

AA Global Language Services Ltd.

Telephone & Video Interpreting Guide

Using the Portal

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Onboarding

- Step 1: Register on AA Global Portal Following the "Client Portal" Guide.



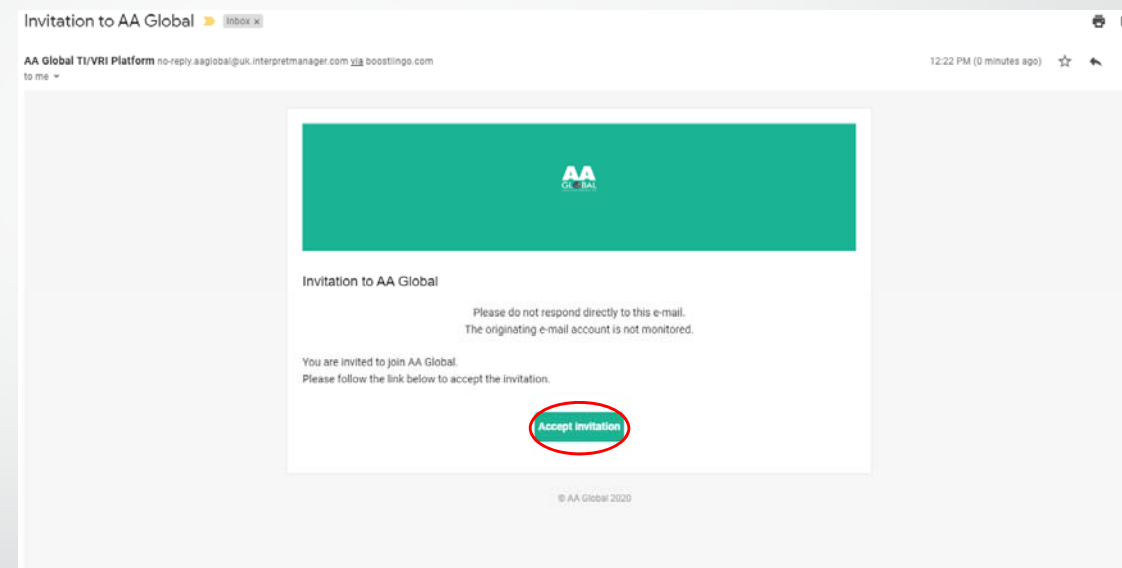
Onboarding

- Step 1: Register on AA Global Portal Following the “Client Portal” Guide.
- Step 2: Once registered on the Portal you will receive an onboarding email.



Onboarding

- Step 1: Register on AA Global Portal Following the “Client Portal” Guide.
- Step 2: Once registered on the Portal you will receive an onboarding email.
- Step 3: Open the email and click on “Accept Invitation”.



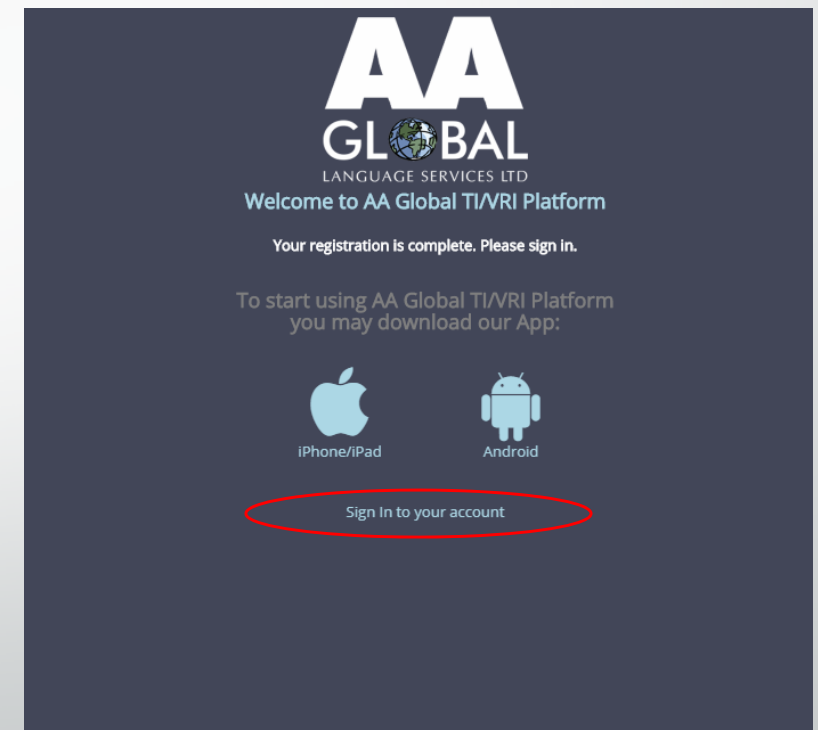
Onboarding

- Step 1: Register on AA Global Portal Following the "Client Portal" Guide.
- Step 2: Once registered on the Portal you will receive an onboarding email.
- Step 3: Open the email and click on "Accept Invitation".
- Step 4: Choose a password that adheres to password security requirements listed on the page, accept T&C's then click "Create Account".

A screenshot of the AA Global user account registration page. The page has a dark blue background. At the top, the AA Global logo is displayed. Below the logo, the text reads "Welcome to AA Global TIVRI Platform". The main content area is white and contains the following elements: a heading "You've been invited to join AA Global. Complete your user account registration.", a grey input field for the email address, a white input field labeled "Password", a list of password requirements: "One lowercase character", "One uppercase character", "One number", "One special character", "8 characters minimum", and "50 characters maximum", a white input field labeled "Confirm Password", a checkbox labeled "Agree to Terms and Conditions" (the checkbox is circled in red), a blue button labeled "Create Account" (the button is circled in red), and a link "Sign In with existing account" at the bottom.

Onboarding

- Step 1: Register on AA Global Portal Following the “Client Portal” Guide.
- Step 2: Once registered on the Portal you will receive an onboarding email.
- Step 3: Open the email and click on “Accept Invitation”.
- Step 4: Choose a password that adheres to password security requirements listed on the page, accept T&C’s then click “Create Account”.
- Step 5: Choose the platform you’re currently using. If using a web browser, click on “Sign in to your account”, alternatively choose your mobile platform.



