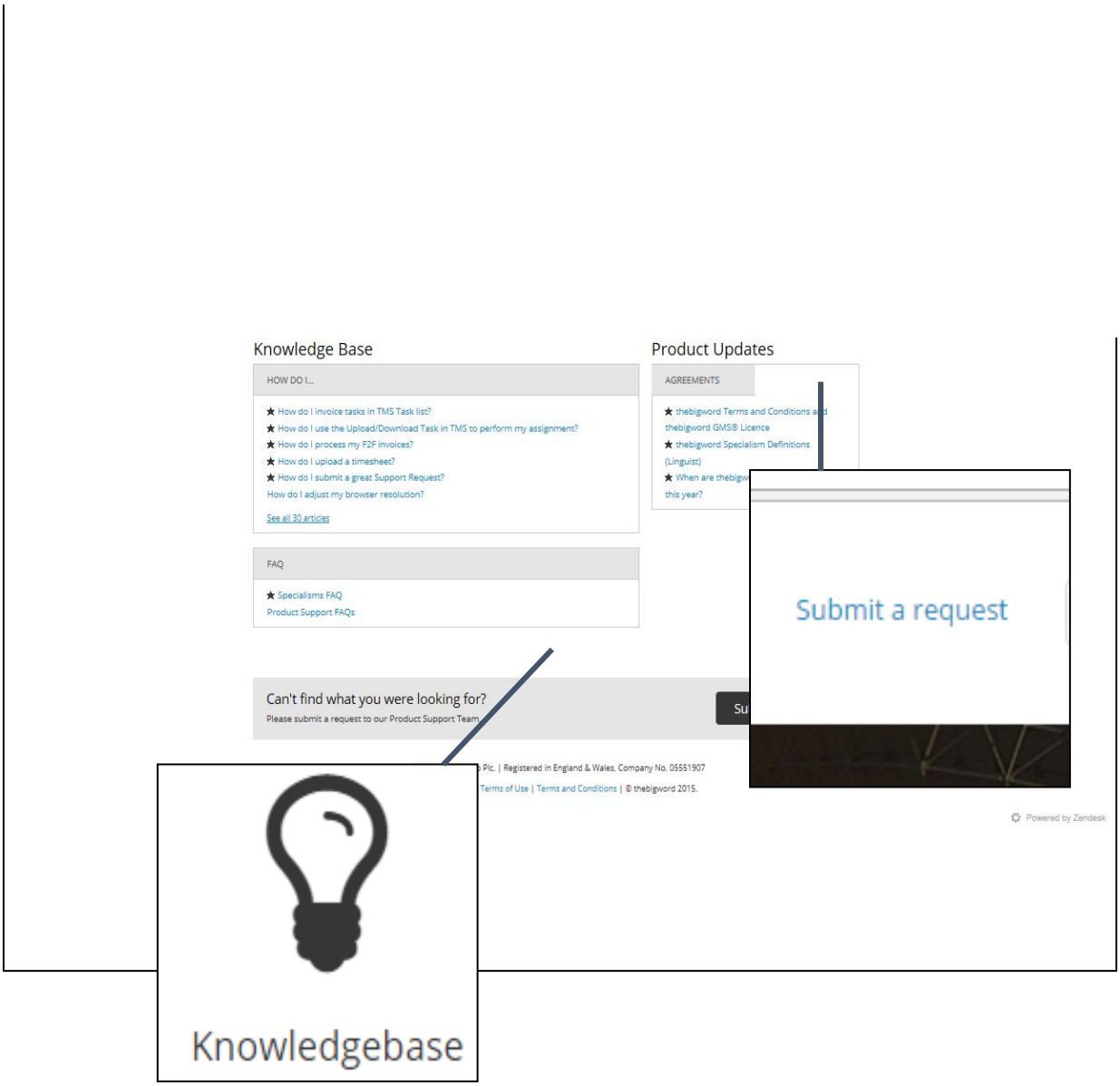
On the site you can also raise a ticket to receive technical support if you encounter an issue whilst using any system. Once your ticket has been submitted, a member of the Product Support team will be in touch with you directly to resolve your issue.

Step 1: Click on https://support.thebigword.com to access Product Support, alternatively click on Product Support from your GMS Dashboard once you have successfully signed in.



15 How To Raise A Product Support Ticket?

Step 2: Once you have accessed Product Support you will see the options to Submit a Request and Knowledge base.

