



CERTIFIED LANGUAGES
INTERNATIONAL

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Accessing your account

1. I forgot my access code. What do I do?

A: If there is no one around to assist you at your origination, contact us at clientrelations@certifiedlanguages.com or (800) 362-3241, ext. 7, and we'd be happy to help.

For security purposes, you will be asked for your organization's CLI customer code — the letter or number combination that you give CLI any time you call us.

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2. Can I change my access code?

A: To change your access code, you must be the primary contact on the account. If that's you, contact our support team at clientrelations@certifiedlanguages.com or (800) 362-3241, ext. 7.

If you're not the primary contact, ask your manager who is, or get in touch with our support team, and we can let you know who you need to talk to.

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3. What do I do if I have problems logging in?

A: Double-check that you have entered your access code correctly. The access code is not case sensitive, but it is specific to your organization or location.

If you're still having problems, email us at clientrelations@certifiedlanguages.com, or give us a call at (800) 362-3241, ext. 7, and we'd be happy to help.

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Using an interpreter

1. I chose an expert or language that appeared to be available, but it's not connecting. What do I do?

A: We're sorry that an interpreter was not available when you needed one! If this happens, you have three options.

Option 1: You can wait for an interpreter. If an interpreter is not available after a few minutes, you will be directed to a CLI operator who will assist you further.

Option 2: You can choose to schedule an appointment. If an interpreter isn't available right now, you can submit a request for an appointment, and one of CLI's operators will start looking for an interpreter for the specified date and time. You will receive an email when the operator confirms an interpreter for the appointment.

Option 3: You can use an over-the-phone interpreter. You can use the video app or the phone number provided to your organization to connect to a phone interpreter.

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2. I want to schedule an appointment. How do I do that?

A: To schedule an appointment, scroll to the bottom of the Expert Selection Screen, and click the Make an Appointment button. Enter the requested information. Once you submit your request, you'll receive an email with a reference number when we've confirmed an interpreter.

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3. I've successfully scheduled an appointment. How do I enter my scheduled session?

A: To connect to a scheduled appointment, use the link in your confirmation email, or click the Go to Appointment button on the Expert Selection Screen, and enter the reference number provided to you in your confirmation email.

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Video and audio quality

1. What if I'm having connectivity issues (gray screen, one-sided video and/or audio issues, choppy video, frozen, etc.)?

A: Please keep in mind that our solution requires 500 kilobits per second (Kbps) or .5 megabits per second (Mbps) to operate smoothly. If you are experiencing one of these issues (gray screen, one-sided video and/or audio issues, choppy video, frozen screen, etc.), you likely do not have enough bandwidth to conduct a video session.

You can test the bandwidth of your device at speedtest.att.com, but we recommend contacting your internal IT department to help you test the internet speed at your facility.

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2. I can hear the interpreter, but I can't see the interpreter on the screen. What do I do?

A: Follow these steps to make sure you are ready for a video session:

- Check your internet connection. Your internet connection might not be fast enough to support live video. Please keep in mind that our solution requires 500 kilobits per second (Kbps) or .5 megabits per second (Mbps) to operate smoothly.

You can test the bandwidth of your device at speedtest.att.com, but we recommend contacting your internal IT department to help you test the internet speed at your facility.

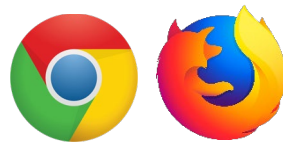
- Be sure the internet browser you are using is supported. The following internet browsers and devices are compatible with our solution:

Apple devices (MacBook, iPad, iPhone)



Safari

Android devices/Windows OS



Chrome, Firefox

- Confirm you have granted your internet browser permission to access your device's microphone and camera. In the top right corner of the screen, you will see two indicators for audio and video. Be sure both indicators have green checkmarks next to them.**

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Video: ✓
Audio: ✓

Reporting Info

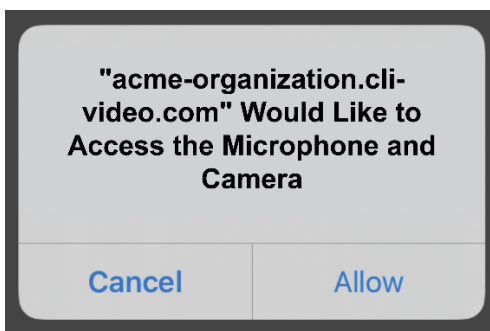
Enter your information and press Submit

Requestor Name *

Patient ID
(optional)

If you see red x's next to the audio or video icons, you need to give your browser permission to access your camera and microphone. If this is the case, please contact your IT department for assistance.