How to Log in

- Step 1: Visit <https://www.aaglobal.co.uk/>



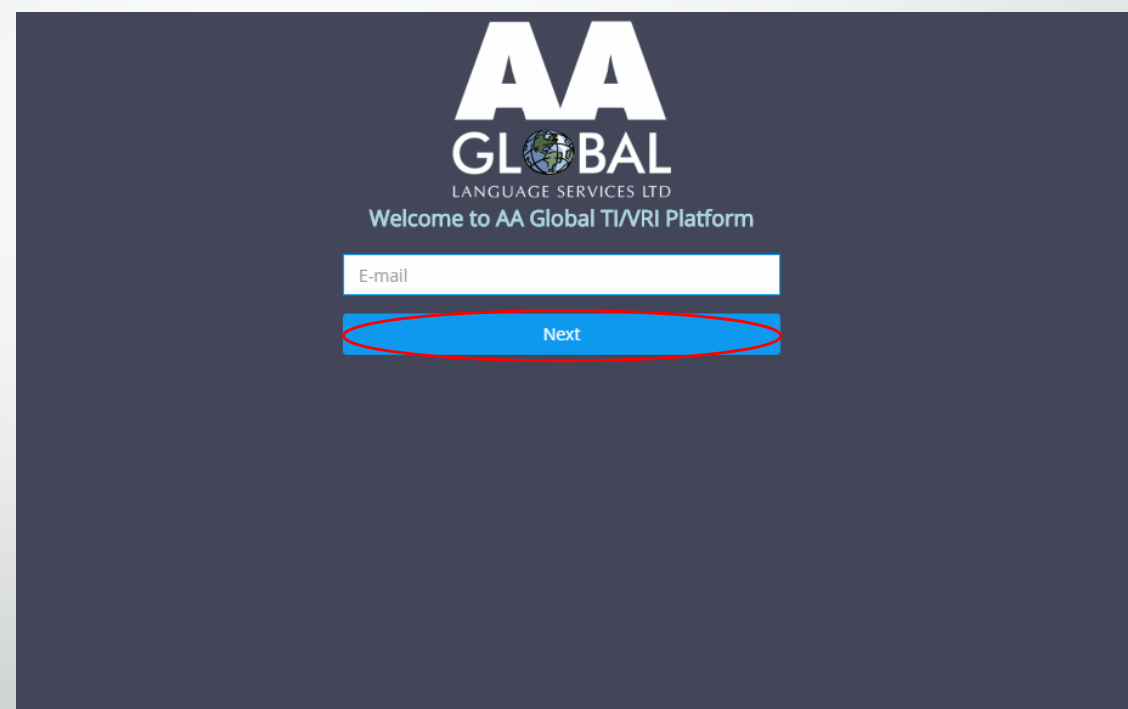
How to Log in

- Step 1: Visit <https://www.aaglobal.co.uk/>
- Step 2: Click “Video and Telephone Interpreting”



How to Log in

- Step 1: Visit <https://www.aaglobal.co.uk/>
- Step 2: Click “Video and Telephone Interpreting”
- Step 3: Enter your Email then click “Next”



How to Log in

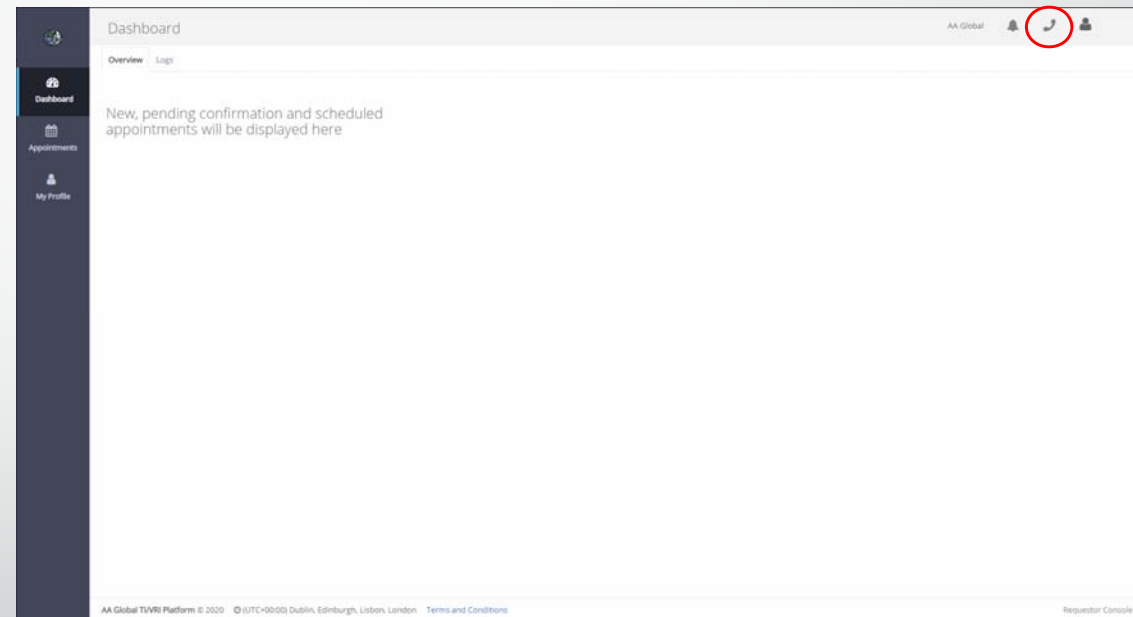
- Step 1: Visit <https://www.aaglobal.co.uk/>
- Step 2: Click "Video and Telephone Interpreting"
- Step 3: Enter your Email then click "Next"
- Step 4: Enter your Password then click "Sign In"

[If you forgot your password click on "Forgot password?"]

A screenshot of the login page for the AA Global TI/VRI Platform. The page has a dark blue background. At the top center, the "AA GLOBAL" logo is displayed in white, with "LANGUAGE SERVICES LTD" underneath it. Below the logo, the text "Welcome to AA Global TI/VRI Platform" is written in white. There is a white password input field with the placeholder text "Password". Below the input field are two blue buttons: "Back" on the left and "Sign In" on the right. The "Sign In" button is circled in red. Below the buttons, the text "Forgot password?" is visible in white.

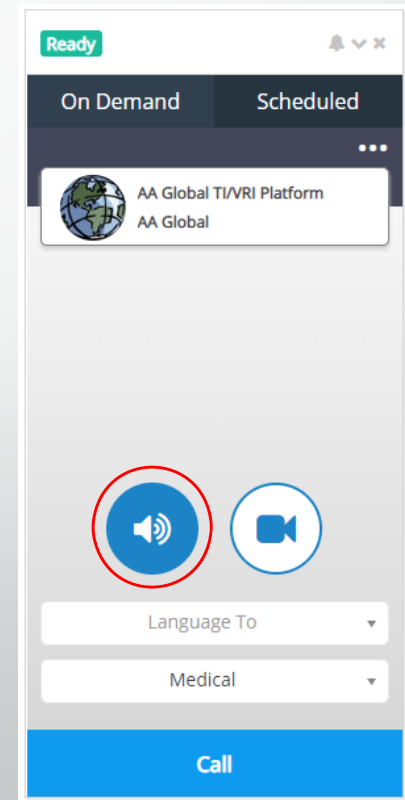
On-Demand Telephone Interpreting Service

- Step 1: Click on the telephone icon in top right corner. – A caller app will pop up



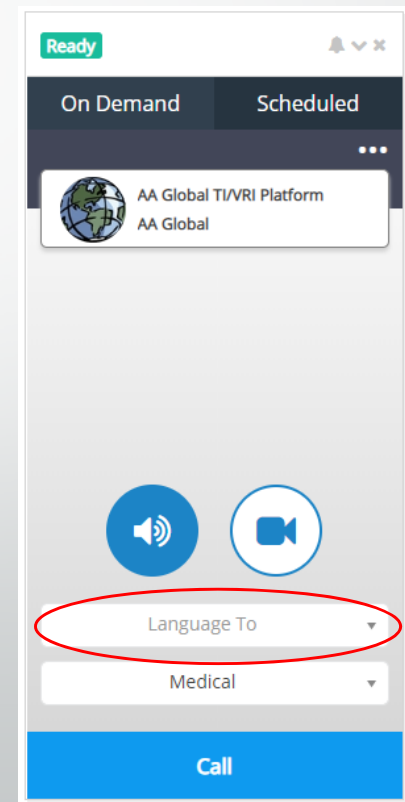
On-Demand Telephone Interpreting Service

- Step 1: Click on the telephone icon in top right corner. – A caller app will pop up
- Step 2: Click on the Audio icon



