

Wordskii Live- Video Interpreting User Guide

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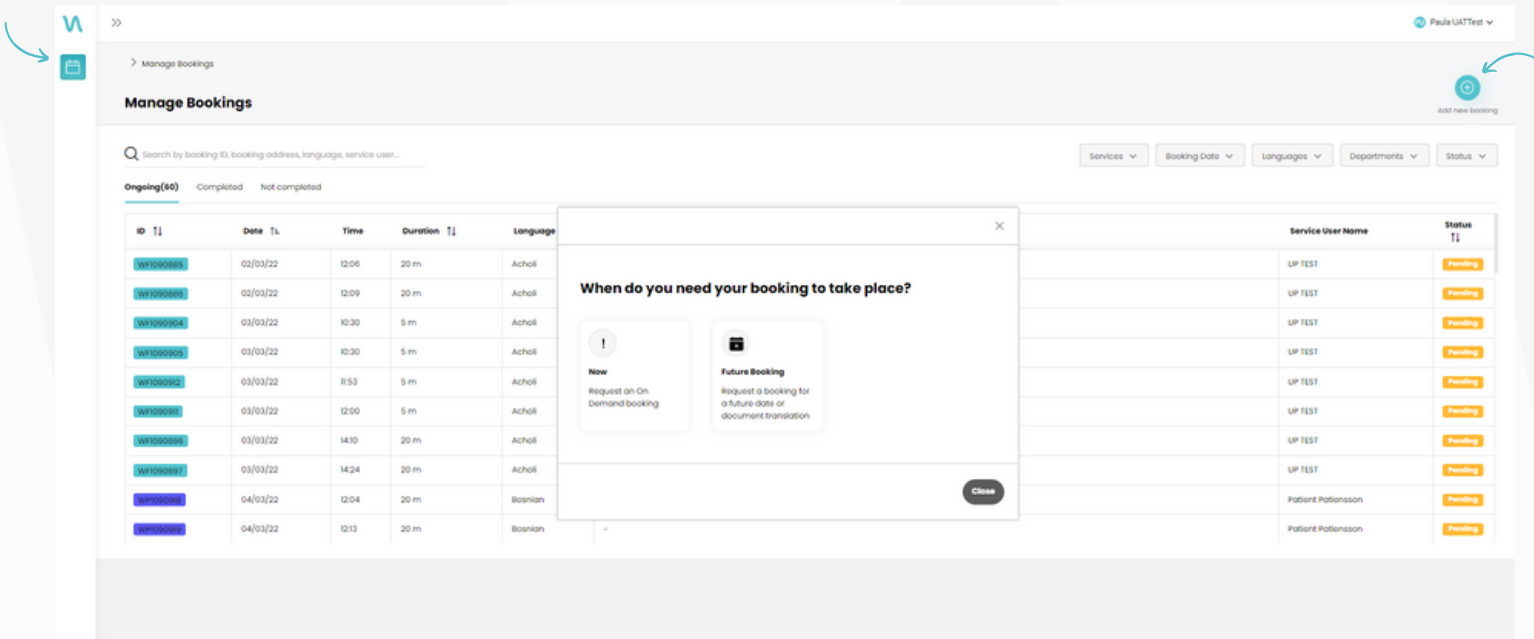
01 Wordskii Live: Pre-booked video interpreters

Step 1

To pre-book a video interpreter, login to your Wordskii Account:
www.wordskii.com

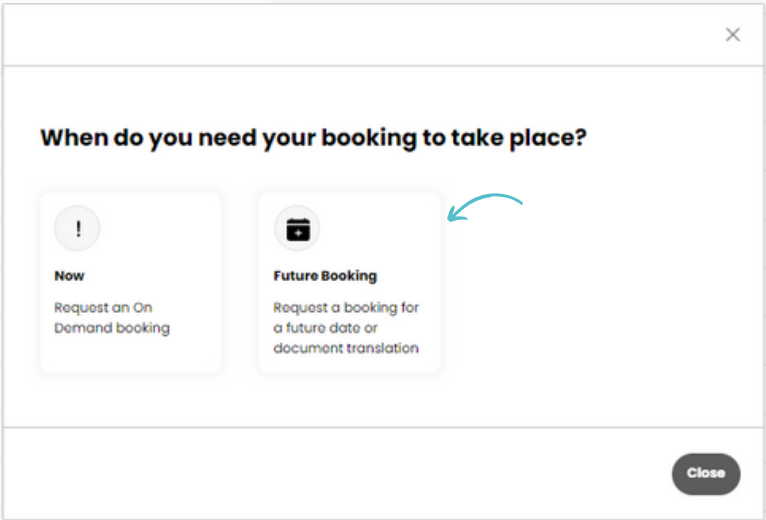
Ensure you are in the Bookings tab 

Click on the 'Add New Booking' button 



Step 2

This pop up will appear
 Click on the 'Future Booking' button to access pre-booked services



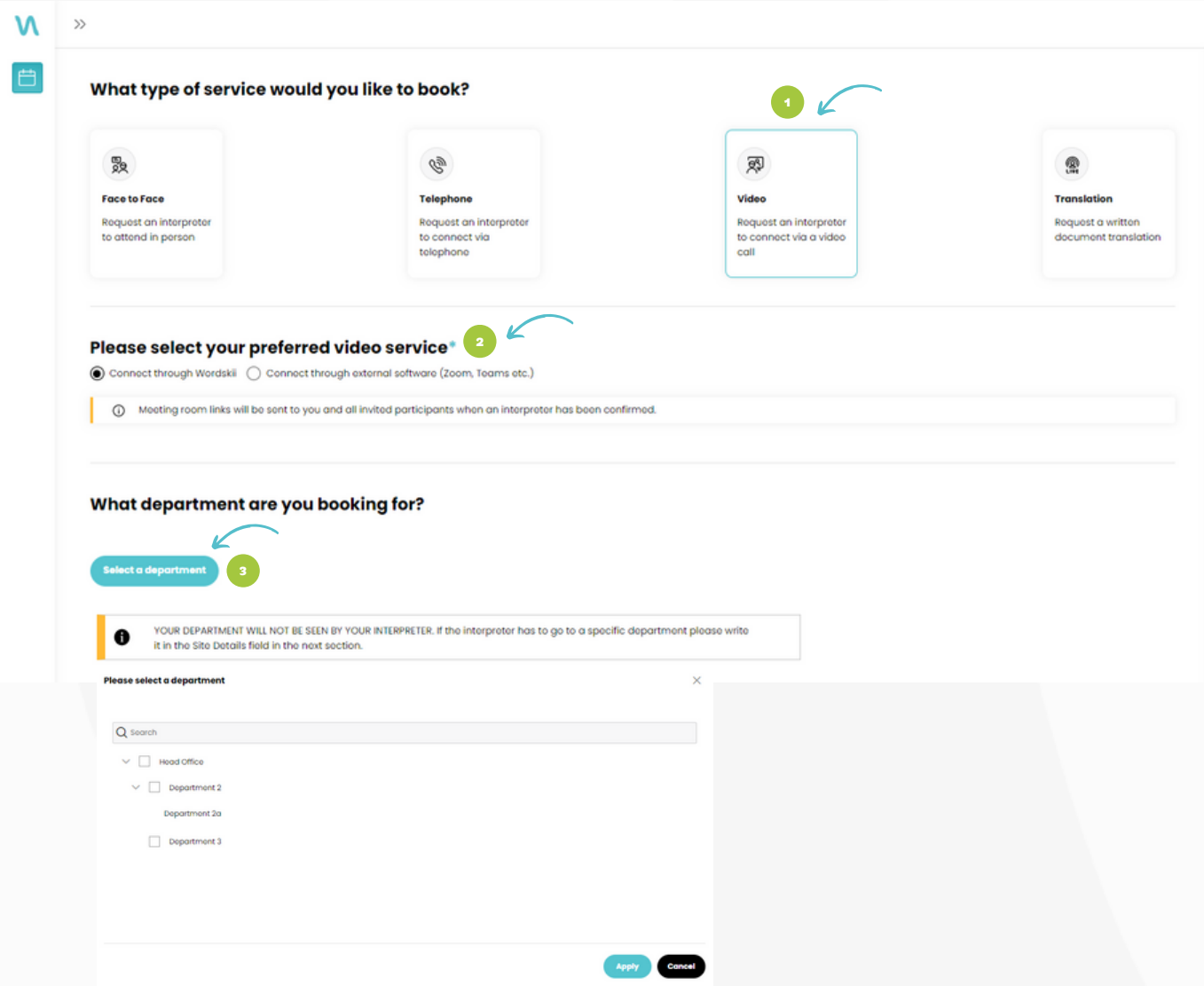
01 Wordskii Live: Pre-booked

Step 3

- 1 Select 'Video' as the type of the service
- 2 Choose whether you wish to connect through Wordskii Live Video Platform or whether you would like to connect through an external platform such as Teams, AccuRX, Attend Anywhere etc.

