

Requestor User Guide for On-Demand OPI and VRI

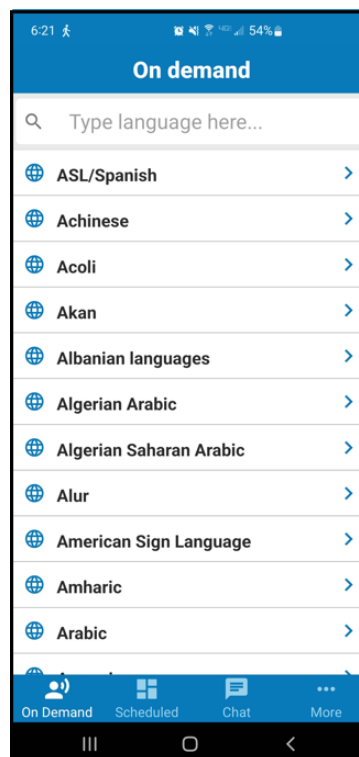
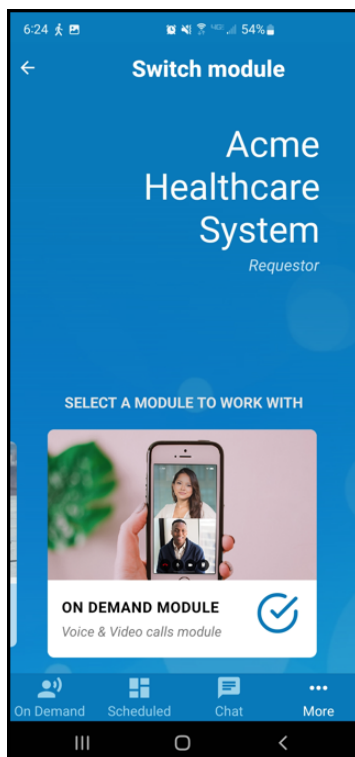
Requesting OPI via the Telephone

Call in using the phone number provided by the Language Service Provider. At the voice prompt, enter the Access Code provided by the Language Service Provider. At the next voice prompt, enter the Language Access Code followed by #. To end the call, simply hang up.

Requesting OPI via the mobile App

Download the Interpreter Intelligence mobile app for either iPhone or Android. Enter your username, password and the token provided by your Language Service Provider.

To request an On-Demand OPI interpreter, select the On-Demand Module after logging in. Begin typing the name of the Language needed and select from the dropdown display. Tap on the Customer name from the list. Tap on the Client name from the list. Tap on the Duration of the call. Tap on "Voice Call". The call will ring to the interpreter. You may request the interpreter to add a third party to the call by providing them with the contact information. At the end of the call, tap on the red phone icon to complete the call. Select a rating and add notes, if desired.



Requesting OPI and VRI via the Customer Portal on a Computer/Laptop

To place either an On-Demand OPI or On-Demand VRI request via the Customer portal on a computer, simply click on either the On-Demand Voice or On-Demand Video button.

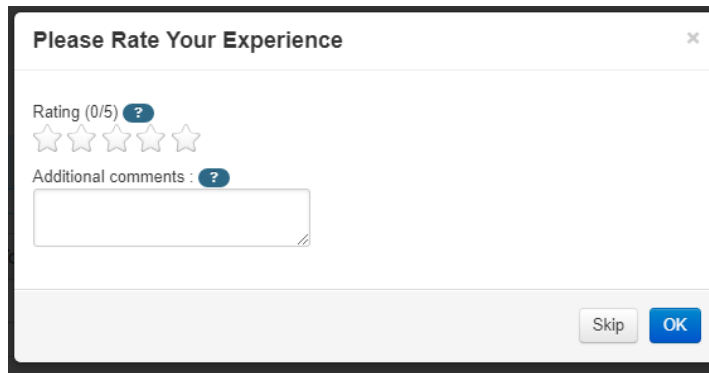
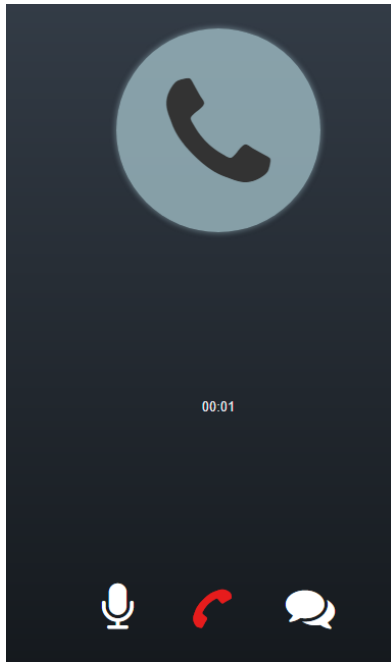
The screenshot shows the San Francisco General Hospital Customer Portal. The top navigation bar includes "Home", "Reports", and "Financial". The main header displays the hospital logo and name, along with filters for "[All Clients]" and "[All Locations]". A "Messages & Alerts" section indicates "There are no current messages & alerts". Below this, there are four buttons: "Create New Booking", "On-Demand Video", "On-Demand Voice", and "Daily Bookings Log". The "On-Demand Video" and "On-Demand Voice" buttons are highlighted with red boxes. The "Currently Viewing Bookings For:" section shows filters for "San Francisco General Hospital", "[All Clients]", and "[All Locations]". There are also options to "Export to Calendar" and "Jump to Date". The calendar view is set to "Sunday, June 12 2022" and shows an "all-day" slot.

At the next screen, for either OPI or VRI, begin typing the name of the Language and select from the dropdown display. Select the Customer and Client from each of the next fields. Select the Duration of the request.

The "Voice Request" form is displayed in a modal window. It contains the following fields and controls:

- A text input field labeled "Type or select a language" with a red arrow pointing to it.
- A dropdown menu showing "San Francisco General Hospital" with a red arrow pointing to it.
- A dropdown menu showing "[All Clients]" with a red arrow pointing to it.
- A dropdown menu showing "15 minutes" with a red arrow pointing to it.
- At the bottom right, there are two buttons: "Request" (in blue) and "Cancel" (in grey).

The call will ring the interpreter. You may request the interpreter to add a third party to the call by providing them with the contact information. At the end of the call, tap on the red phone icon to complete the session. Select a rating, and add notes, if desired.



Refresh the dashboard to view the call on the calendar page. By hovering over the job in the calendar and clicking "View in full", the job details page will display the job information.