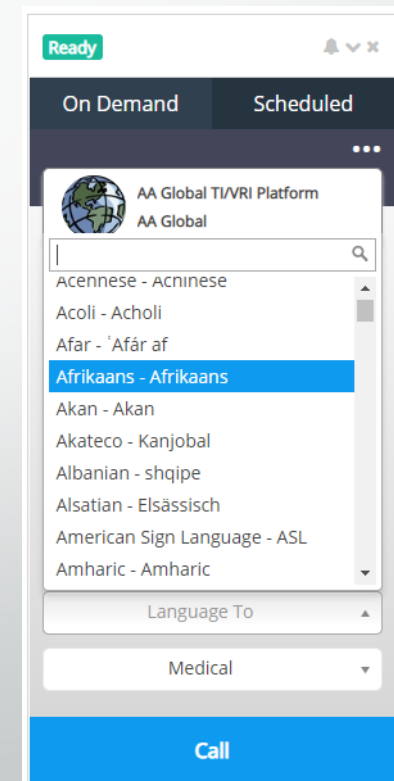
On-Demand Telephone Interpreting Service

- Step 1: Click on the telephone icon in top right corner. – A caller app will pop up
- Step 2: Click on the Audio icon
- Step 3: Click on “Language To”



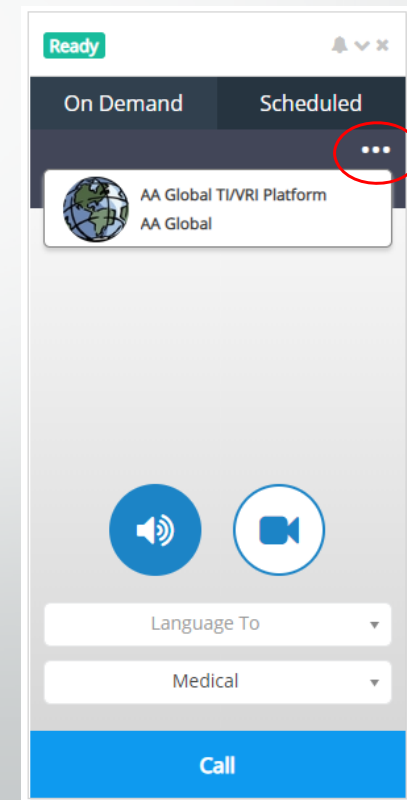
On-Demand Telephone Interpreting Service

- Step 1: Click on the telephone icon in top right corner. – A caller app will pop up
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On-Demand Telephone Interpreting Service

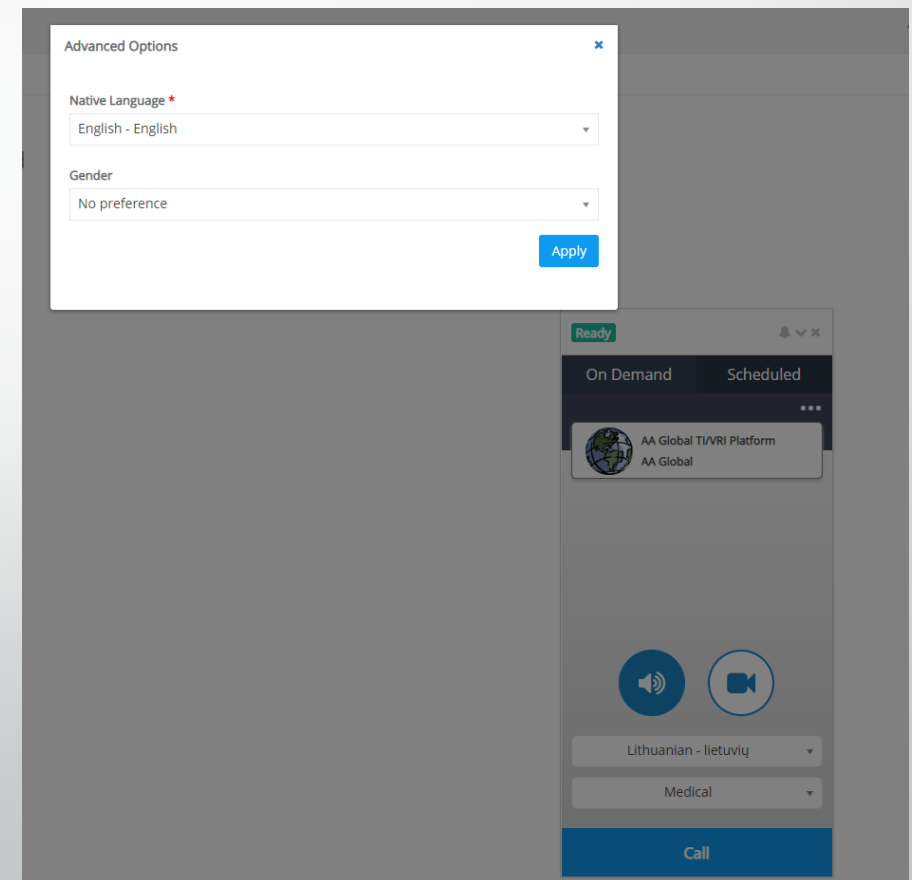
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- Step 3: Click on “Language To”
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[Use this option if you require a gender specific interpreter or language pair where English is not one of the languages , for example Lithuanian into French]



On-Demand Telephone Interpreting Service

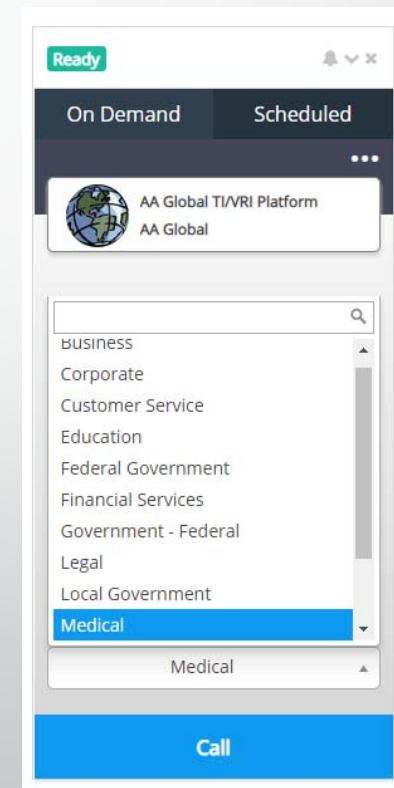


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On-Demand Telephone Interpreting Service

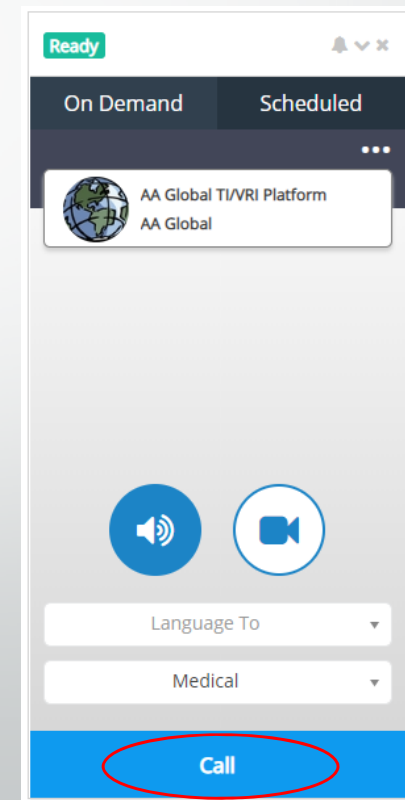
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- Step 7(optional): Change the Service Setting if different from your usual assignment type