Please note that you will have to provide a meeting link if you choose to connect through an external platform. The meeting link can be added to the booking when you create it or at any other time before the booking start time. If you choose to connect via Wordskii, we will provide the meeting room link to you.

- 3 Select the department you are requesting the booking for.



The screenshot shows the Wordskii Live booking interface. It has a sidebar with a logo and a calendar icon. The main content area has three sections:

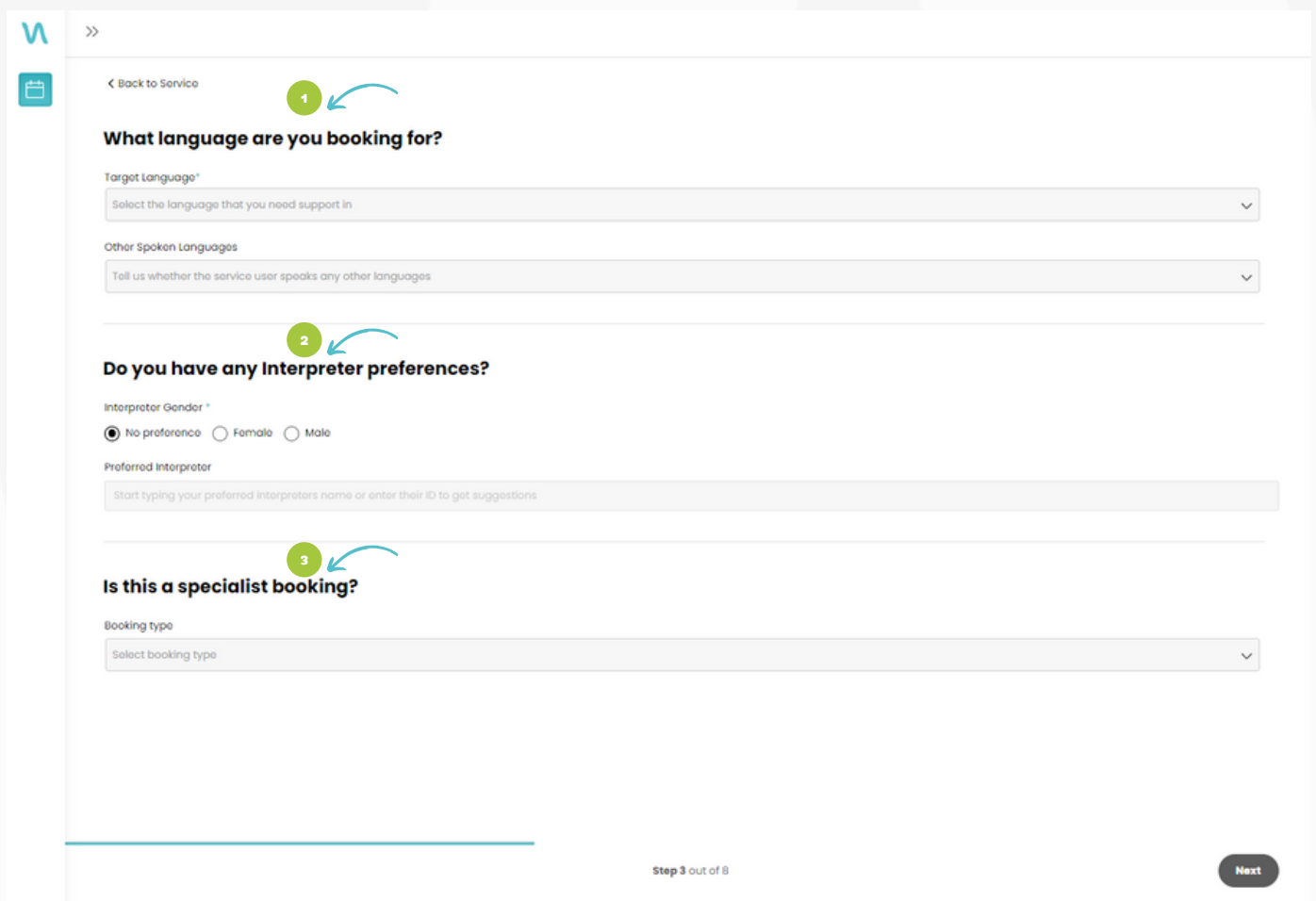
- What type of service would you like to book?**: This section contains four cards: 'Face to Face' (Request an interpreter to attend in person), 'Telephone' (Request an interpreter to connect via telephone), 'Video' (Request an interpreter to connect via a video call), and 'Translation' (Request a written document translation). A green circle with the number '1' and an arrow points to the 'Video' card.
- Please select your preferred video service***: This section has two radio buttons: 'Connect through Wordskii' (selected) and 'Connect through external software (Zoom, Teams etc.)'. A green circle with the number '2' and an arrow points to the 'Connect through Wordskii' option. Below the radio buttons is a text box with a note: 'Meeting room links will be sent to you and all invited participants when an interpreter has been confirmed.'
- What department are you booking for?**: This section has a button labeled 'Select a department'. A green circle with the number '3' and an arrow points to this button. Below the button is a note: 'YOUR DEPARTMENT WILL NOT BE SEEN BY YOUR INTERPRETER. If the interpreter has to go to a specific department please write it in the Site Details field in the next section.'

At the bottom of the form, there is a modal titled 'Please select a department' with a search bar and a list of departments: 'Head Office', 'Department 2', 'Department 2a', and 'Department 3'. There are 'Apply' and 'Cancel' buttons at the bottom of the modal.

01 Wordskii Live: Pre-booked

Step 4

- 1 Select the required language from the drop-down list
Add any other languages that the service user can communicate in
- 2 Specify a gender preference
- 3 Specify a type of the booking



>>

< Back to Service

What language are you booking for?

Target Language*

Select the language that you need support in

Other Spoken Languages

Tell us whether the service user speaks any other languages

Do you have any Interpreter preferences?

Interpreter Gender *

☒ No preference ☐ Female ☐ Male

Preferred Interpreter

Start typing your preferred interpreters name or enter their ID to get suggestions

Is this a specialist booking?

