Interpreter instruction manual

Capio Live Interpreters application, version 1.3
Date: July 03, 2020

Capio Live Interpreters:
Capio Live Interpreters BV (hereinafter referred to as: Capio) provides a highquality service to its customers. Interpreters are important, Capio therefore believes that an interpreter should have complete control over his or her own rate and availability. To deliver quality, Capio only allows qualified interpreters to work via its application.

Capio expects interpreters to behave professionally towards her clients and attaches great value to the following behavioral guidelines:
- Interpreters will treat the conversation and its content as confidential.
- Interpreters work as independent interpreters and are preferably registered in their local Chamber of Commerce register.
- Interpreters are aware of the fact that background noise, background images and light reflections are very disturbing.
- Interpreters work according the most recent Capio code of conduct for interpreters.

The general operation of Capio:
- The Capio app is designed to support <u>remote consecutive interpreting</u> with audio and video.
- As an interpreter, you translate what has been said and you interpret whether the message is correctly understood by the discussion partners.
- If the different languaged participants use one mobile phone or tablet together: They point the camera of their mobile phone or tablet at the participant who takes the floor. Then point the camera of your mobile phone or tablet to the other participant for whom the interpreter converts the spoken word into his or her language. This way the interpreter can optimally use the verbal and non-verbal signals of the participants in the conversation.
- If customers use an earpiece and they have the microphone turned off, the interpreter can translate <u>simultaneously</u>. Each participant and the interpreter turned off the camera during the conversation.
- If the conversation participants are at (some) distance from each other, everyone uses their own mobile phone or tablet with their own Capio-app installed. Interpreters do not use an APP, but work via the internet and the interpreter portal. <u>Interpreters do NOT install any software</u>.
- The applicant who requests the interpreter support in the conversation is titled as 'Capio customer' and determines the moment the other participants join the conversation and the conversation starts/ends.
- he Capio customer is free - if desired - to have a short introductory interview with the interpreter, such as to clarify the aims of the conversation.

The Capio customer selects the interpreter of his/her choice:
The customer selects an interpreter directly in the Capio app on, among other things, the language combination, desired specialization and price per minute. Capio is not involved in this selection process. Capio is also not involved in determining the hourly rate of the interpreter and not in the price considerations of its customers.

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Most important for interpreters:

Quickly and easily arrange your availability and view appointment requests
(You'll read more detailed information elsewhere in this manual).

1. As an interpreter there are 2 conditions in the Capio application settings that are necessary for a direct realtime availability to online customers:
1.1. You're Capio interpreter portal is set permanently 'open' in an internet browser on your tablet, desktop or laptop and you're logged into the portal.
1.2. You have set the "online/offline" button to "online".

2. If you do not want to be available for customers at the push of a button and only wants to work by appointments:
2.1. Push the "online/offline" button to "offline".
2.2. You're Capio interpreter portal is set permanently 'open' in an internet browser on your tablet, desktop or laptop and you're logged into the portal. This gives a quick and easy insight in appointment requests from customers in your agenda.

Notes:
1. The interpreter portal is set permanently 'open' in a 2nd or 3rd internet browser on your laptop, tablet or desktop.
2. Customers see in their app whether the interpreter is realtime available to be called and make their choice of the desired interpreter on this. Customers experience it as very unfriendly if you as an interpreter have set yourself as real-time available when you actually do not want to or cannot be. In that situation, customers expect their call picked up immediately and they're disappointed if you do not answer.

Sign-up and register as an interpreter on the Capio website via the link below:
https://portal.capioliveinterpreters.com/sign-up

and press the "Request translator access to Capio" button.

You need your login details (e-mail and password) very regularly, it is wise to write them down somewhere.

You can work and set your data on our website (www.capioliveinterpreters.com) within the interpretation portal via link:
https://portal.capioliveinterpreters.com/login

Customers use the app.
Interpreters work via the interpreter portal on the Capio Live Interpreters website.
There is no software installation and there are no costs involved.

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Your application and registration as an interpreter:
If you are a professional interpreter interested in interpreting for Capio Live Interpreters customers via the interpreter portal on the Capio website. By registering, you indicate that you have read, accept and will act in your work on the content of the disclaimer, the privacy statement, the most recent Capio Code of Conduct for Interpreters, and the Terms of Use.