**If you are using the latest version of iOS 13, you will not see the audio or video icons shown in the graphic above. Instead, you will receive a pop-up message requesting permission to use your device's camera and microphone each time you initiate a call.

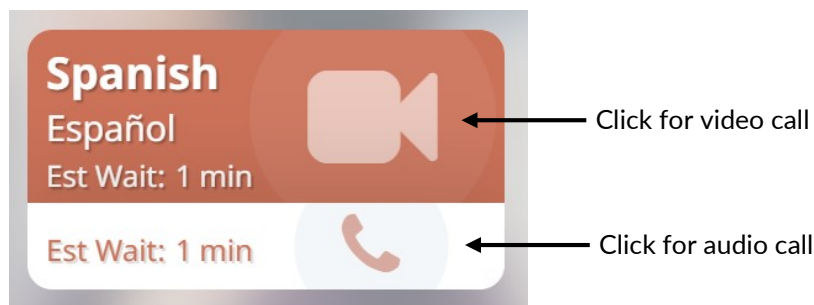


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3. What should I do if I can't see myself if the preview window?

A: Follow these steps to ensure you are set up and ready for a video session:

- Make sure you are making a video call and not connecting to an interpreter via audio.



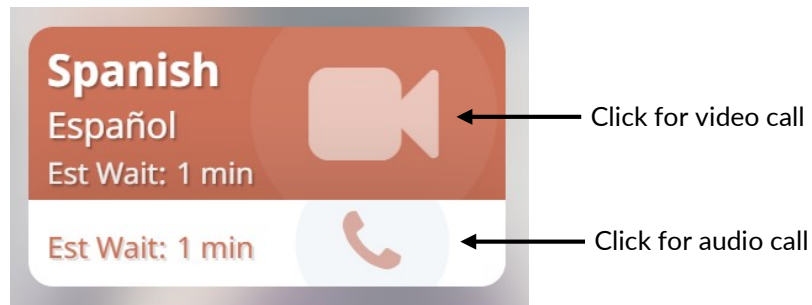
- Confirm you are using a compatible browser (see question above).
- Double-check that you have a camera embedded in or connected to your computer.
- Make sure you have granted your browser permission to access your device's camera and microphone (see question above).

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4. What should I do if the screen is just gray?

A: Follow these steps to make sure you are set up and ready for a video session:

- Make sure you are making a video call and not connecting to an interpreter via audio.



- Confirm you are using a compatible browser (see question above).
- Double check that you have a camera embedded in or connected to your computer.

If the above steps did not fix the problem, a gray screen might indicate poor network connectivity. We recommend contacting your organization's IT department.

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5. I can't hear the interpreter. What should I do?

A: Follow these steps to make sure you are set up and ready to talk to an interpreter:

- Confirm your speakers are turned on.
- Confirm the volume is loud enough to hear.
- Check your internet connection. Your internet connection might not be fast enough to support live video. Please keep in mind that our solution requires

500 kilobits per second (Kbps) or .5 megabits per second (Mbps) to operate smoothly.

You can test the bandwidth of your device at speedtest.att.com, but we recommend contacting your internal IT department to help you test the internet speed at your facility.

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6. I'm experiencing audio quality issues (garbled voice, etc.). What do I do?

A: If you are having audio quality issues (garbled voices, etc.), you are probably experiencing network connectivity issues. Your internet speeds might not be fast enough to support a session. We recommend checking your network connection and contacting your organization's IT department.

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General

1. How does the "Test Function" work?

A: The Test Function is used to test your device's bandwidth. While this feature is functional, we recommend testing the bandwidth of your device at speedtest.att.com, or contacting your internal IT department for assistance.

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2. How does the chat function work?

A: The chat feature allows the involved parties to send and receive text-based messages. The chat works in real time; when you see your message on the chat screen, the receiver of the message will be able to see it, too.

When a message has been sent over chat, the receiver's window will blink, alerting them they have a message. If you do not see a response, remind the receiver to check their chat window to view your message.

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