

# DayInterpreting

## Quick Start Guide

### Introduction

When working with clients from diverse backgrounds, language barriers may hinder you from serving them efficiently, leading to complaints and costly mistakes! You may often need assistance from a professional interpreter who can enable effective communication and increase customer satisfaction.

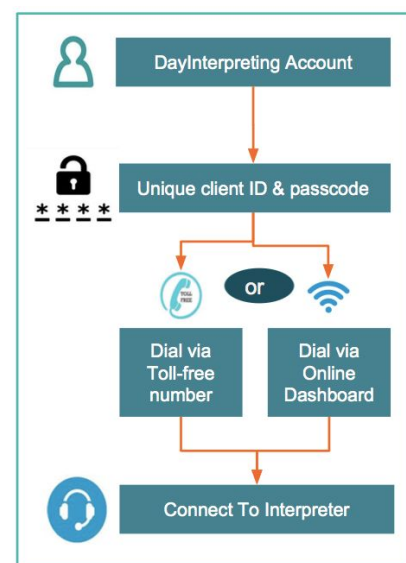
We have an over-the-phone interpretation (OPI) solution that will allow your organization to provide multilingual support to your customers in their preferred language.

**DayInterpreting** is an on-demand, real-time, OPI solution from Day Translations. Built using the latest advancements in internet and telecommunication services, it connects you instantly to carefully screened professional interpreters.

This document will guide you through the process of creating a DayInterpreting account and accessing our 24/7 interpreting services.

### Three Steps To An Interpreter Within Seconds

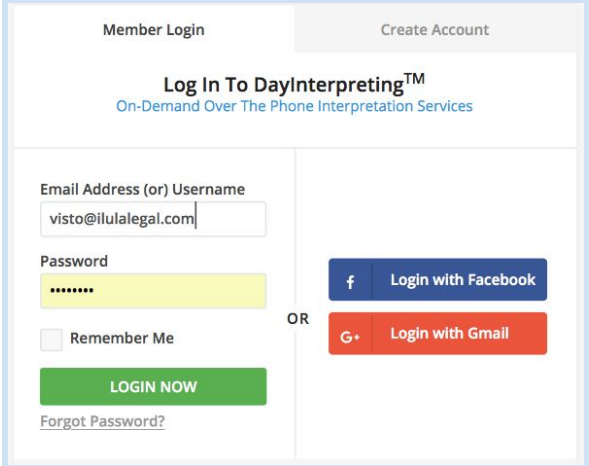
- 1) Sign up for a DayInterpreting Account and get self-service access to an intuitive dashboard
- 2) Receive a unique client ID and set your own 4-digit passcode. Login to your dashboard and buy prepaid credits.
- 3) Get connected to a professional interpreter anytime with the click of a button on your dashboard or through a special toll-free number!



## Creating An Account

You can create an account online through our website or call our customer care line 1-800-969-6853 if you need assistance.

- ❑ To set up your own account, go to <https://interpreting.daytranslations.com> and fill out the form online.
- ❑ A registration email will be sent to the ID provided by you for confirmation. Follow the steps in the email to activate your account.
- ❑ You can also choose to register using your Gmail or Facebook account.



The screenshot shows the 'Log In To DayInterpreting™' page. At the top, there are tabs for 'Member Login' and 'Create Account'. Below the tabs, the text reads 'Log In To DayInterpreting™' and 'On-Demand Over The Phone Interpretation Services'. The form contains fields for 'Email Address (or) Username' (with the example 'visto@ilulalegal.com') and 'Password'. There is a 'Remember Me' checkbox and a 'LOGIN NOW' button. To the right, there are two social login buttons: 'Login with Facebook' and 'Login with Gmail', separated by an 'OR' label. A 'Forgot Password?' link is located at the bottom left of the form.

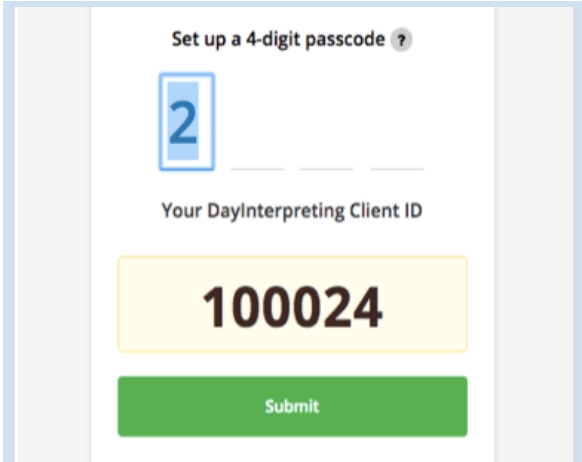
Your account is ready and you can access your dashboard through the URL: <https://interpreting.daytranslations.com/users>

## Setting Up A Passcode

Our system will assign you with a unique **client ID**. You will find this in your account registration email and on your dashboard screen when you log in to the portal.

