LINGUAVA

VRI VIDEO REMOTE INTERPRETING

Client Onboarding Guide

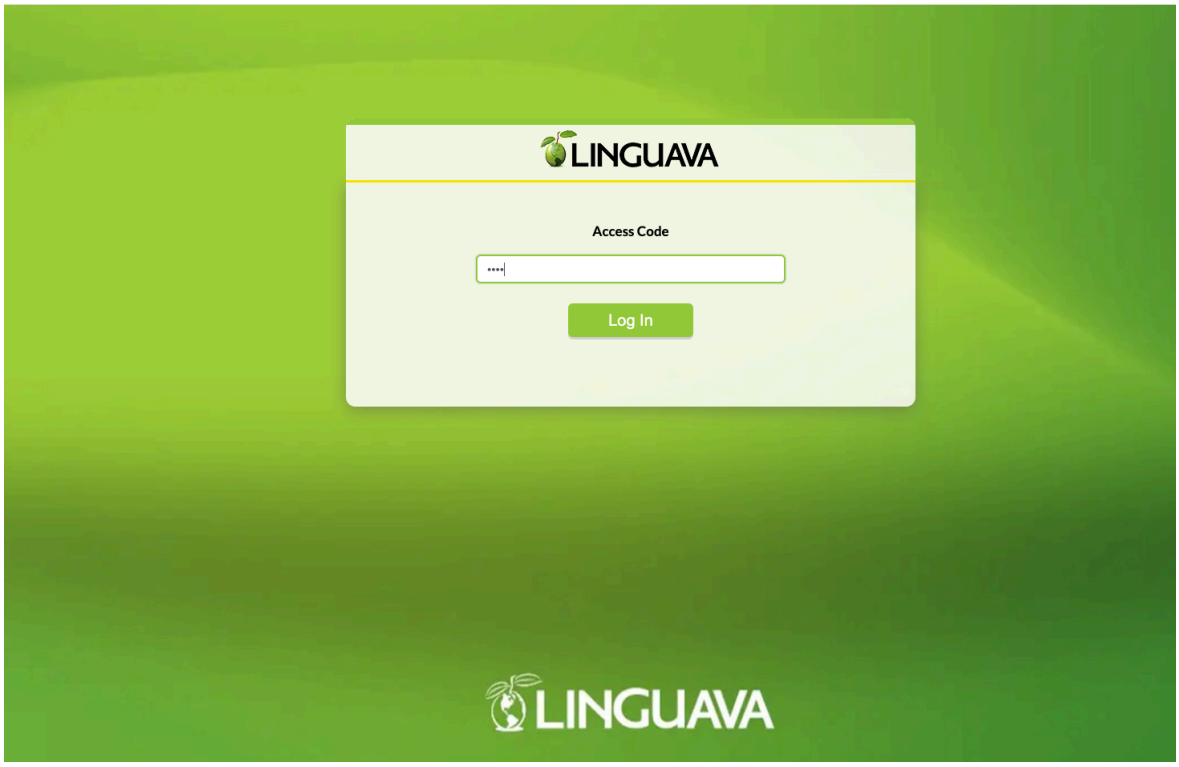


Access Video Remote Interpretation (VRI) Services at the click of a button

LinguavaVRI Platform:
Complete Step-by-Step User Guide

Step 1: Access the Platform & Enter Access Code

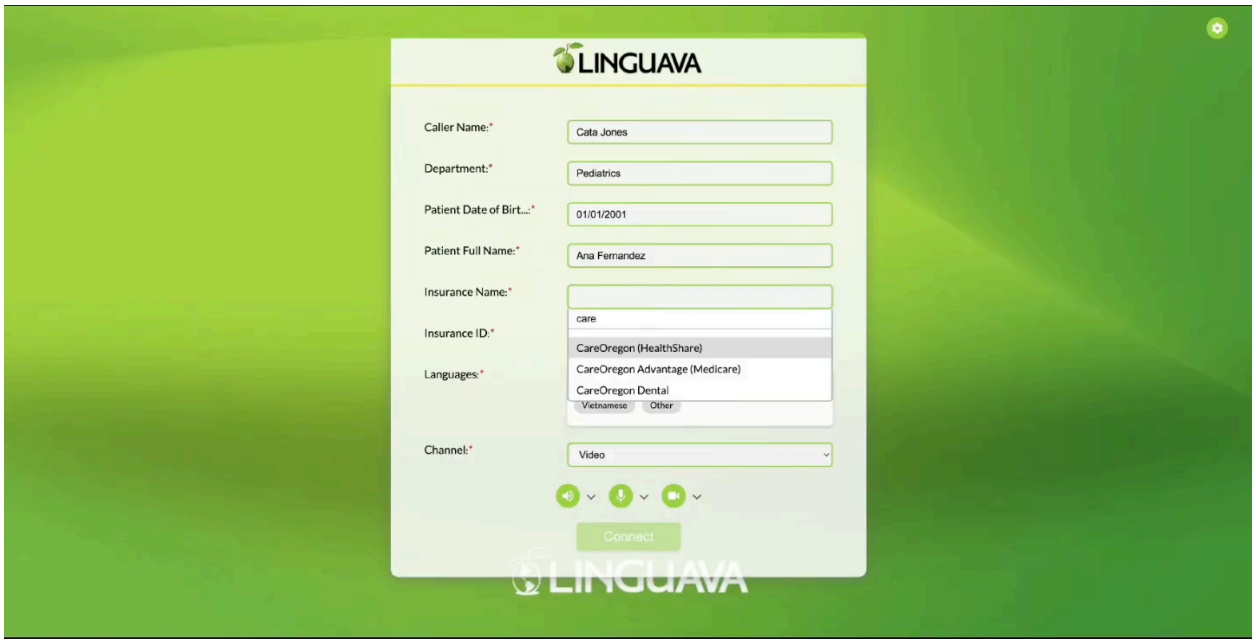
- Navigate to your organization’s custom LinguavaVRI URL provided in your specific workflow.
- Input your organization's designated Access Code into the prompt field.



Step 2: Fill Out Intake & Patient Information

Complete the required intake fields (Note: Intake questions are fully customizable based on organizational needs):

- **Caller Name & Department:** Enter your full name and department (e.g., Pediatrics).
- **Patient Information:** Input the patient's full name and date of birth.