On-Demand Telephone Interpreting Service



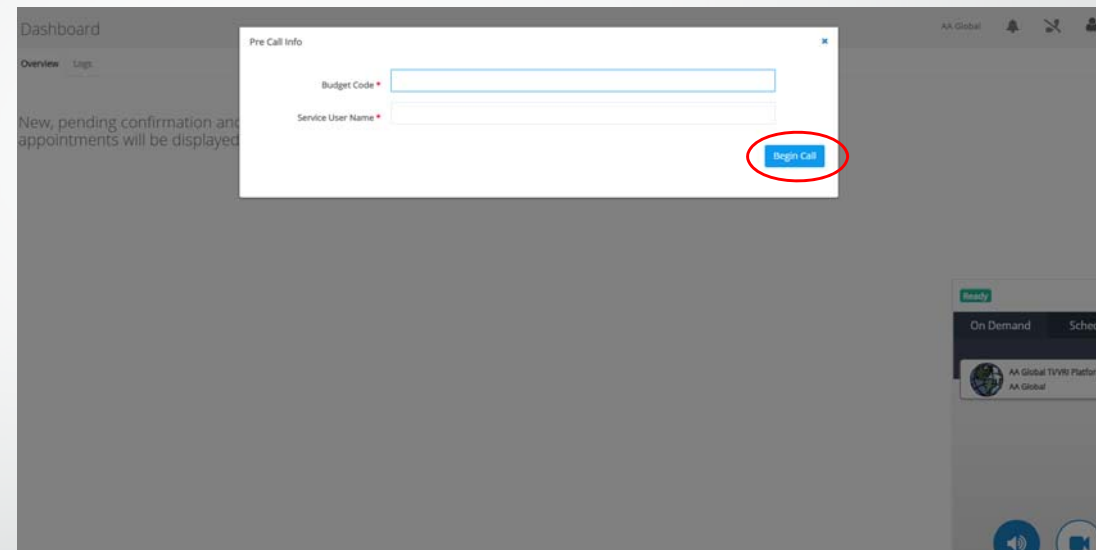
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On-Demand Telephone Interpreting Service

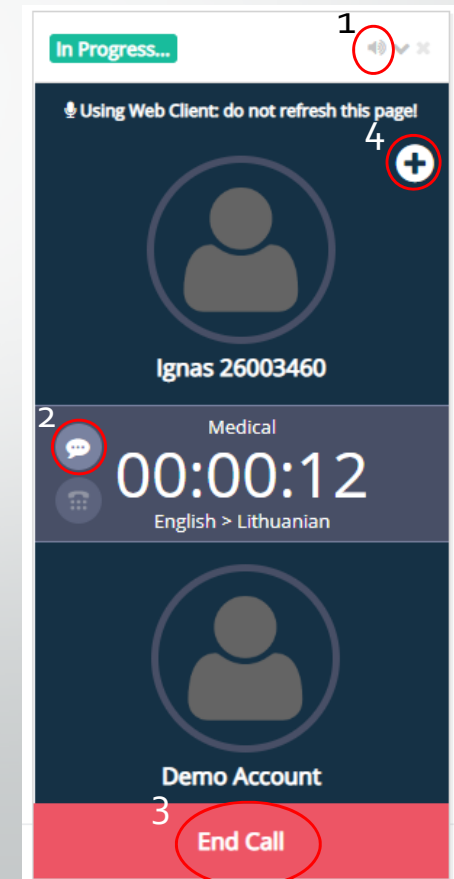


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- Step 8: Click “Call”
- Step 9: Fill in the details required by your organisation then click “Begin Call”.



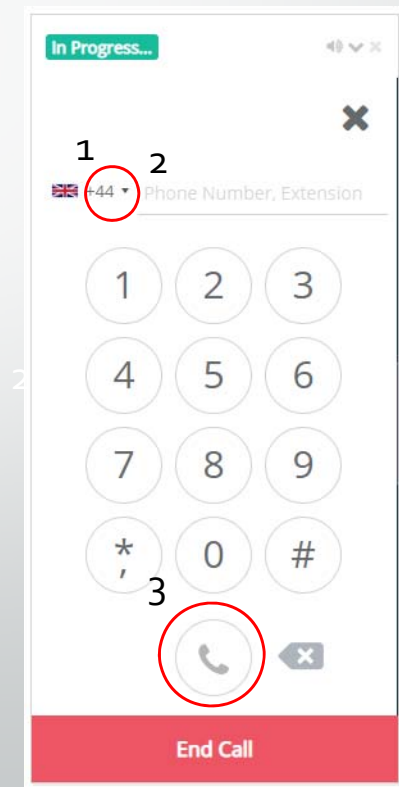
On-Demand Telephone Interpreting During the Call

- Section 1: Controls
 1. The “volume” button allows you to mute your microphone.
 2. The “chat” button allows you to send an instant message to the interpreter if needed.
 3. Once call finished you disconnect by pressing “End Call”
 4. The “plus” icon allows you to add a 3rd party to the call.



On-Demand Telephone Interpreting During the Call

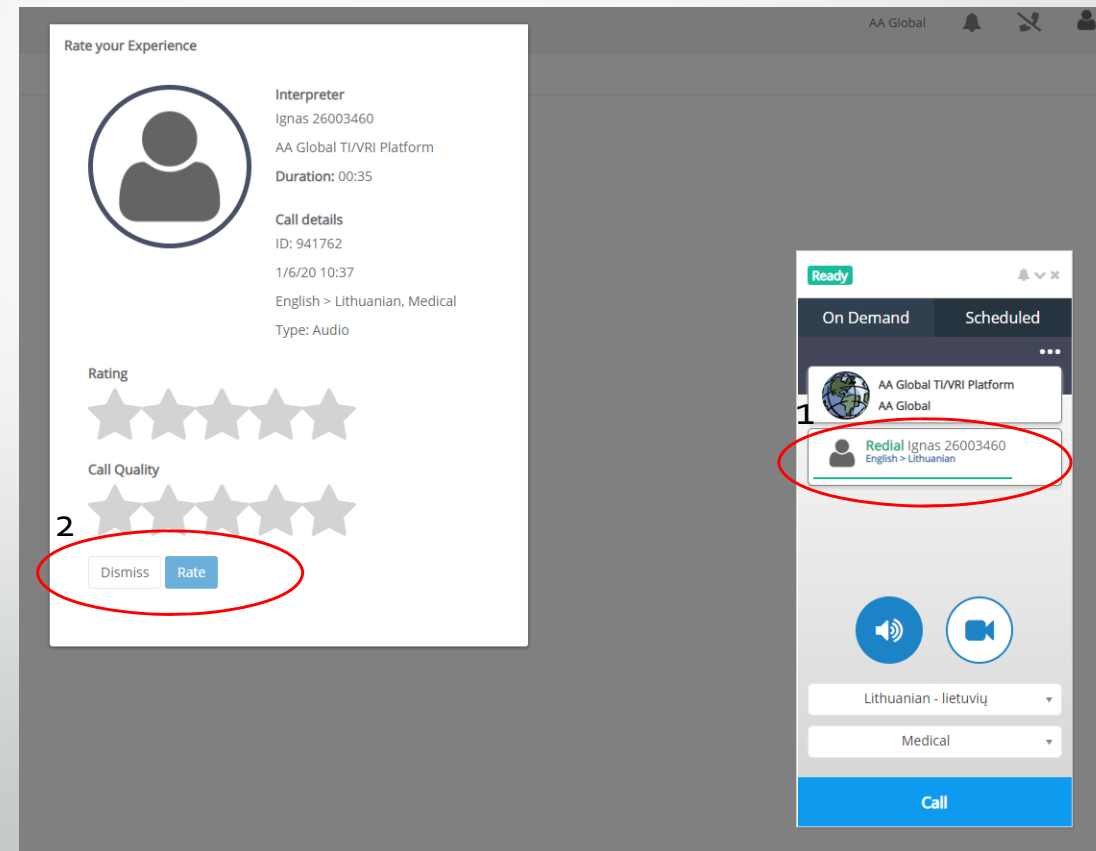
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- Section 2: Adding 3rd party to the call
 1. Select the country code of the 3rd party.
 2. Enter the full number without the country code.
 3. Click on the dial button to initiate the connection.