When you log in for the first time, you will be prompted to set up a **4-digit passcode**. Please choose any passcode. You can change this any time through your dashboard.

Your client ID and passcode identify you when you call us. Make note of these numbers and use them to authenticate yourself when you access our toll-free OPI line.

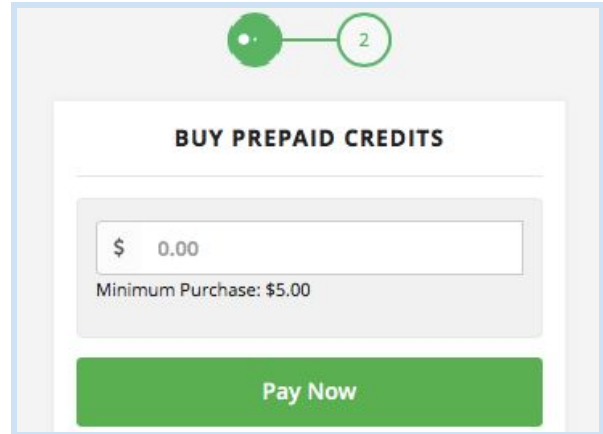


The screenshot shows the 'Set up a 4-digit passcode' screen. At the top, it says 'Set up a 4-digit passcode ?'. Below this, there is a blue box containing the number '2', followed by three empty boxes for the remaining digits. Underneath, it says 'Your DayInterpreting Client ID' and displays the number '100024' in a large yellow box. At the bottom, there is a green 'Submit' button.

## Buying Prepaid Credits

You should buy prepaid credits through your dashboard before accessing our 24/7 interpreting services. Using your prepaid credits, you can get connected to an interpreter anytime. You'll be charged only for the exact duration of your call, billed per minute.

- ❑ Log in to your account and select "Prepaid Credits" from the menu items.
- ❑ Enter the amount you wish to buy and pay securely with your credit card or through Paypal.
- ❑ Your account will be credited instantly!
- ❑ You will receive an online receipt for your purchase and a copy by email.





Charges are set forth in the "Prepaid Credits" section of your dashboard. If you have a contract account with DayInterpreting, rates and payments are as set forth in your contract.

## Connecting To An Interpreter

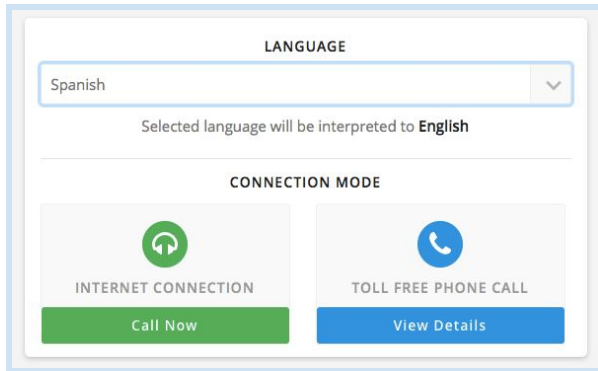
If you have a customer with you who requires language assistance you can get connected to one of our professional interpreters instantly. Make sure you have sufficient credits before you connect. If your credits are less than the minimum balance (\$5), you will not be connected.

There are two ways of accessing your DayInterpreting account to get an interpreter:

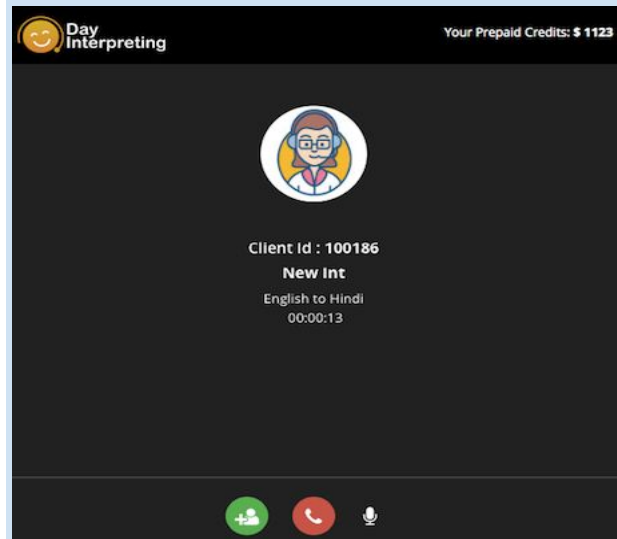
<b>Dial From Your Dashboard</b> (Internet Connection)	<b>Dial From Your Phone</b> (Toll-Free Phone Line)
	

## Option A: Dial From Your Dashboard

If you have an internet connection, **sign in** to your DayInterpreting dashboard, **select the language** and click on the **call button**. You will have an interpreter assisting you within seconds.