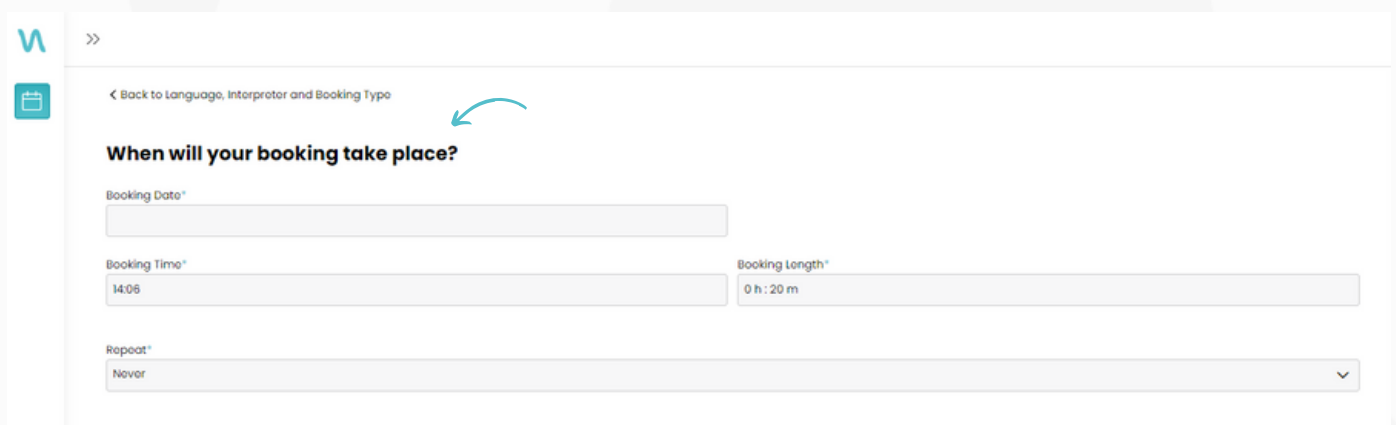
Booking type

Select booking type

Step 3 out of 8

Next

- 4 Set the date, time and the duration of your booking



>>

< Back to Language, Interpreter and Booking Type

When will your booking take place?

Booking Date*

Booking Time*

14:06

Booking Length*

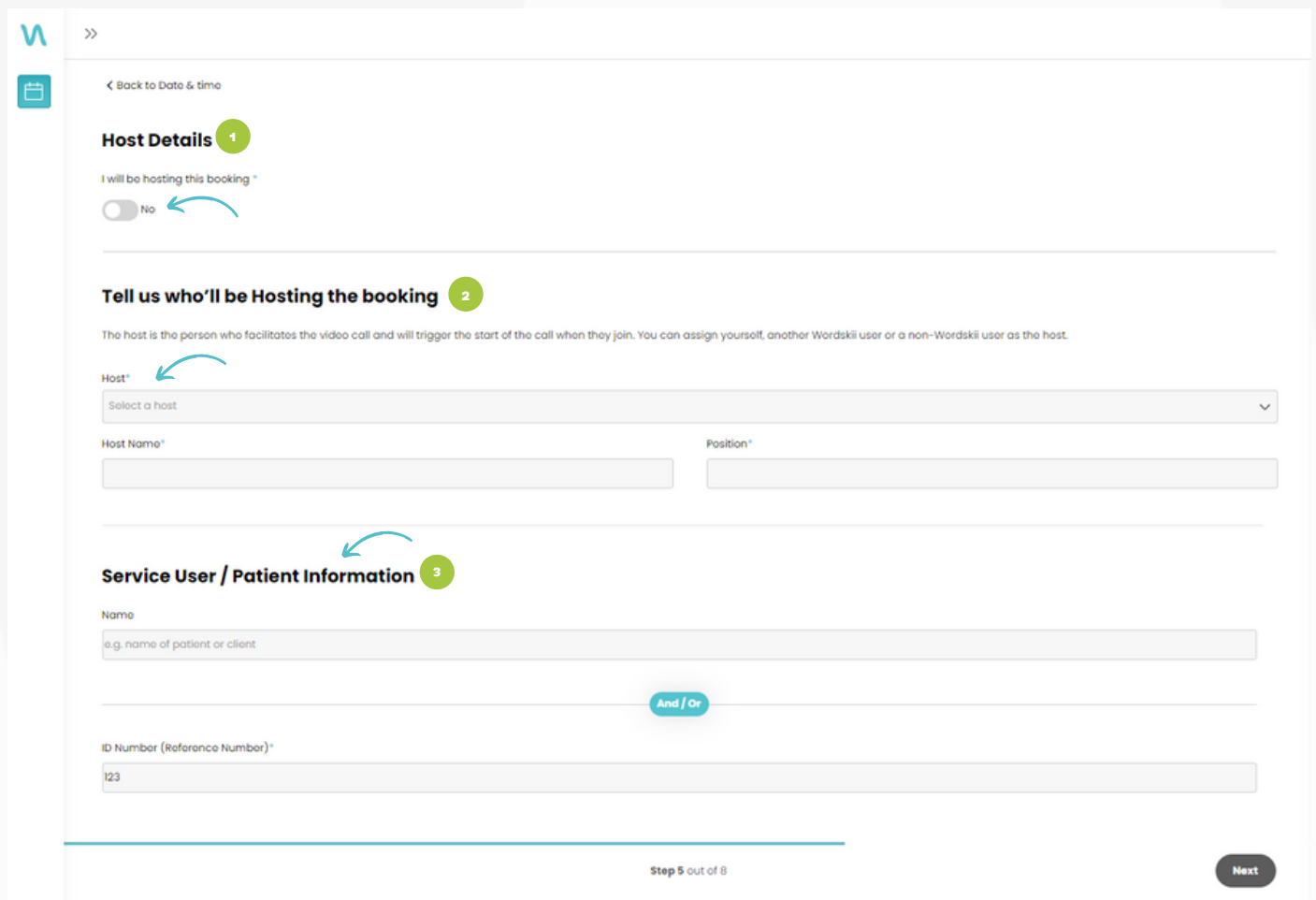
0 h : 20 m

Repeat*

Never

01 Wordskii Live: Pre-booked

Step 5



>>

< Back to Date & time

Host Details 1

I will be hosting this booking *

☐ No

Tell us who'll be Hosting the booking 2

The host is the person who facilitates the video call and will trigger the start of the call when they join. You can assign yourself, another Wordskii user or a non-Wordskii user as the host.