- **Insurance Information:** Select the insurance provider from the drop-down menu (or type to search) and enter the Insurance ID number. Required for direct billing to CCOs/insurance.



Step 3: Select Language & Call Channel

- **Language Selection:** Choose from the list of top requested languages, or click **Other** to access the complete directory of available languages.
- **Channel Selection:** Click the Channel dropdown menu to select either **Audio Call** or **Video Appointment**.



Step 4: Pre-Call Device & System Check

Test your hardware prior to placing the call:

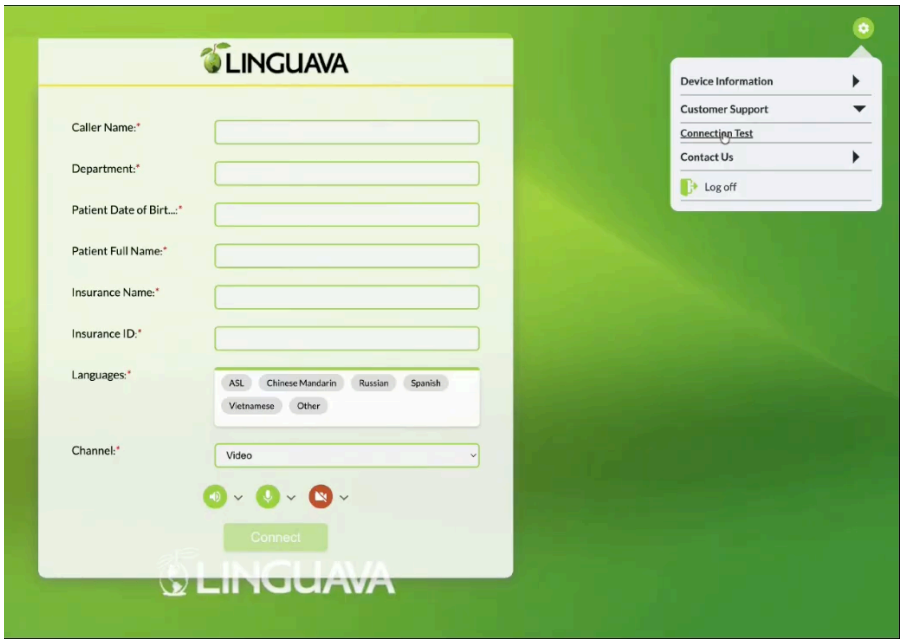
- **Speakers:** Click the test audio button to confirm sound output.
- **Microphone:** Observe the visual indicator bar to verify speech levels.