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Complete your profile information and keep it up to date:
1. Please complete your profile after Capio's acceptance message. Within your profile you can do so by clicking on your name in the top right-hand corner of the screen.
2. The following information is mandatory:
   1. The <u>hourly rate</u> is what you ask for your work as an interpreter, indicated in euros, excluding VAT (Value Added Tax). You can change your rate anytime. After changing your rate all new appointments and new activities will be recorded at the new rate. Existing appointments are recorded at the former active rate. For each language combination, there is a certain common range in the rates charged by interpreters. As an interpreter, you know your own market value and are free to set your rate. Capio will approach Interpreters who set their hourly rates unrealistically low or high by e-mail.
   2. Enter all <u>languages</u> you speak. Please also add your native language. For example, if you are an interpreter English language and your native language is Dutch, you also tick 'Dutch' next to 'English'. The number of languages you can mark is endless.
   3. Mark your <u>certified specialization areas</u>. The number of specializations that you can mark is endless. Due to lack of space on the screen at customers, only 3 of your specializations displayed on their device. While selecting the interpreter Capio takes all of your specializations into account. Please only mark your most important specializations.
   If you do not have any specialization areas, don't mark any of the indicated specialization areas.
   With language level, you mark the highest level of your best learned language (not your native language). Compare your accordance with European CEF standards, e.g. C2 equals 'near native'.
   You are only accepted as a 'Sworn interpreter' if you are officially sworn in and registered in an official national register of sworn interpreters. Sworn interpreters must handover their registration number to Capio.
   You are only accepted as a 'Sign language interpreter' if you are officially certified. Sign language interpreters must handover their certificate to Capio.
   4. <u>If you are a member of</u> an interpreter trade association or branch organization, enter the organization name and your membership number. If you are not a member of a professional interpreter association, you must send Capio an e-mail to prove your qualifications (CV, scans of diplomas, certificates and witness statements), you can send the information to: interpreter@capiolive.com.
   Capio only uses your information to check your qualifications.
   5. A photo within your profile is not mandatory. The photo is only intended to give the customer a familiar impression during the search to select an interpreter. Use

known formats like jpg, png of about 45 kB. Note: Your photo will only be visible in the Capio app and not in your profile in the interpreter portal.

6. If you prefer not to mention your last name, you can make the surname field 'empty'. We would, however, like to draw your attention that the omitting the surname appears unprofessional to business customers.

Your agenda:

1. In the portal you can block your availability in 2 ways:

a. In the portal, at the top of the screen, set the button to 'Offline'. Now you can only be reached by appointment.

b. In your calendar, select the days and times that you do NOT want to work via Capio using the 'create a new appointment' button. You can block hours within a day or a period of days, for example for a holiday period or the weekend.

Note: Capio assumes that you can always be immediately deployed, unless you register you are not.

- Press 'Create a new appointment'
- Double-click in the "Start-date End-date" bar
- Select a date or dates
- "Select time" and "OK" appear on the screen. Press 'Select time' and mark the start and end time. And press 'OK'
- Press 'Create appointment'

2. Regularly check and update your 'Capio agenda' page by performing a refresh of the internet.

Appointments:

At least 30 minutes to your appointment you and the Capio customer will be reminded by email. The initiative for starting the call lies with the Capio customer. At the beginning of the appointment the customer will start the conversation call. It is up to the customer how long your support will last, interpreters cannot derive any rights from it.

Customers make appointments in blocks of 15 minutes, with a minimum of 30 minutes. In this way the customer is assured that the interpreter is available long enough and isn't reserved by someone else. Once again; it is up to the customer how long a call actually lasts.

If a customer cancels an appointment, this appointment in your diary will turn red. If you regularly receive canceled appointments from a user, send Capio an e-mail, stating the customer name, date and time.

You can also refuse or cancel an appointment yourself. Capio systems inform the customer instantly to schedule a new appointment with you or to find another interpreter. Please don't cancel an appointment within 24 hours before the intended start. Note: Cancelling an appointment to late, cancelling your appointments regularly and even no-shows are registered and might lead to measures or charging you for reimbursement of costs.

The time displayed in your appointments is the time zone of your own present location or CE(S)T. E.g. for Dutch interpreters this is the CE(S)T (= Central European (Summer) Time) time zone.

Overview of your remuneration and payment:

1. In 'My call history' you will see when and how long you have interpreted via Capio. In the column 'price' you can see what you have earned excluding VAT. Use this overview to set up your monthly invoice. In case of non-payment or discussion about the service, Capio reserves the right to pay the interpreter after payment by the customer.

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Due to the multitude of clients, interim partial payments to the interpreters are limited possible.
2. The electronic accounting / data processing of Capio is, unless written evidence to the contrary, as proof.