Host*

Select a host

Host Name*

Position*

Service User / Patient Information 3

Name

e.g. name of patient or client

And / Or

ID Number (Reference Number)*

123

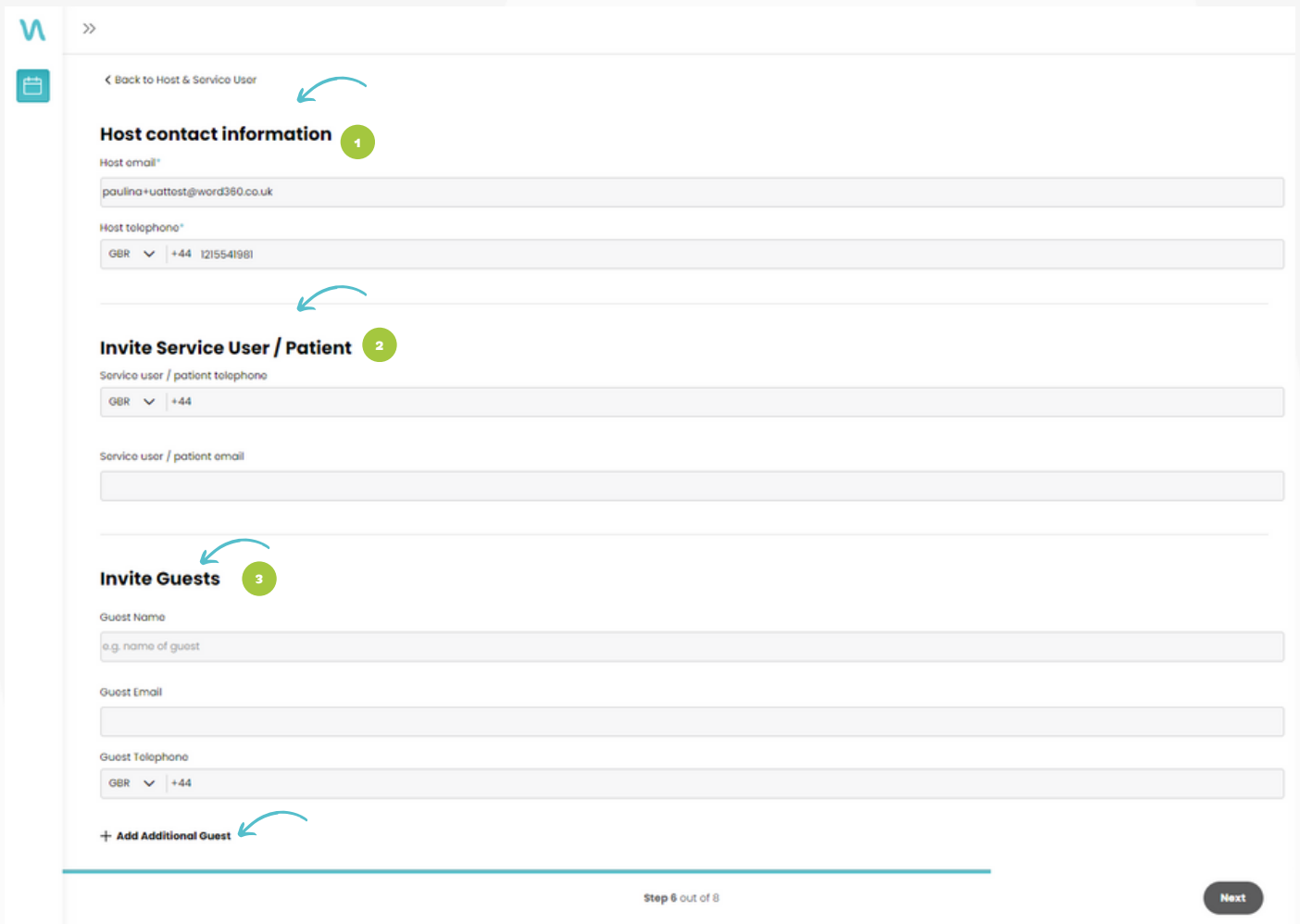
Step 5 out of 8

Next

- 1 Select the host for the booking. The host is the person that will need to start the video to allow all other participants to join. If you are making the booking on behalf of yourself, please indicate that you will be hosting the booking by switching the toggle to 'Yes'.
- 2 If you are making the booking on behalf of your colleague, please add their details to the form. If your colleague already has a Wordskii account, you will be able to choose their details from the drop down list.
- 3 Add the service user name or/ and ID/ reference number

01 Wordskii Live: Pre-booked

Step 6



< Back to Host & Service User

Host contact information 1

Host email*

paulina+uottost@word360.co.uk

Host telephone*

GBR +44 1215541981

Invite Service User / Patient 2

Service user / patient telephone

GBR +44

Service user / patient email

Invite Guests 3

Guest Name

e.g. name of guest

Guest Email

Guest Telephone

GBR +44

+ Add Additional Guest

Step 6 out of 8

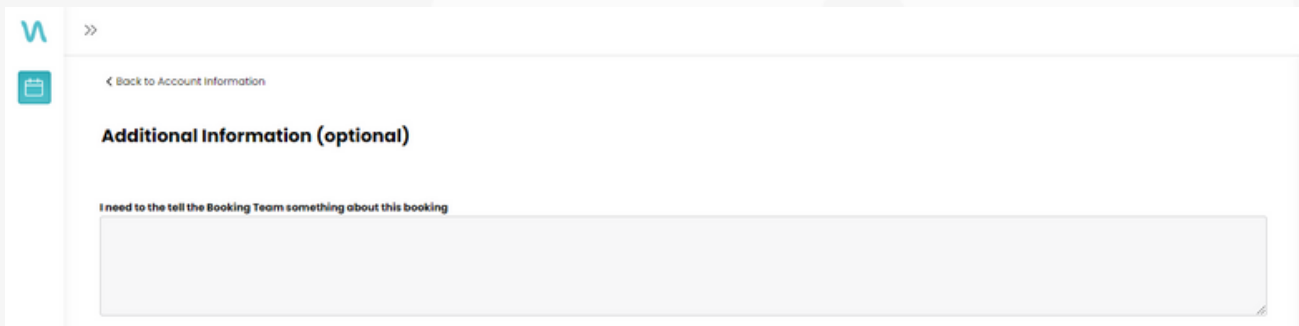
Next

- 1 Double check if the host information is correct
- 2 Add the service user details if you need them to join the video call. The invitation to the video call will be sent to them once an interpreter has been confirmed to the booking.
- 3 Add guests details if you would like to invite someone else to the call, e.g. other professionals
You can add more than one guess by clicking on the 'Add Additional Guest' button

01 Wordskii Live: Pre-booked

Step 7

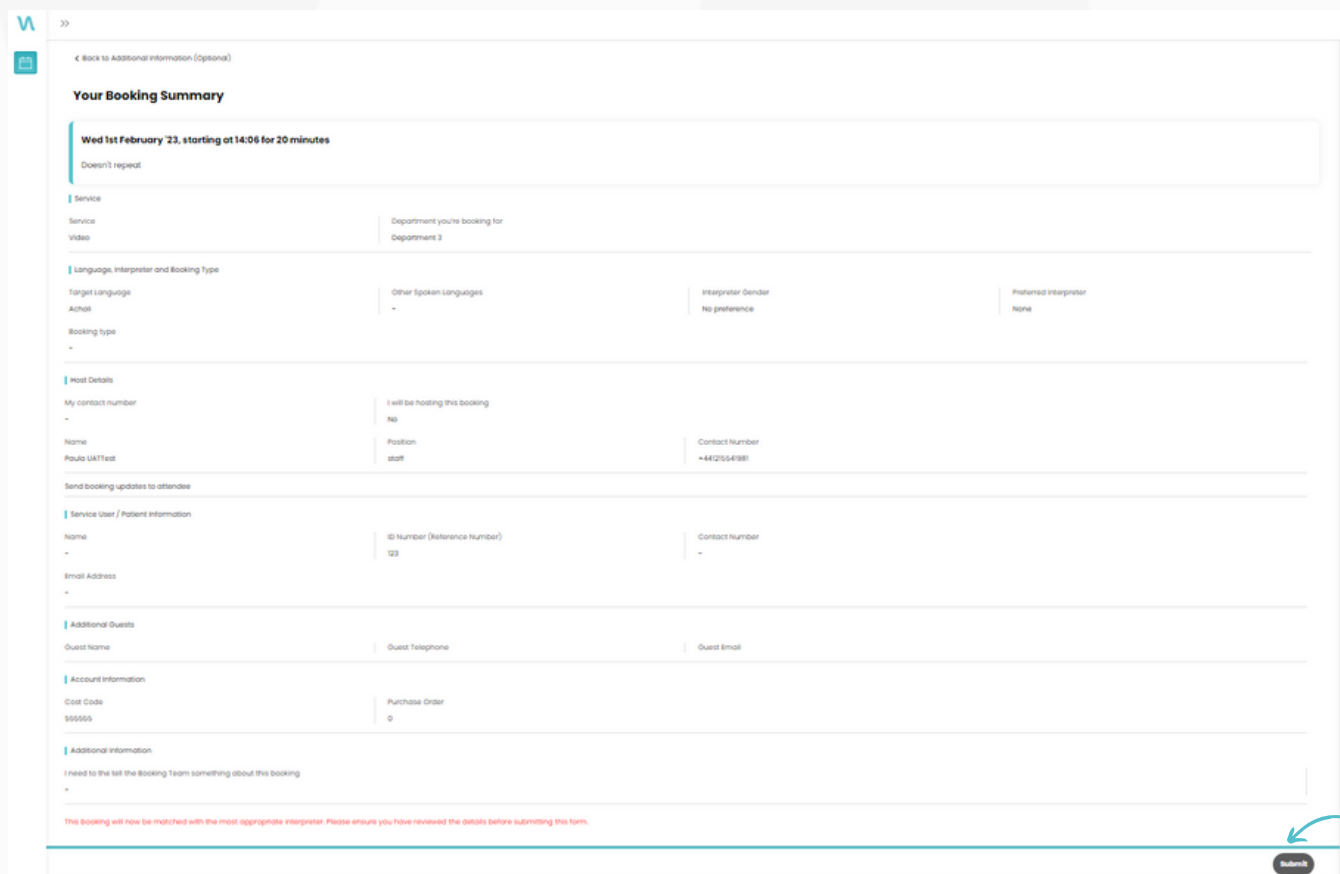
Add any information about your requirements, service user needs, instructions for an interpreter etc. You can also leave this space blank.