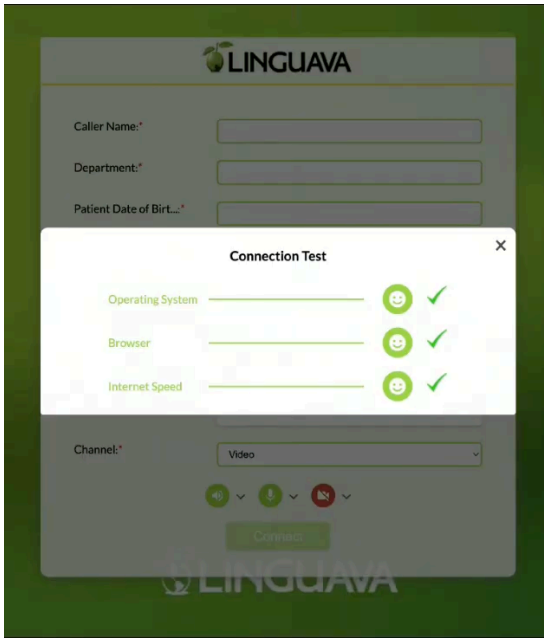
- **Camera:** Check the video preview screen to ensure proper camera framing.
- **System Diagnostic Test:** Access the Gear icon to test Operating System, Browser compatibility, and Internet Speed.