On-Demand Telephone Interpreting During the Call

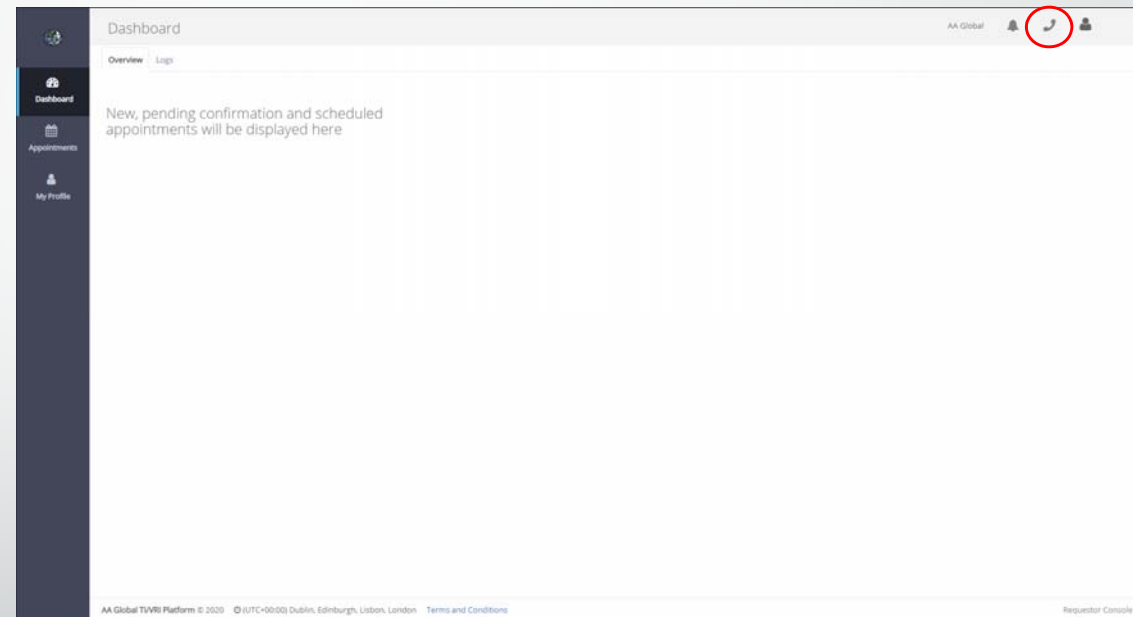


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 1. Select the country code of the 3rd party.
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- **Section 3: After the call**
 1. If your call drops unexpectedly then click “Redial” and you will be reconnected to the same interpreter so you don’t have to start all over.
 2. After Each call you are able to rate the interpreting service as well as the Call Quality. Once selected your rating press on “Rate” alternatively you can “Dismiss” this section to skip rating.



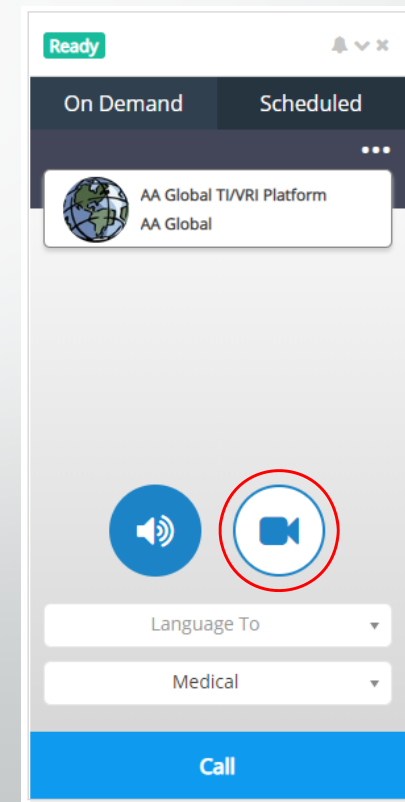
On-Demand Video Interpreting Service

- Step 1: Click on the telephone icon in top right corner. – A caller app will pop up



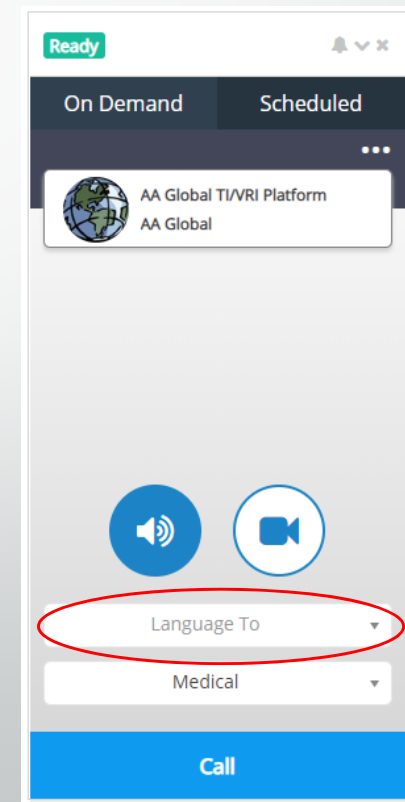
On-Demand Video Interpreting Service

- Step 1: Click on the telephone icon in top right corner. – A caller app will pop up
- Step 2: Click on the Camera icon



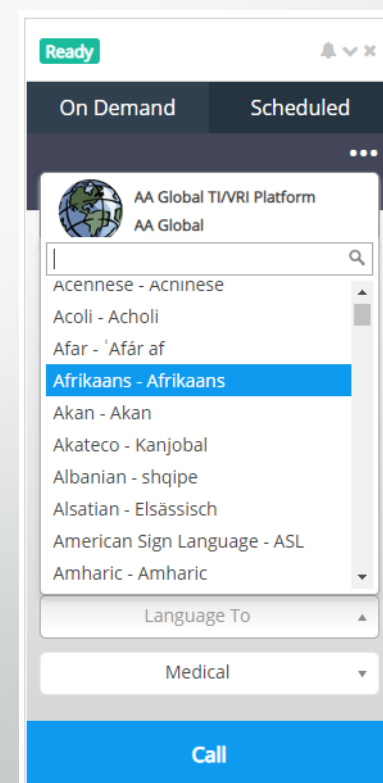
On-Demand Video Interpreting Service

- Step 1: Click on the telephone icon in top right corner. – A caller app will pop up
- Step 2: Click on the Camera icon
- Step 3: Click on “Language To”