Wordskii Live interface showing the 'Additional Information (optional)' section. A text area contains the placeholder text: 'I need to tell the Booking Team something about this booking'.

Step 8

Review your booking and click on the 'Submit'  button to save your request.



Wordskii Live interface showing the 'Your Booking Summary' form. The form includes the following sections:

- Booking Summary:** Wed 1st February 23, starting at 14:06 for 20 minutes. Doesn't repeat.
- Service:** Video. Department you're booking for: Department 3.
- Language, Interpreter and Booking type:** Target Language: Acholi. Other spoken languages: -. Interpreter Gender: No preference. Preferred interpreter: None. Booking type: -.
- Host Details:** My contact number: -. I will be hosting this booking: No. Name: Paula UATest. Position: staff. Contact Number: +44(2)5541981.
- Send booking updates to attendee:** (checkbox)
- Service User / Patient information:** Name: -. ID Number (Reference Number): 123. Contact Number: -. Email Address: -.
- Additional Guests:** Guest Name: -. Guest Telephone: -. Guest Email: -.
- Account information:** Cost Code: 555555. Purchase Order: 0.
- Additional information:** I need to tell the Booking Team something about this booking: -.

A red note at the bottom states: 'This booking will now be matched with the most appropriate interpreter. Please ensure you have reviewed the details before submitting this form.'

The 'Submit' button is highlighted with a blue arrow.

01 Wordskii Live: Pre-booked

Step 9

You will receive an email acknowledgment of your booking

Wordskii | New Video Request | WV1094427 - 01/02/2023 - Acholi has been requested

noReplySTAGE <noReplySTAGE@wordskii.com>
To: Paula UATTest

Wed 01/02/2023

If there are problems with how this message is displayed, click here to view it in a web browser.

An interpreter for your Video booking has been requested. Please review the details of this request carefully to ensure they are correct.

If any of the details are incorrect or need to be changed at a later date, you can change the information through the 'Manage Bookings' tab in your client account.

Description	Details of the Booking
Wordskii Booking ID	WV1094427
Service	Video
Department	Department 3
Language	Acholi
Gender Preference	No preference
Date of Booking	01/02/2023
Time	14:06
Duration	20m
Attendee Name	Paula UATTest
Service User ID	123
Guest Link	The guest link will be sent when the booking is confirmed

You can access the full details of this booking from your account at wordskii.com

Please be aware that this is just an acknowledgement of receipt of the request for an interpreter.

THIS IS NOT confirmation that an interpreter has been allocated.

Once an interpreter has been confirmed, you will receive an email confirmation with instructions of how to join the video call

Wordskii | Interpreter confirmed for WV1094427 - 01/02/2023 - Acholi - 14:06

noReplySTAGE <noReplySTAGE@wordskii.com>
To: Paula UATTest

Wed 01/02/2023

If there are problems with how this message is displayed, click here to view it in a web browser.

Hi Paula,

We are pleased to confirm that we have found a linguist for your booking detailed below.

Your linguist will be **Paulina Test**.

How to Access your Pre-booked Video Call

At the booked time of this appointment, please select the 'Join Meeting' button in the booking details page on the Wordskii platform. You can find the booking by locating it in the 'Ongoing' tab of 'Manage Bookings'.

The 'Join Meeting' button will become available 5 minutes before the booked session.

You can invite additional 3rd party guests through these methods:

- Copy the guest link in the table below and send it via your preferred method.
- Select 'URL' in the booking details page on the Wordskii portal and enter contact details for each additional guest. Invitations will be sent when selecting 'Save'.
- Select 'Invite Guests' in the meeting itself and enter contact details for each additional guest. Invitations will be sent when selecting 'Send Invitation'.

Here are the details we have been provided:

Description	Details of the Booking
Wordskii Booking ID	WV1094427
Type	Video
Department	Department 3
Language	Acholi
Gender Preference	No preference
Date of Booking	01/02/2023
Time	14:06
Duration	20m
Booking Person	Paula UATTest
Attendee Name	Paula UATTest
Service User ID	123
Guest Link	https://app.staging.wordskii.rocks/#/portal-waiting-room/33da7be3fc48d9fa9ae4199e

If you have a Wordskii account this booking can be reviewed, amended or cancelled from the 'Manage Bookings' section at wordskii.com.

To join the call, find the booking on your Wordskii Account. You can connect to the video call from 5 minutes prior to the booking's scheduled time. You can also view the link to the video call and copy it to share it with your colleagues.

Manage Bookings > WV1094427 - Video

WV1094427 - Video Pending

Enquired on 01/02/2023

General Finance


Video

Wed 1st February '23, starting at 14:06 for 20 minutes

Acholi, No preference, Department: Department 3

Booking Information	
Department Department 3	View Guest Link
Information	Guest Link https://app.staging.wordskii.rocks/#/portal-waiting-room/33da7be3fc48d9fa9ae4199e This link can be shared with the patient / service user, or with any 3rd party guests.
Target Language Acholi	Copy Link Cancel
Other Spoken Languages	
Interpreter Gender No preference	

Confirmed Linguist

Confirmed to:
 Confirmed

Meeting Room Link

[Join Meeting](#) [View Link](#)

Join option will become available 5 minutes before the booking start time

Additional information

I need to tell the Booking Team something about this booking

-

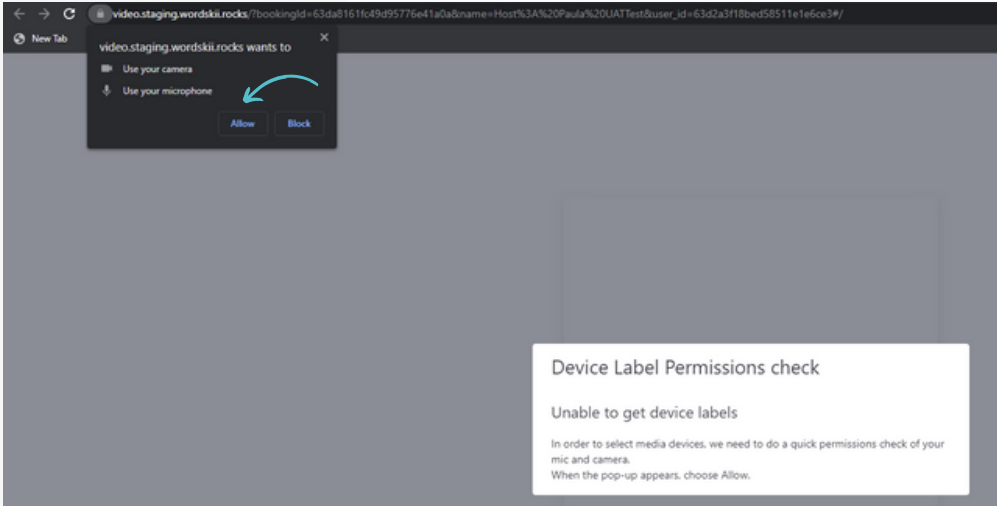
I need to tell the Client something about this booking