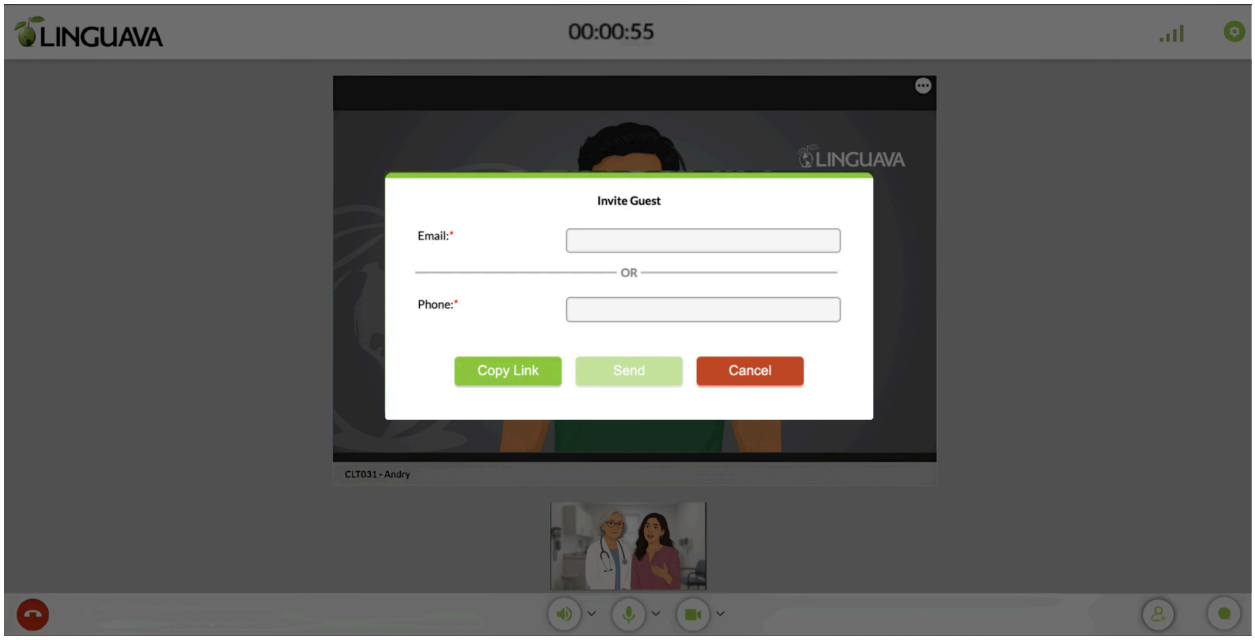


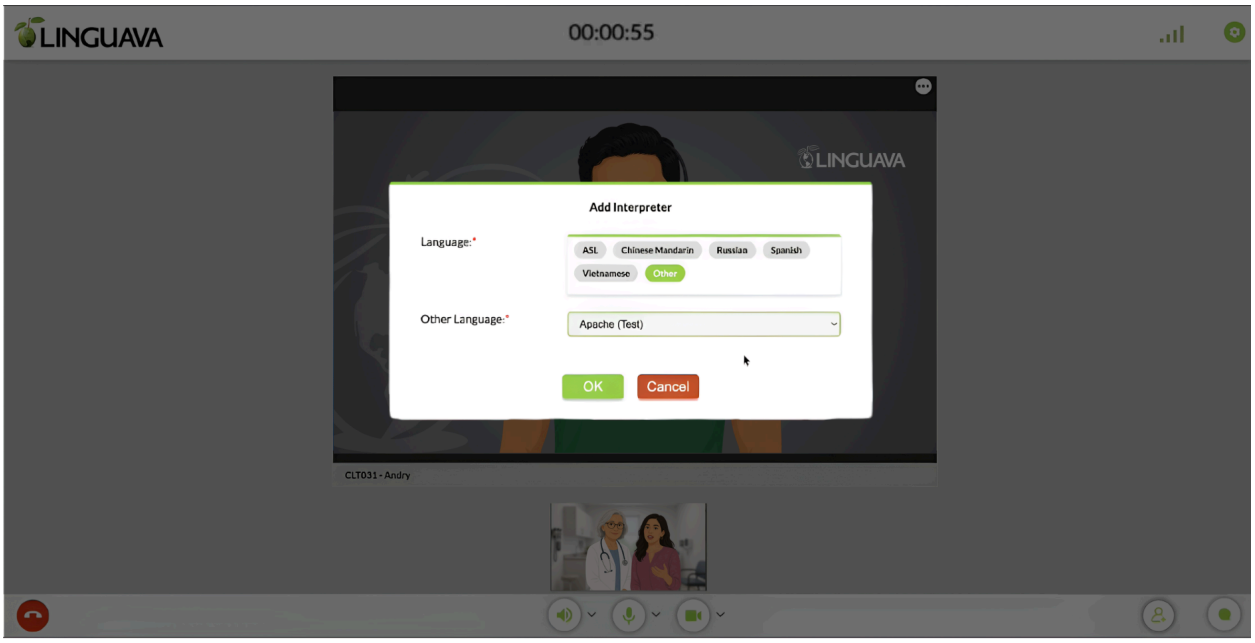
Step 5: In-Call Features & Management

Utilize active session tools during your call with the interpreter:

Invite Participants / Guests: Add a second interpreter by selecting a language, or invite third-party guests via email/phone link.


LINGUAVA
00:00:32
LINGUAVA
CLT031 - Andry
Add Another Interpreter
Invite Guest


LINGUAVA
00:00:55
LINGUAVA
Invite Guest
Email:*
OR
Phone:*
Copy Link
Send
Cancel
CLT031 - Andry



In-Call Chat: Send written details directly to the interpreter (MRNs, medication spellings, dosages). Available during video sessions.