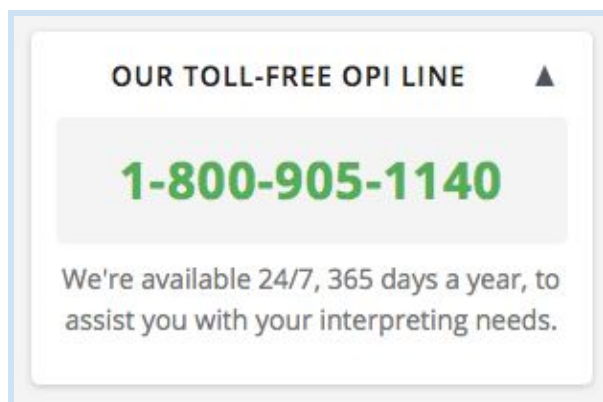


The screenshot shows a web interface for selecting language and connection mode. At the top, there is a 'LANGUAGE' section with a dropdown menu currently set to 'Spanish'. Below this, a message states 'Selected language will be interpreted to English'. Underneath is the 'CONNECTION MODE' section, which offers two options: 'INTERNET CONNECTION' with a green 'Call Now' button, and 'TOLL FREE PHONE CALL' with a blue 'View Details' button.

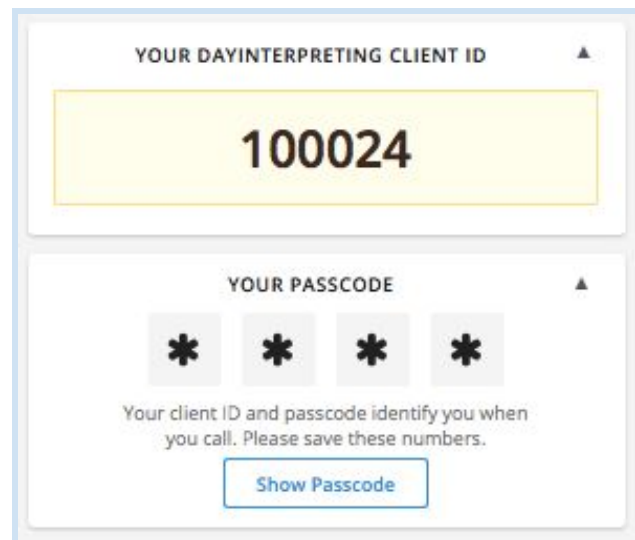


## Option B: Dial From Your Phone

If you wish to use a phone line, dial the toll-free number displayed on your dashboard. Follow the prompt to enter your client ID and passcode. Then choose your desired language. Press 1 for Spanish, 2 for Others. You will have an interpreter assisting you within seconds.



The screenshot displays the toll-free OPI line information. It features the heading 'OUR TOLL-FREE OPI LINE' with an upward-pointing triangle. Below this, the number '1-800-905-1140' is prominently displayed in green. At the bottom, a message states: 'We're available 24/7, 365 days a year, to assist you with your interpreting needs.'



The screenshot shows the client ID and passcode entry screen. At the top, it says 'YOUR DAYINTERPRETING CLIENT ID' with an upward-pointing triangle. Below this, the client ID '100024' is displayed in a yellow box. Underneath is the 'YOUR PASSCODE' section, also with an upward-pointing triangle, showing four asterisks in individual boxes. A message below reads: 'Your client ID and passcode identify you when you call. Please save these numbers.' At the bottom, there is a blue button labeled 'Show Passcode'.

## Adding Third-Party To A Call

If your LES (Limited English Speaking) customer is present physically in your site, you can use the speaker option on your phone/dashboard. If your LES customer is not present with you in your site, you can add them as a third-party on your call.

**From Your Phone:** If you have called our toll-free number from your phone, you can add a third-party number to your call using your phone. We will not charge you any additional rate for this, but you may have to pay charges levied by your phone service provider (if any).

**From Your Dashboard:** If you are connected through your dashboard, you can add a third-party number to your call from your call screen.

Click on the “Add Third-Party” icon, enter the required number along with the country code and then press “Add To Call”.

You can disconnect the third-party from the line anytime during your call. Click on the “Disconnect” button to remove the third-party number.