-

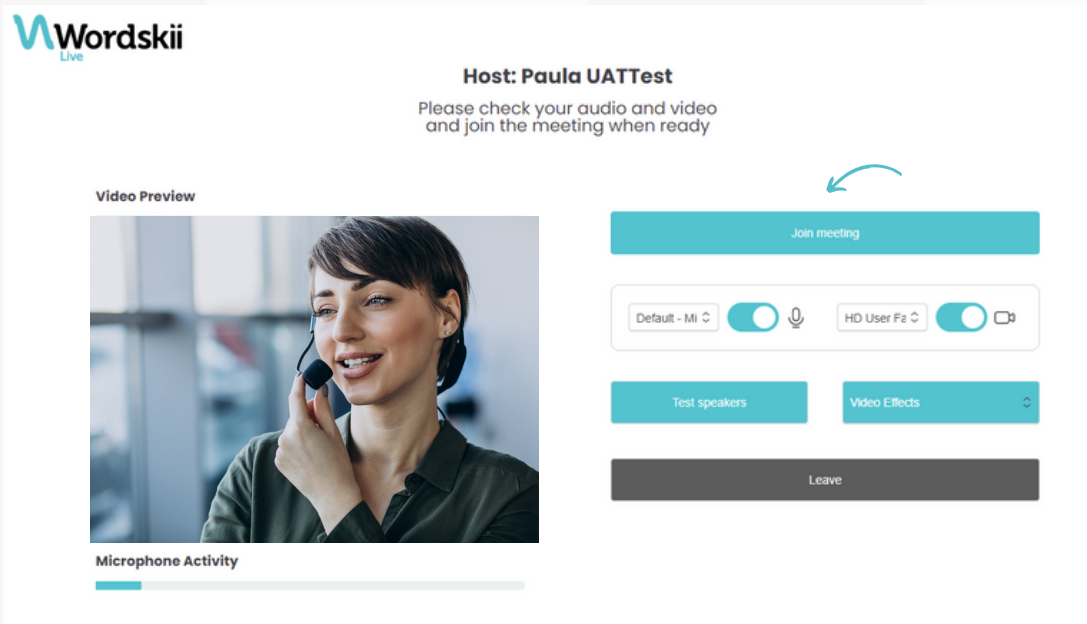
01 Wordskii Live: Pre-booked

Step 10

When joining the video call, ensure to allow the use of your devices: camera and speakers

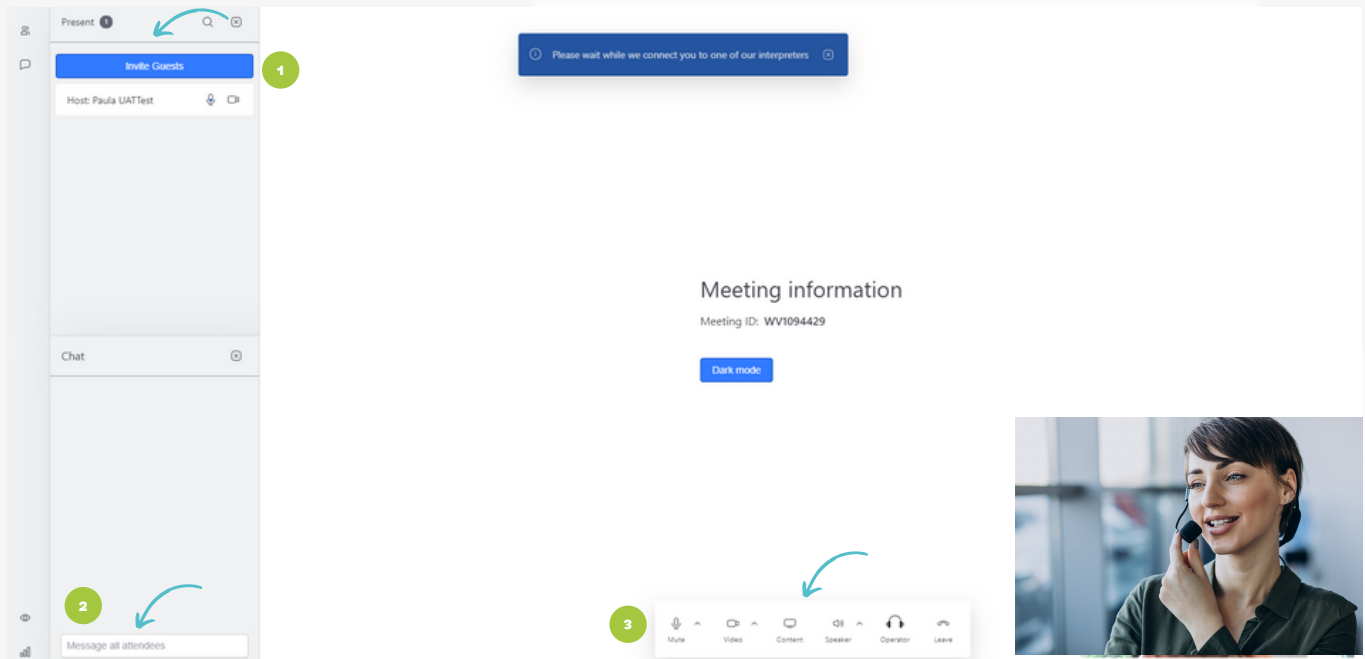


You will be taken to this screen where you test your microphone, speakers and the camera. Click on the 'Join meeting' button to join the meeting



01 Wordskii Live: Pre-booked

Step 11



When the interpreter joins the call, they will appear on the main screen

- 1 You can invite guest to your call by clicking on the 'Invite Guests' button and adding their details. The invitation with the link to join the video call will be sent to them. You can invite more than one guest.
- 2 You can send chat messages to all participants.
- 3
 - You can switch off/ on your microphone, camera and speakers
 - You can also share a content of your screen with all participants
 - If you have any issues with your call, you can request an operator, the operator will join the video call and help you manage it
 - Click on the 'Leave' button to leave the call and end it for all participants.

Step 12

When you leave the call, you will be asked to provide feedback.

Meeting Room for Booking WV1094429

Before you go, please rate our service today.

★★★★★

Overall great service Professional

Excellent communication skills

P polite Easy to request service

Well presented

Great video quality

Additional comments

Skip Submit

01 Wordskii Live: Pre-booked

Step 13

If you left the call in error or your connection drops, you will be able to rejoin it by clicking on the 'Rejoin Call' button. Please allow a minute for the interpreter to rejoin the call. You can also request an operator if you are not sure what to do. Please note that you will be taken back to the call as long as the pre-booked duration has not ended.



Thank you for using Wordskii Live!