Outbound Dial Pad: Adding a Third Party into an Audio-Only Call

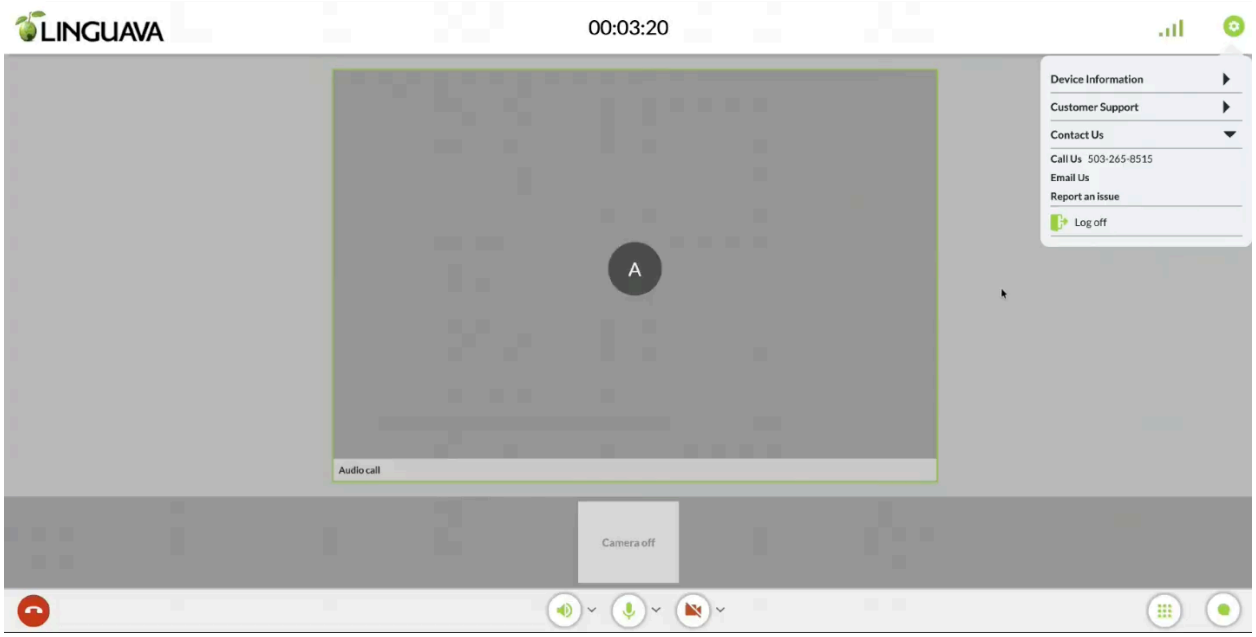
Select Other 200+ Audio Languages when choosing your language on the home page, even if you need a language listed in the platform. This option will automatically direct your call to a Linguava agent, who will need to input the phone number into our system before you reach an interpreter.
When the agent answers, let them know what language you need and to add a third party into the call.

The agent will ask for the number of the party you want to reach, enter the number into our system, and connect you with an interpreter.
Once the interpreter is connected, the agent will drop off the call.
Note: You'll hear voice prompts after the agent drops off the call to pave the way as you move through the process.
Tap the Dial Pad icon in the bottom right corner.
After briefing your interpreter, you can press # at any time using the dial pad, and our system will dial the number of your third party automatically.



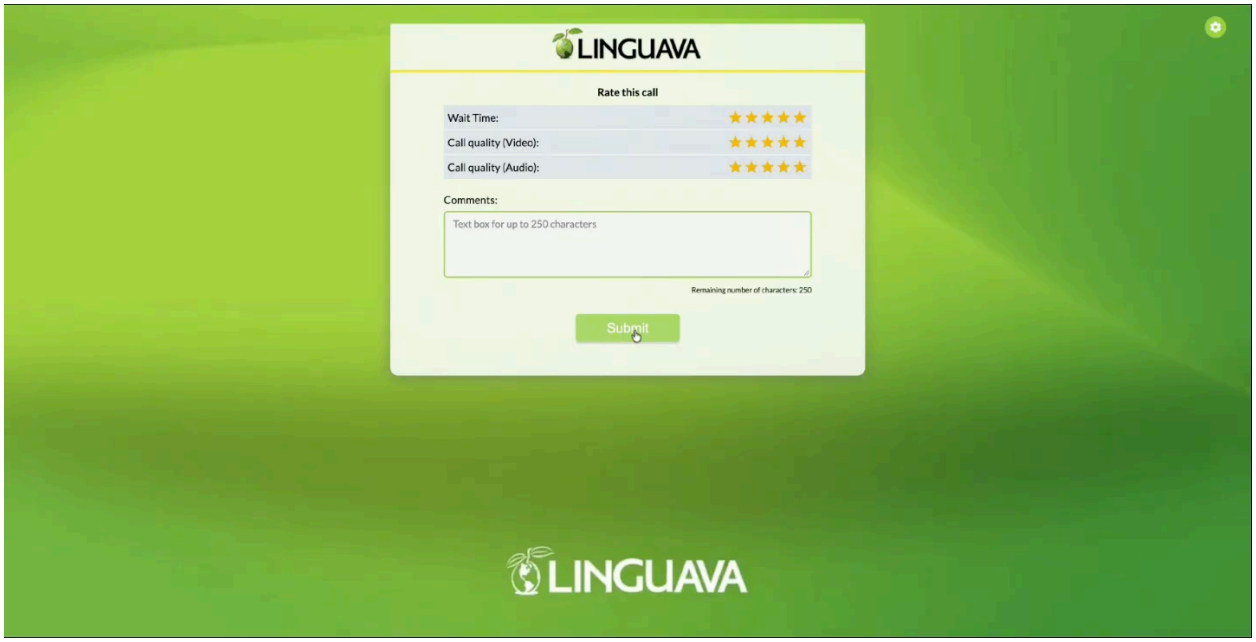
Network & Device Statistics: Check real-time network connection quality, latency, and hardware diagnostic details. This can be done prior to and during a call.