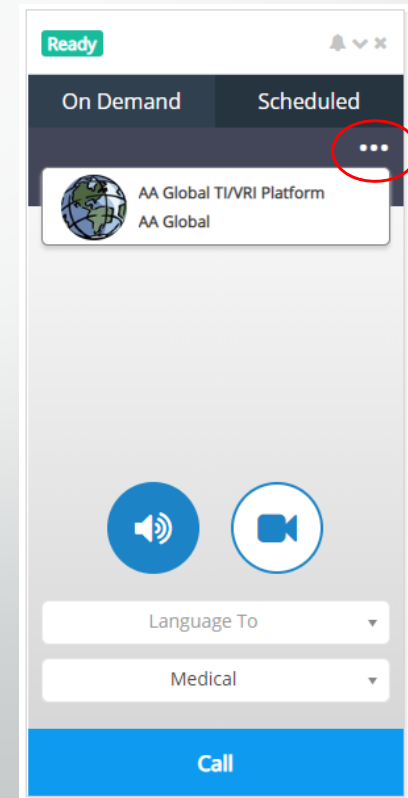
On-Demand Video Interpreting Service

- Step 1: Click on the telephone icon in top right corner. – A caller app will pop up
- Step 2: Click on the Camera icon
- Step 3: Click on “Language To”
- Step 4: Select the desired language



On-Demand Video Interpreting Service

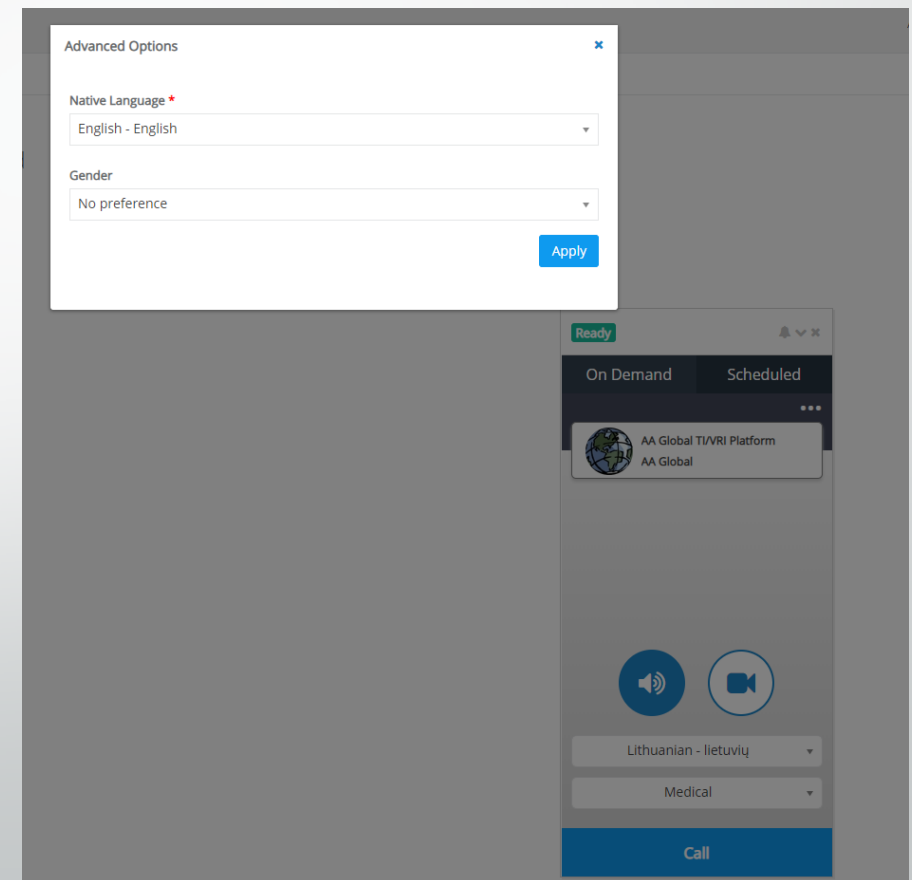
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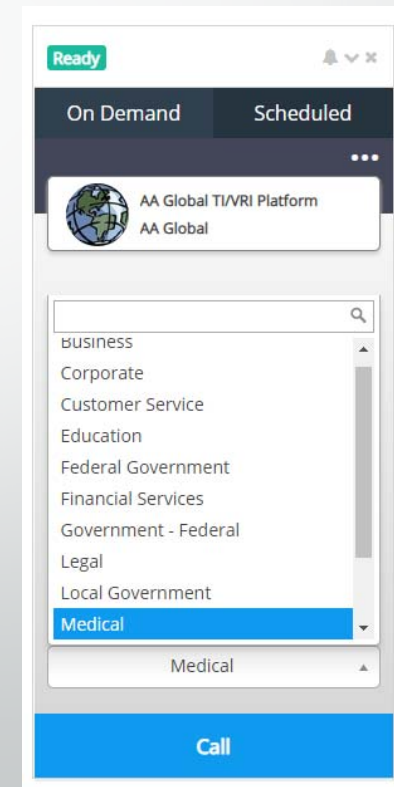
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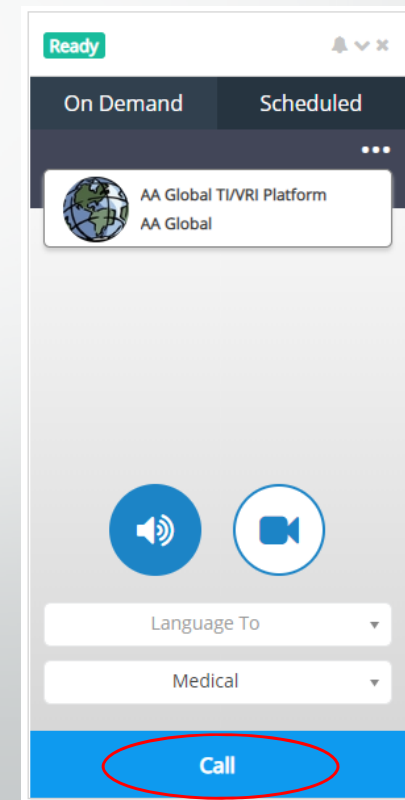


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On-Demand Video Interpreting Service

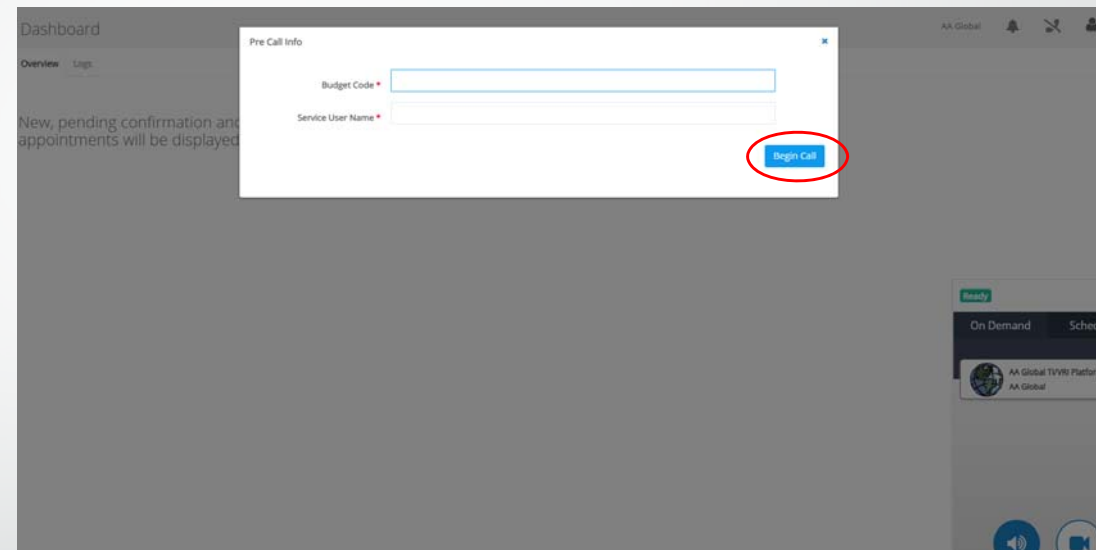
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- Step 8: Click “Call”