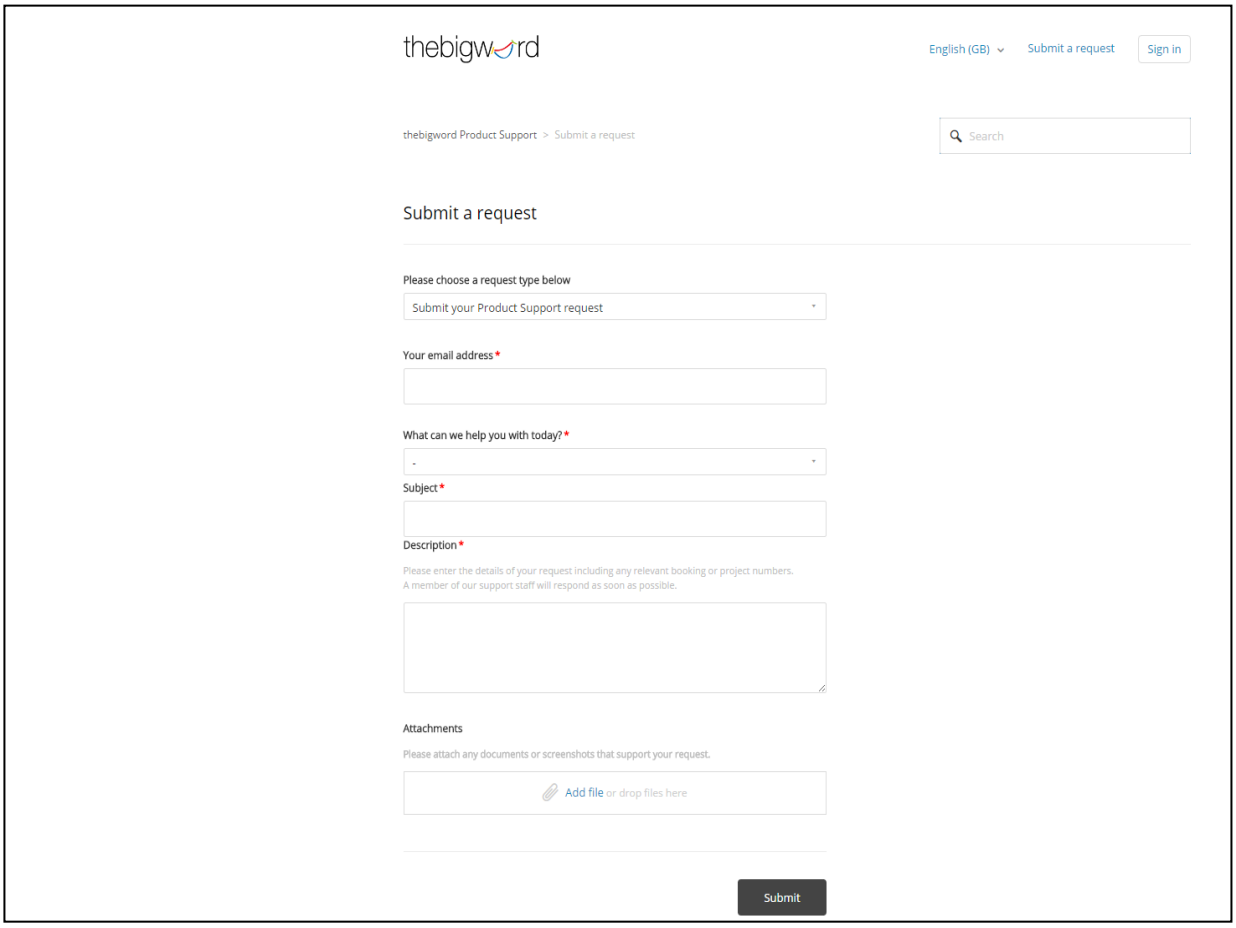


15 How To Raise A Product Support Ticket?

Step 3: Please select sign in from the top right hand corner. Please sign in using your IMS.Direct username and password. (If you have forgotten your password you can submit a request without signing in)