Which systems to use:
The interpreting portal operates on every personal computer, laptop or tablet, regardless of the operating system. Naturally, these devices must have a camera, microphone and speaker(s). Laptops and tablets are preferable to a desktop because of camera quality and speed.
By using a fixed internet connection or a stable Wi-Fi connection you realize top quality. The FireFox or Chrome internet browsers guarantee the best result for the interpreting portal. Using one of these browsers as a second browser you can leave this internet browser with the login to Capio permanently open. This way you can be reached by customers immediately if you have set yourself online available (offline/online button) while doing other work in the meantime.
The internet browser may ask for access to your camera and microphone.
If you wish, you can work with your laptop or tablet via a personal hotspot with your mobile phone.
For reasons of quality, the Capio Interpreter Portal does not operate directly from your mobile phone, because the screen is simply too small to keep a sufficient number of conversation participants on screen at the same time.
The video quality on the screens depends on the used cameras.
Use of a headset or earpiece can offer support.

Your work environment:
Interpreting requires a quiet work environment. In addition, it is important that you take into account reflections of (sun) light and the background where you work. If you are a sign language interpreter, make sure you have a distinctive color of clothing and an even light background.

The connections and connection quality:
The Capio developed her system with the utmost care for a top quality of video/image and audio. However, the connection quality also depends on the equipment, the camera (or webcam) and the connection (-provider). The Capio system automatically adjusts video and audio to optimize the connection within certain margins. However, it is possible that the connection quality becomes so bad due to local circumstances that delays in image and sound occur. Act as follows:
a. Switch of the video by one or more participants.
b. If the interruptions stay, the applicant asks the interpreter to disconnect the connection and then to restart the conversation again. If so disconnect the connection yourself by pressing the 'red telephone button' at the bottom of the screen. The applicant then selects you again as an interpreter and the call continues. It is important that you also press the red button (that is, end the call) yourself, otherwise the connection cannot be re-established. The registration of your remuneration shows the time of all calls, including the 'recovered' calls.

Log-in credentials forgotten:
If you forgot your e-mail address and or password please inform Capio by e-mail. You might need to register as an interpreter again, because in this way your old call history isn't lost. Capio will sent you the instructions.

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Updates and new releases:
In case of an update or new release Capio automatically sends her customers a notification. If necessary a new instruction manual will be sent. New releases in the interpreting portal run automatically in the background.
Newly registered interpreters or changes in the qualifications of available interpreters are instantly available for customers without any up-date.

Liability of Capio Live Interpreters BV:
Capio accepts no liability for the connection failure, the connection quality, or the unexpected loss of the connection.
The electronic accounting and data processing of Capio is, unless written evidence to the contrary, as proof.
Capio is not responsible and not liable for setting up the conversations, the conversation times, the call duration and the conversation content, as well as the content and communication about assignments between the client and the interpreter.

Your experiences are welcome:
Capio is always in development and likes to use your experiences and remarks. E-mail your experiences or remarks to interpreter@capiolive.com.

Important:
1. Always end a conversation call by pushing the 'red telephone button', even when you incidentally missed a call or in case of a disconnection. It's the only way your connections stay open for a next call. Secondly perform a refresh of the internet page.
2. Capio operates real-time so it is important to perform a 'refresh' of the internet page within the interpreter portal, thereby downloading the new data on your screen. Just reload the internet page.
3. Due to updates of our software empty the Cache of your internet browser regularly.
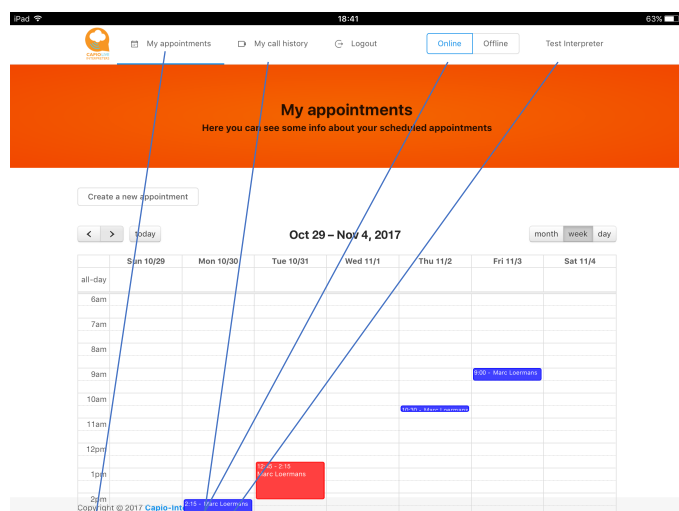
Your agenda

Online/offline button

My profile

My call history