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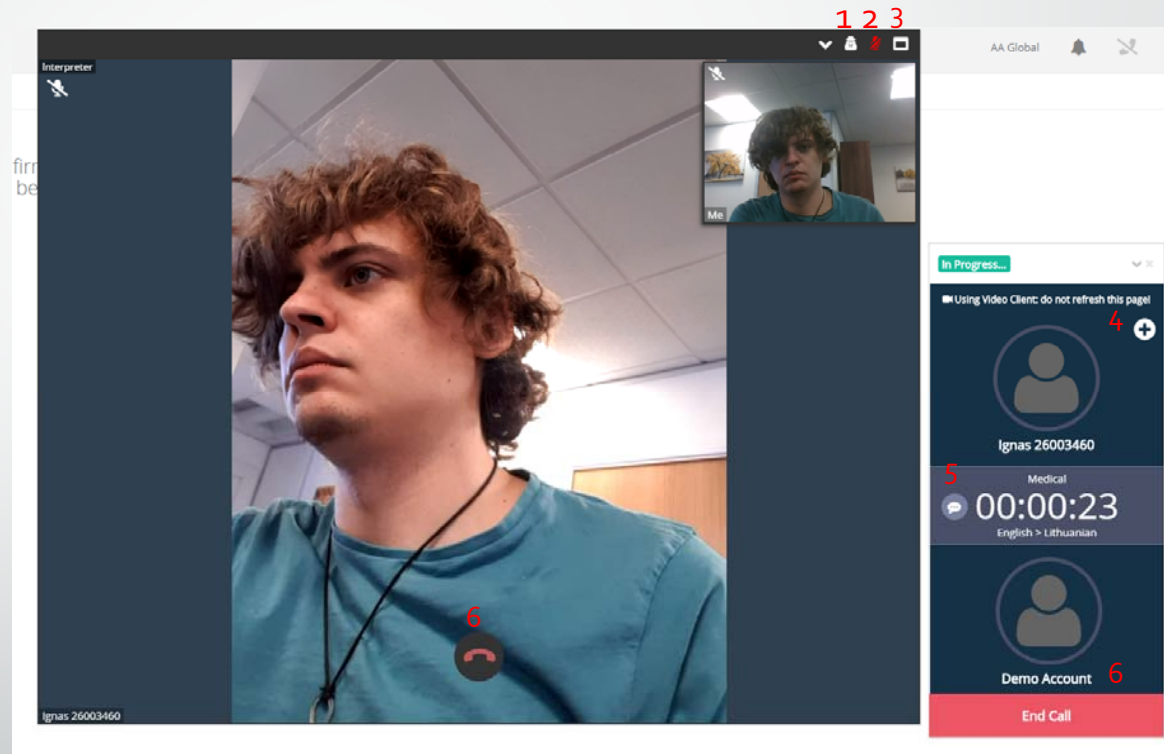
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On-Demand Video Interpreting During the Call

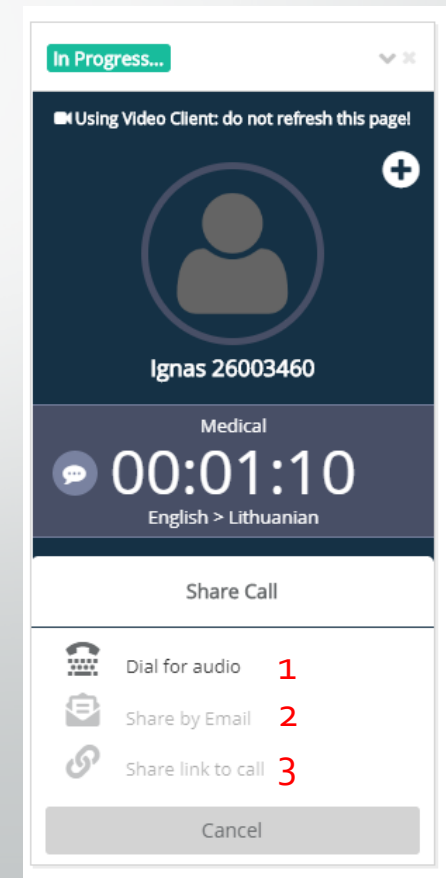
- Section 1: Controls

1. The "Incognito" button disables your camera feed so that the interpreter doesn't see what is going on, they can still hear you as well as you can hear and see the interpreter.
2. The "Microphone" button allows you to mute your microphone
3. The "Window" button allows you move the video feeds as convenient.
4. The "Plus" icon allows you to add a 3rd party to the video conference (up to 4 people).
5. The "Chat" icon allows you to send a quick message to the interpreter, for example "please hold on the connection is breaking up"
6. Either of the 2 buttons ends the call.



On-Demand Video Interpreting During the Call

- Section 2: Adding 3rd party to the call
 1. You can dial in someone by using their phone number, they will only be able to hear you.
 2. You can send an email to the 3rd party with a link to join the meeting with a video feed
 3. You can copy the link to the clipboard and share it via preferred channels.



On-Demand Service – Video During the Call

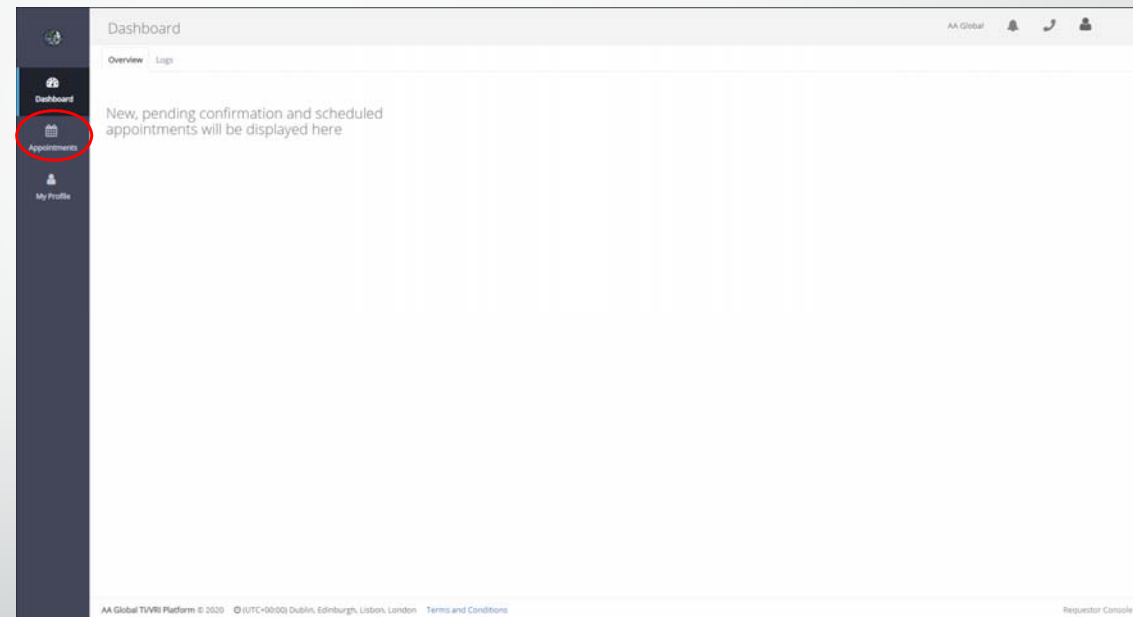


- **Section 3: After the call**
 1. If your call drops unexpectedly click “Redial” then you will be reconnected to the same interpreter so you don’t have to start all over.
 2. After Each call you are able to rate the interpreting service as well as the Call Quality. Once selected your rating press on “Rate” alternatively you can “Dismiss” this section to skip rating.