Rejoin Call

02 Wordskii Live: On- Demand

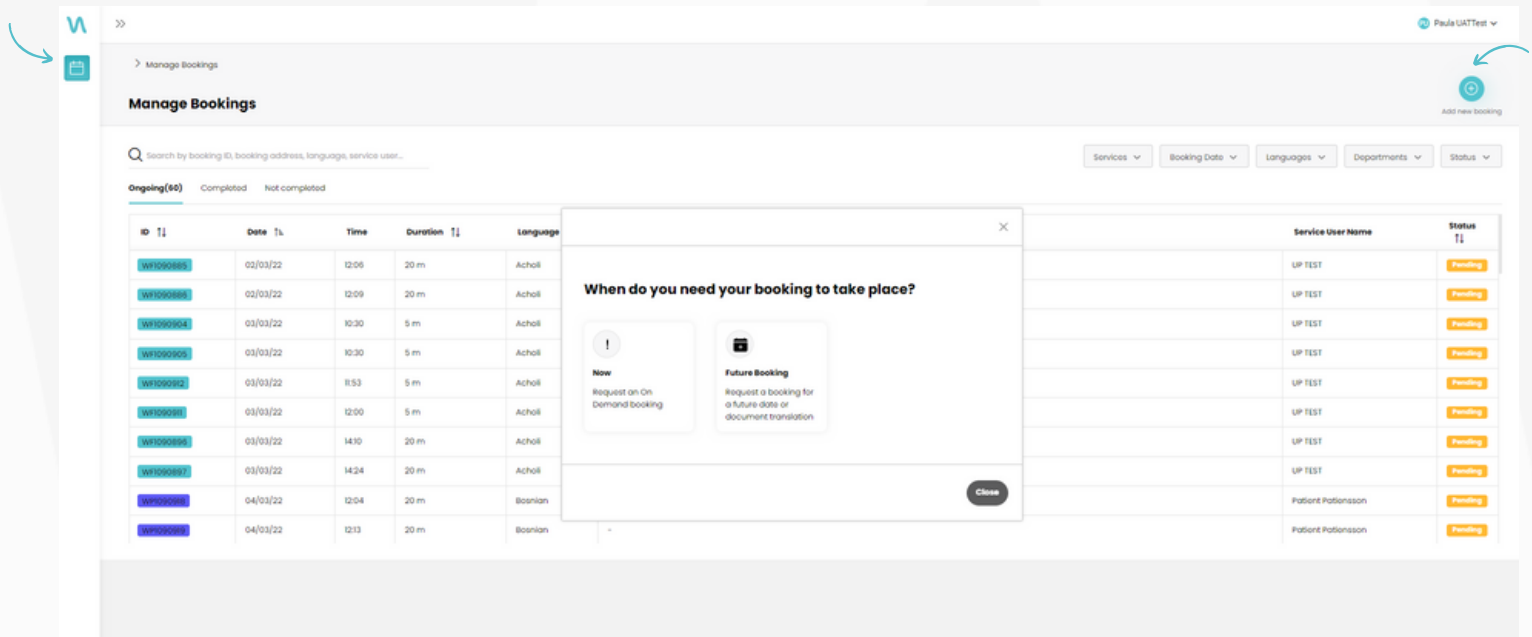
Step 1

To request an on-demand video interpreter, login to your Wordskii Account:

www.wordskii.com

Ensure you are in the Bookings tab 

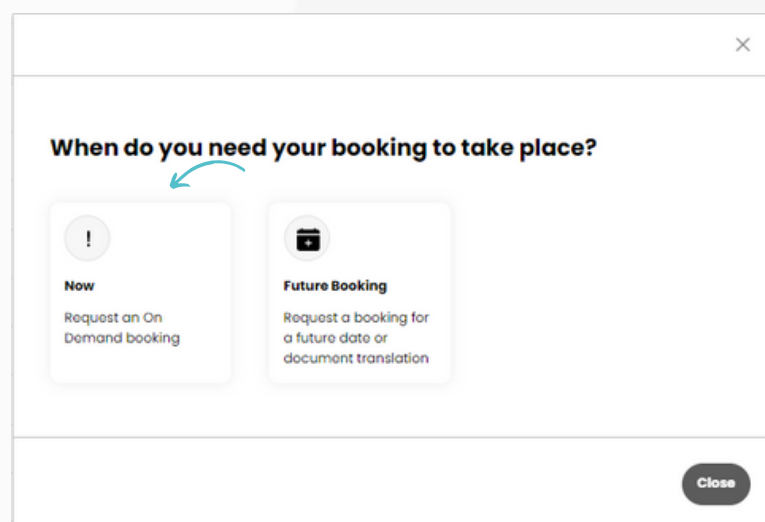
Click on the 'Add New Booking' button 



Step 2

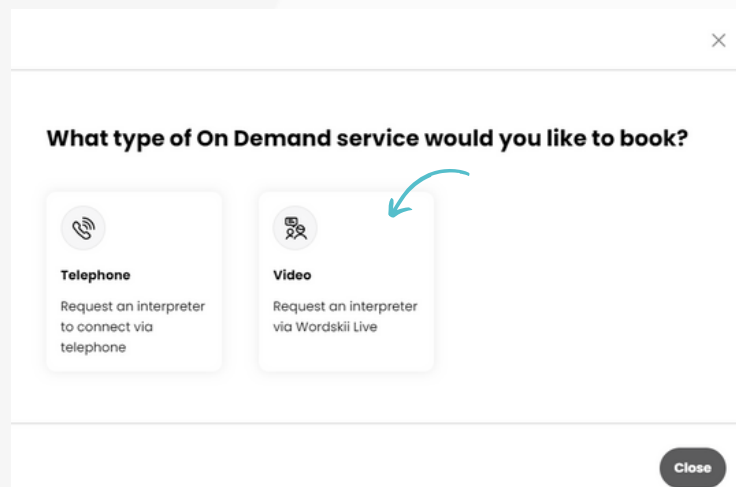
This pop up will appear

Click on the 'Now' button to access on-demand services



02 Wordskii Live: On- Demand

Step 3



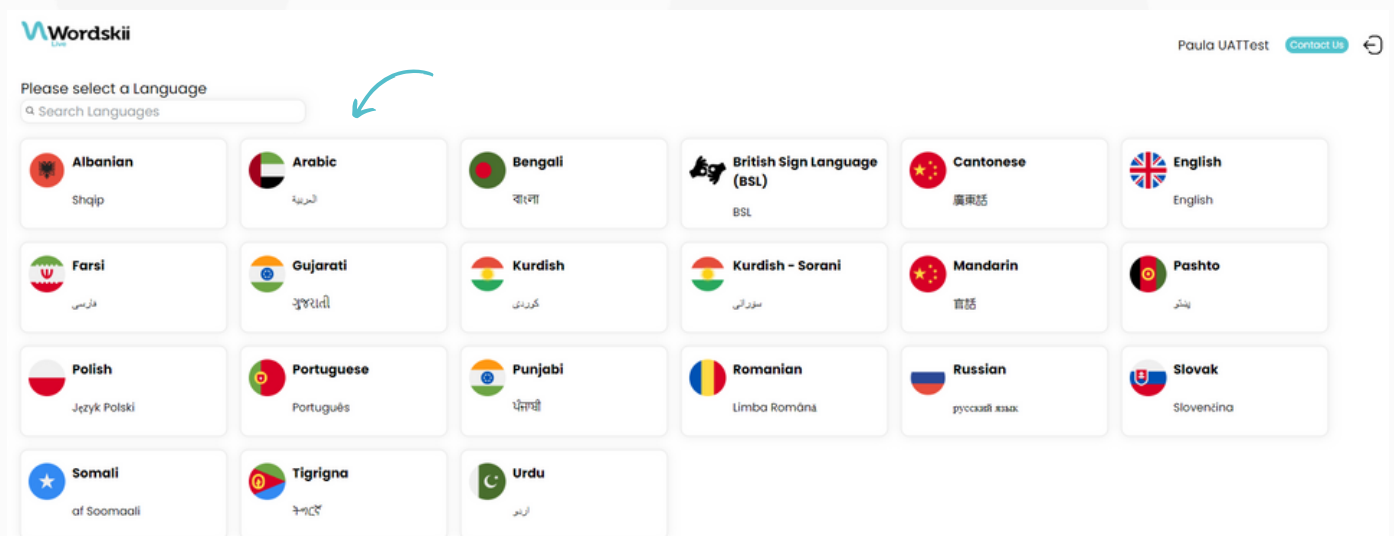
This pop up will appear

Click on the 'Video' button to access Wordskii Live On-demand service

Step 4

A new tab will open, taking you to this page

Find the language you require and click on it. If you cannot find the language you need, it means that there are no interpreters available for this language on-demand. Please move back to the previous page and select Telephone to view instructions about accessing on-demand telephone interpreter instead.