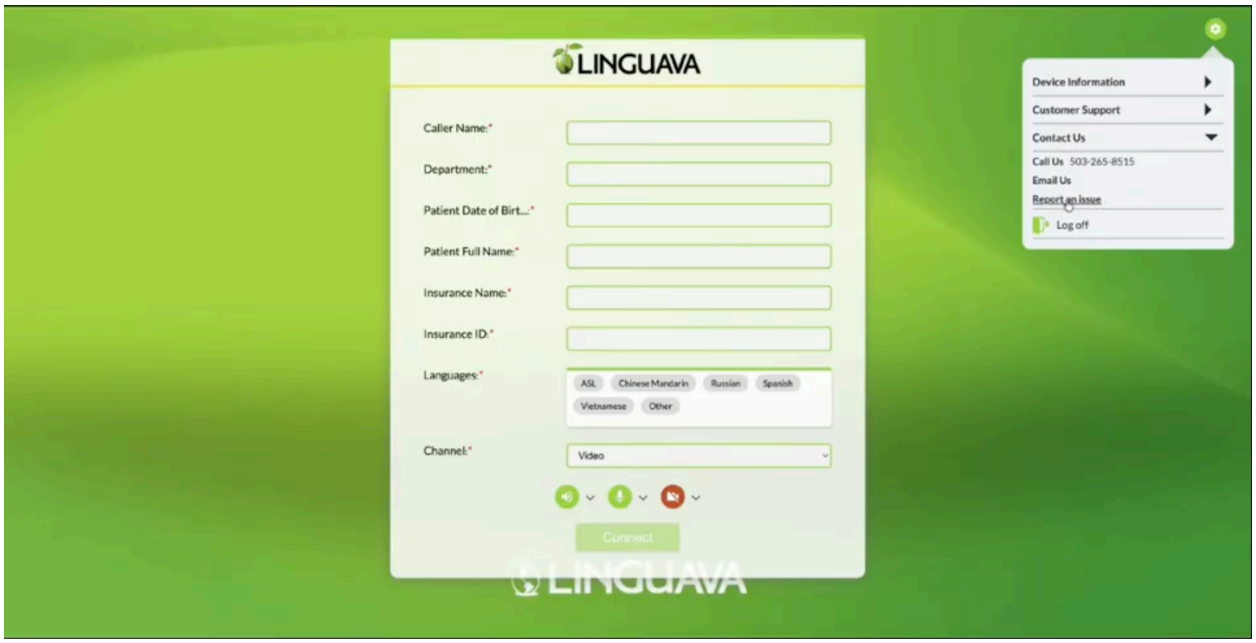
Step 6: Post-Call Rating & Feedback

- Upon call termination, complete the feedback rating form.
- Evaluate **Wait Time** and **Audio/Video Call Quality**.
- Add optional comments to submit directly to quality assurance.



Step 7: Customer Support & Logging Off

- **Report Issues:** Select "Report an Issue" to launch an email directly to Client Relations (*clientrelations@linguava.com*).
- **Log Off:** Click **Log Off** to safely terminate your platform session.



Additional Assistance

- **For additional support:** Contact Client Relations by email (*clientrelations@linguava.com*) or phone at **503-265-8515 option 5**.
- **Training & Support:** Access our Training Calendar for upcoming sessions.