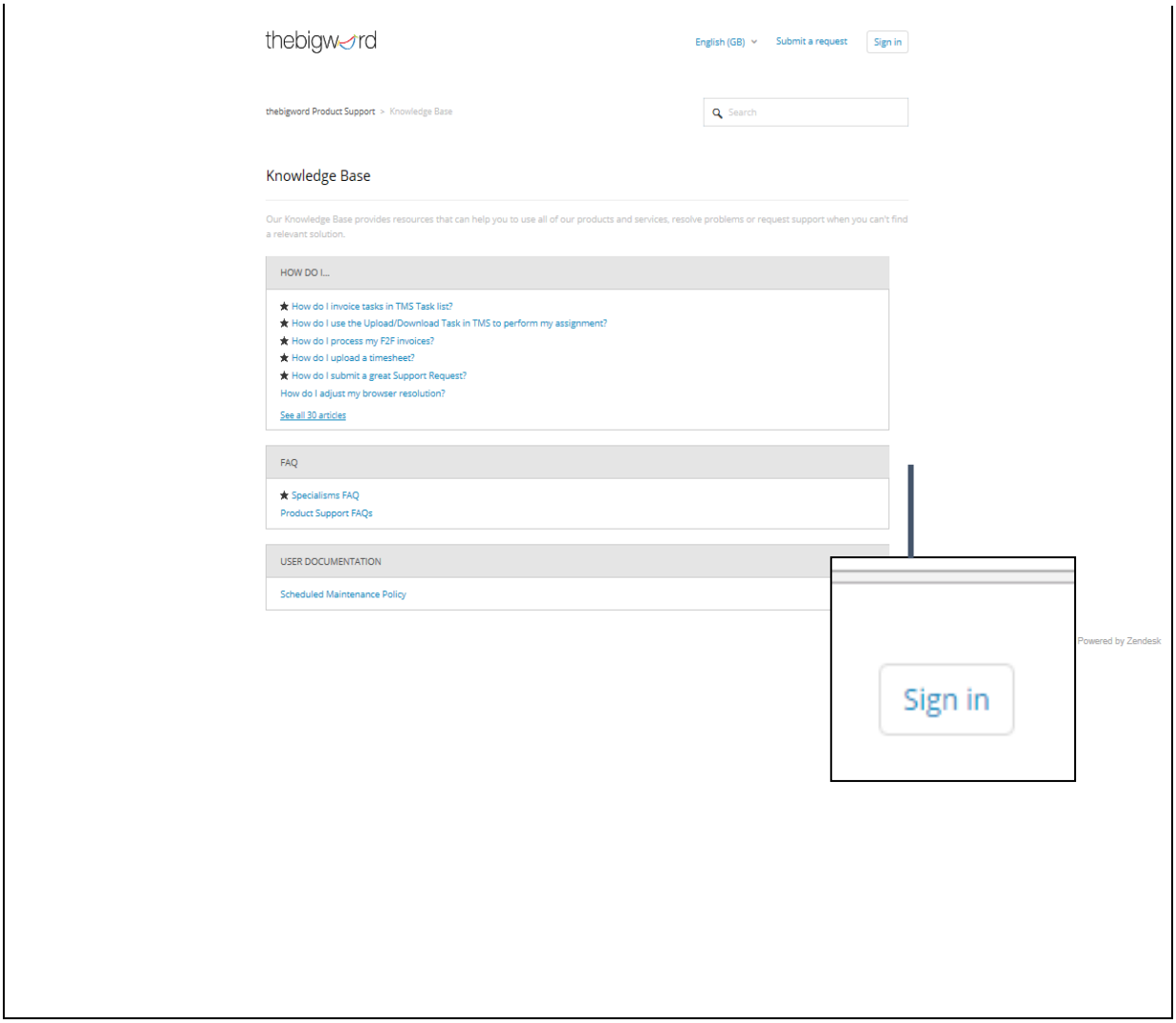
Step 4: Complete the form, providing as much information as you can including any relevant screenshots and the date and time of the problem.

Step 5: After submitting the form thebigword Product Support Team will contact you to resolve your request.