The image shows a screenshot of the AA Global mobile application interface. On the left, a white overlay titled "Rate your Experience" is displayed. It features a grey silhouette of a person in a circle, followed by call details: "Interpreter: Ignas 26003460", "AA Global TI/VRI Platform", and "Duration: 00:35". Below this, "Call details" include "ID: 941762", "1/6/20 10:37", "English > Lithuanian, Medical", and "Type: Audio". There are two sets of five grey stars for "Rating" and "Call Quality". At the bottom of the overlay are "Dismiss" and "Rate" buttons, with a "2" next to the "Rate" button. On the right, the main app interface is visible, showing a "Ready" status, "On Demand" and "Scheduled" tabs, and a list of active calls. The top call is "AA Global TI/VRI Platform" with "AA Global" as the provider. Below it is a "Redial" button for "Ignas 26003460" (English > Lithuanian) with a "1" next to it. At the bottom, there are icons for audio and video, dropdown menus for "Lithuanian - lietuvių" and "Medical", and a large blue "Call" button.

Scheduled Service – Creating a booking

- Step 1: Click “Appointments” section on the left hand side.



Scheduled Service – Creating a booking

- Step 1: Click “Appointments” section on the left hand side.
- Step 2: Click “Create New Appointment”



Appointments

Calendar Notes

[Create New Appointment](#)

Today Day Week Month

June 2020

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 31 | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |

Reset Filters

All time Search... Go!

Status: All

Communication Types: All

Languages: All

More

1 June 2020

| | |
|---------|--|
| all-day | |
| 12am | |
| 1am | |
| 2am | |
| 3am | |
| 4am | |
| 5am | |
| 6am | |
| 7am | |
| 8am | |
| 9am | |
| 10am | |

Scheduled Service – Creating a booking



- Step 1: Click “Appointments” section on the left hand side.
- Step 2: Click “Create New Appointment”
- Step 3: Fill in the form making sure all fields marked with * are populated. Once filled in, Click “Save”

Create Appointment
Please provide the following information

Save **Cancel**

Appointment Type *

Subject

Description

Language *

Service Delivery *

Service Classification

Communication Type *

Gender

Consumer Information

Consumer

Location

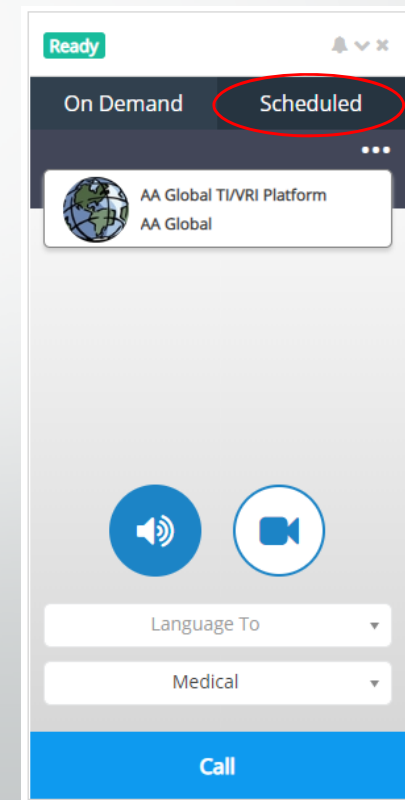
Suite/Room #

Date and Time *

Duration *

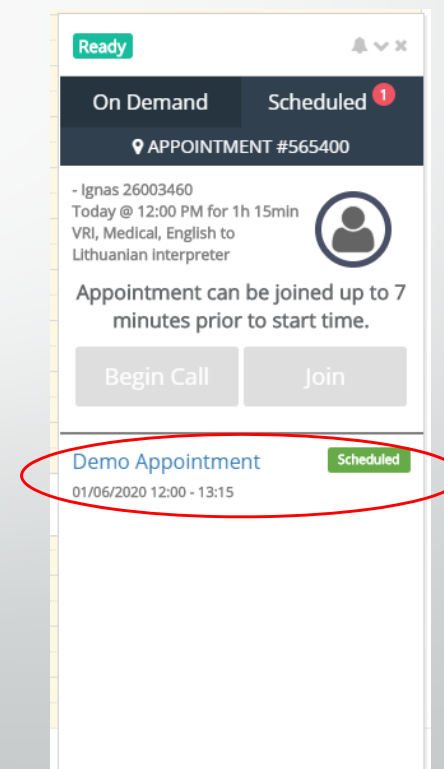
Scheduled Service – Joining a booking

- Step 1: Click on the telephone icon in top right corner. – A caller app will pop up
- Step 2: Click “Scheduled”



Scheduled Service – Joining a booking

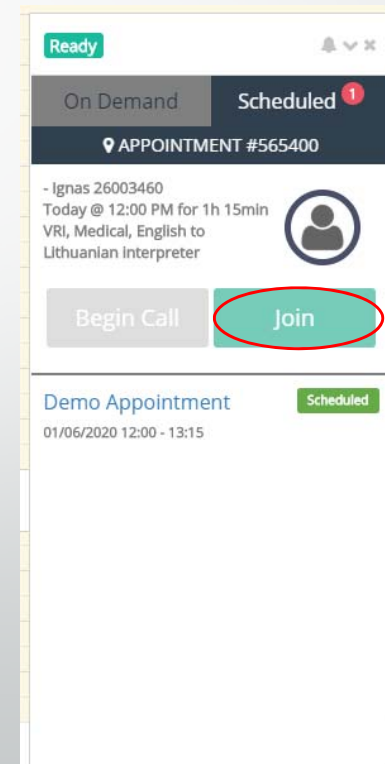
- Step 1: Click on the telephone icon in top right corner. – A caller app will pop up
- Step 2: Click “Scheduled”
- Step 3: Select the assignment you want to join from the list.



Scheduled Service – Joining a booking



- Step 1: Click on the telephone icon in top right corner. – A caller app will pop up
- Step 2: Click “Scheduled”
- Step 3: Select the assignment you want to join from the list.
- Step 4: You can join the waiting room up to 7 minutes prior to the meeting by clicking “Join”



Scheduled Service – Joining a booking



- Step 1: Click on the telephone icon in top right corner. – A caller app will pop up
- Step 2: Click “Scheduled”
- Step 3: Select the assignment you want to join from the list.
- Step 4: You can join the waiting room up to 7 minutes prior to the meeting by clicking “Join”
- Step 5: When you and the interpreter joins the waiting room you will be able to start the call by clicking “Begin Call”