02 Wordskii Live: On- Demand

Step 5

Arabic Video Call

Department* 1

No Department Selected

Gender Preference* 2

☒ No Preference
 ☐ Female
 ☐ Male

3

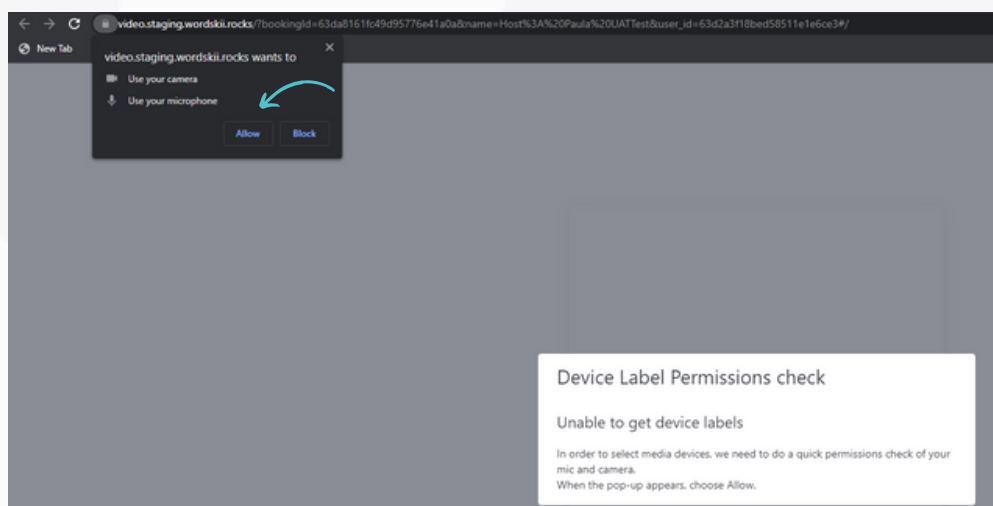
Cancel

Start Call

- 1 Select the department you are requesting the interpreter for
- 2 Select the gender preference
- 3 Click on the 'Start Call' button to start the connection

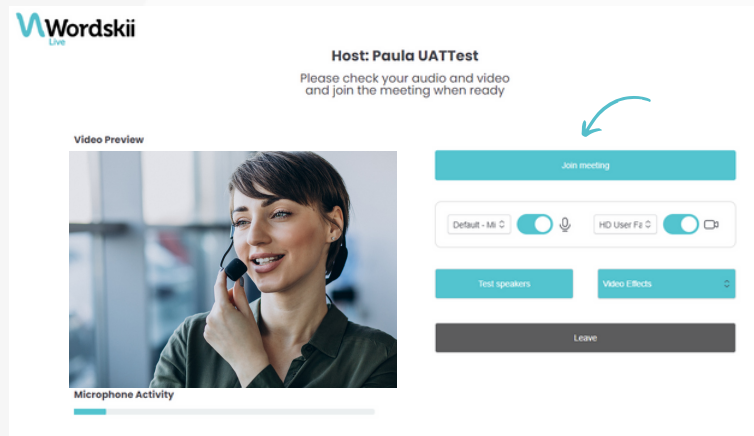
Step 6

When joining the video call, ensure to allow the use of your devices: camera and speakers

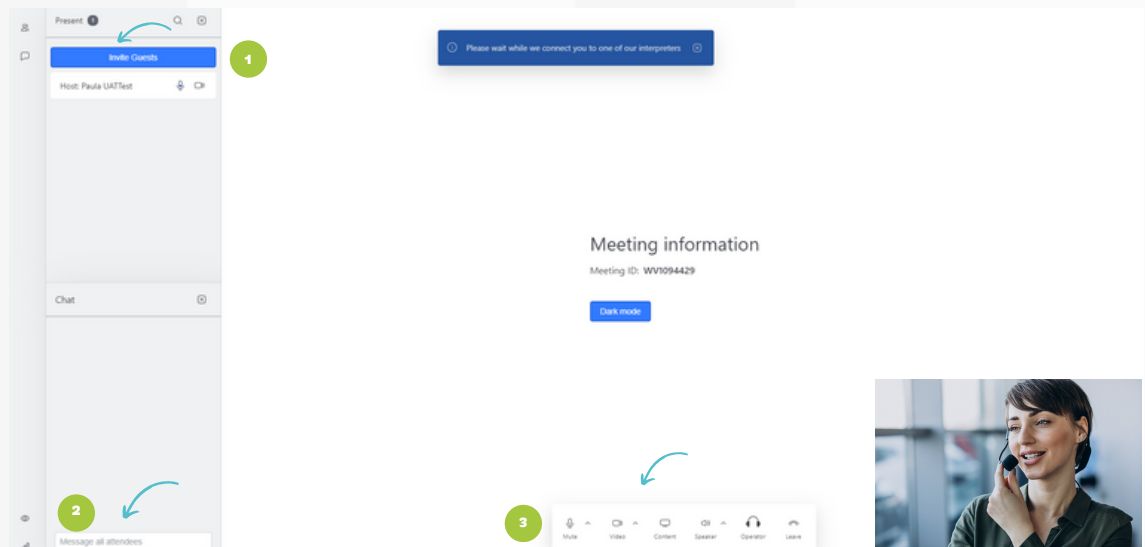


02 Wordskii Live: On- Demand

You will be taken to this screen where you test your microphone, speakers and the camera. Click on the 'Join meeting' button to join the meeting



Step 6



The system will connect you with the next available interpreter or divert the call to the operator if no interpreter confirms the booking within a few minutes. When the interpreter joins the call, they will appear on the main screen. Please note that it may take around 5 minutes for an interpreter to join your call.

- 1 You can invite guests to your call by clicking on the 'Invite Guests' button and adding their details. The invitation with the link to join the video call will be sent to them. You can invite more than one guest.
- 2 You can send chat messages to all participants.
- 3
 - You can switch off/ on your microphone, camera and speakers
 - You can also share a content of your screen with all participants
 - If you have any issues with your call, you can request an operator, the operator will join the video call and help you manage it
 - Click on the 'Leave' button to leave the call and end it for all participants.

02 Wordskii Live: On- Demand

Step 7

When you leave the call, you will be asked to provide feedback.

Meeting Room for Booking WV1094429

Before you go, please rate our service today.

★★★★★

Overall great service Professional

Excellent communication skills

Polite Easy to request service

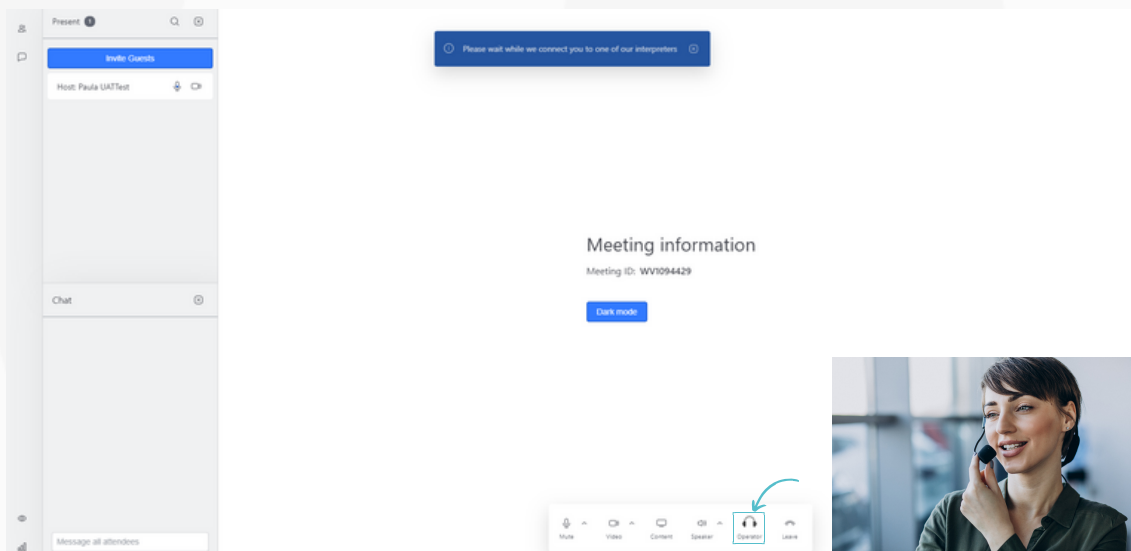
Well presented

Great video quality

Additional comments

Skip Submit

If you left the call in error or your connection dropped, you will need to start a new call. If you wish to connect to the same interpreter, please ensure to request the operator once you are in the call. The operator will join the video call and will manage it for you.



Word360

Thank you

0121 554 1981

teamwork@word360.co.uk

word360.co.uk