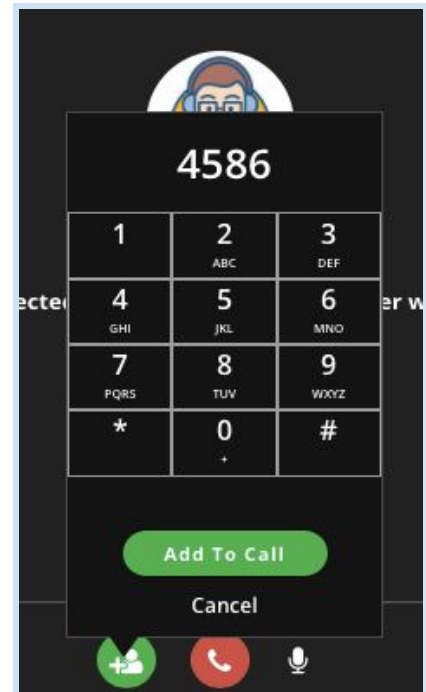
**Request Our Interpreter:** You can also request our interpreter to add a third-party number to your call.

Please keep the number ready and make sure you provide the correct number along with the country code.

*Note: If you add a third-party number from your dashboard or request our interpreter to add, we will charge you a small amount from your prepaid credits, for every minute the third-party is present in the call.*

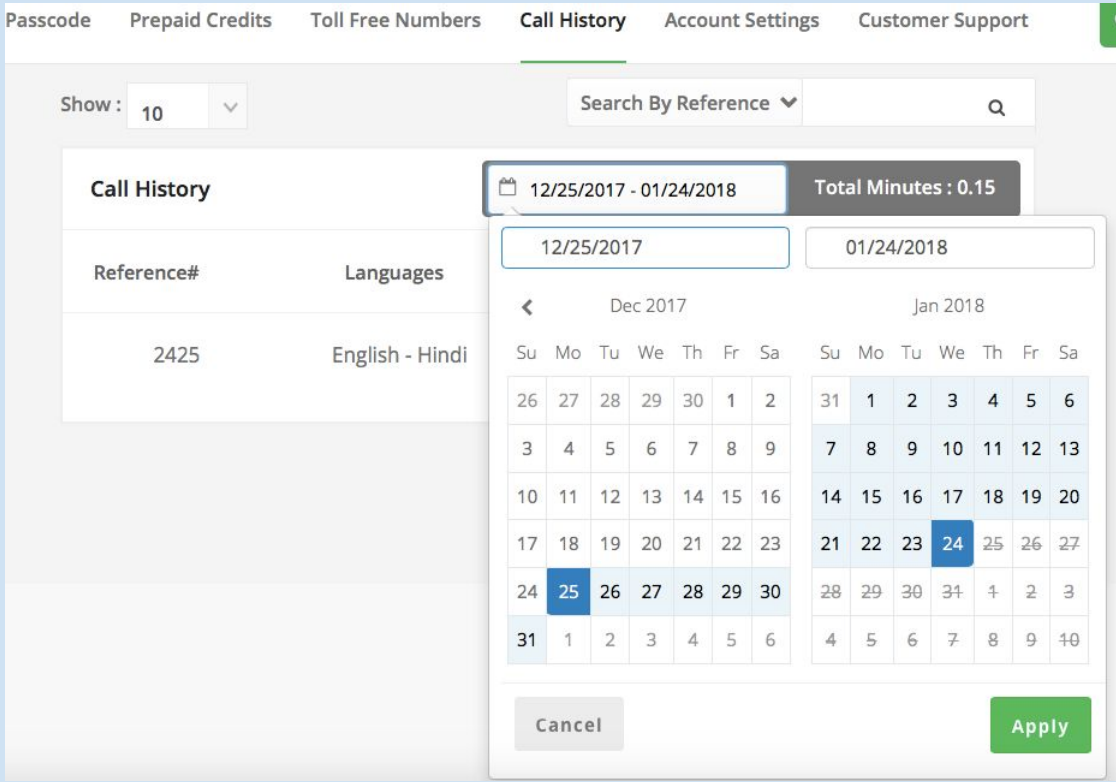
## Running Out of Credits During A Call

If you are running out of credits during a call, you will be prompted when you have 5 minutes left in your account. Recharge online through your dashboard for an instant credit and avoid disruptions.



## Dashboard Reports

Your dashboard will provide you with useful reports to track your prepaid credit purchases and your call history. You can use the interface to generate reports, filter the results and search for specific transactions.



The screenshot shows a dashboard with a navigation bar at the top containing: Passcode, Prepaid Credits, Toll Free Numbers, **Call History**, Account Settings, and Customer Support. Below the navigation bar, there is a 'Show : 10' dropdown and a 'Search By Reference' search box. The main content area displays a 'Call History' table with the following data:

Reference#	Languages
2425	English - Hindi

Below the table, a date range selector is open, showing a calendar for December 2017 and January 2018. The date range is set from 12/25/2017 to 01/24/2018. The total minutes for this period is 0.15. The calendar shows the date 24th of January 2018 is selected. There are 'Cancel' and 'Apply' buttons at the bottom of the date selector.

If you have any questions, email [contact@daytranslations.com](mailto:contact@daytranslations.com) or call 1-800-969-6853.

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