15 How To Access Knowledge Base Articles?

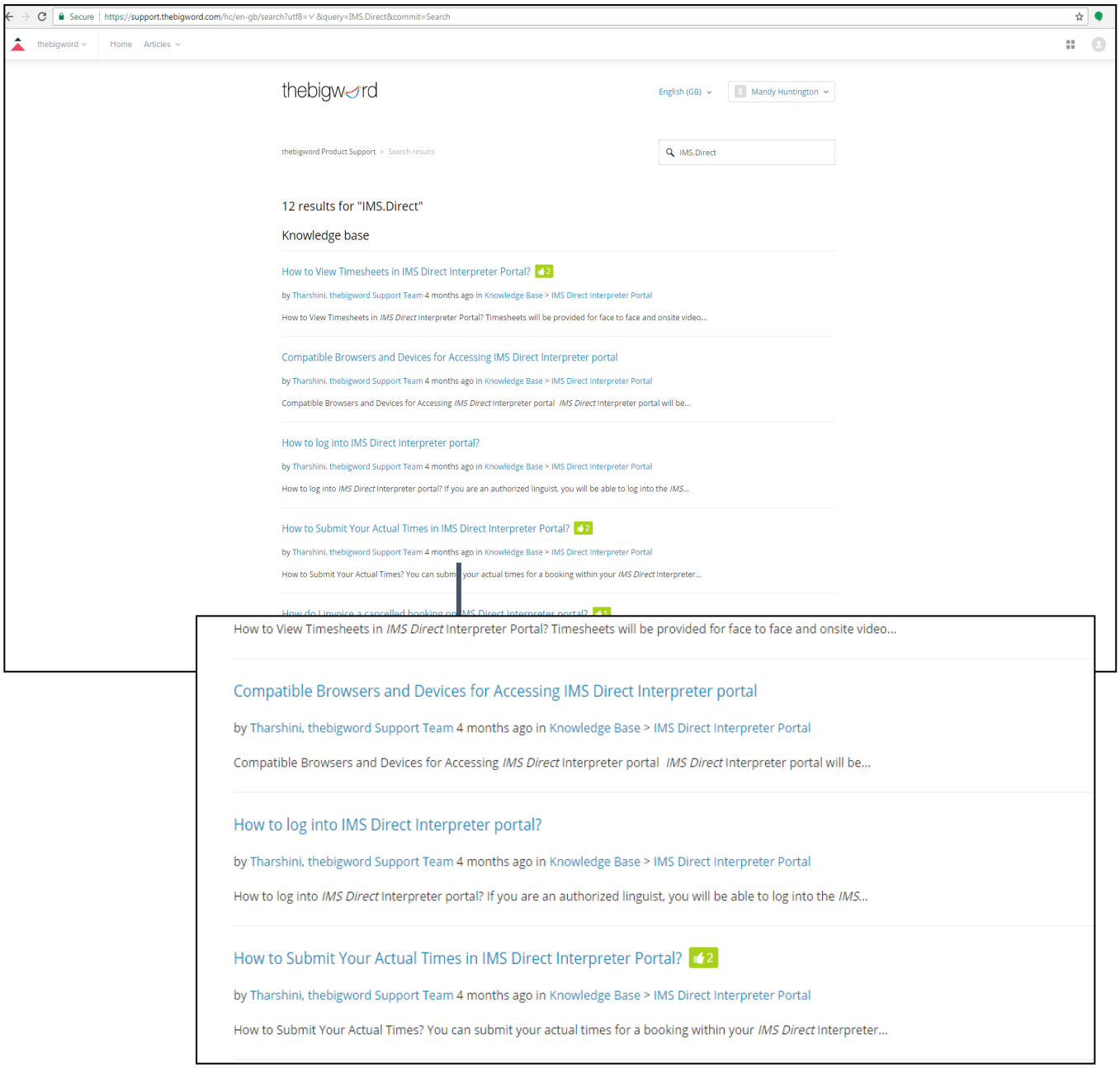
Step 1: To access the Knowledge Base please select sign in from the top right hand corner. Please sign in using your IMS.Direct username and password.



15 How To Access Knowledge Base Articles?

Step 2: You will be presented with the a list of available knowledge articles, please use search to narrow down the results and get to the article you require support on.

Note: If you have forgotten your password or are unable to access thebigword systems, you can submit a request without having to log in.



How to View Timesheets in *IMS Direct* Interpreter Portal? Timesheets will be provided for face to face and onsite video...

Compatible Browsers and Devices for Accessing IMS Direct Interpreter portal

by Tharshini, thebigword Support Team 4 months ago in Knowledge Base > IMS Direct Interpreter Portal

Compatible Browsers and Devices for Accessing *IMS Direct* Interpreter portal *IMS Direct* Interpreter portal will be...

How to log into IMS Direct Interpreter portal?

by Tharshini, thebigword Support Team 4 months ago in Knowledge Base > IMS Direct Interpreter Portal

How to log into *IMS Direct* Interpreter portal? If you are an authorized linguist, you will be able to log into the *IMS*...

How to Submit Your Actual Times in IMS Direct Interpreter Portal? 2

by Tharshini, thebigword Support Team 4 months ago in Knowledge Base > IMS Direct Interpreter Portal

How to Submit Your Actual Times? You can submit your actual times for a booking within your *IMS Direct* Interpreter...

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