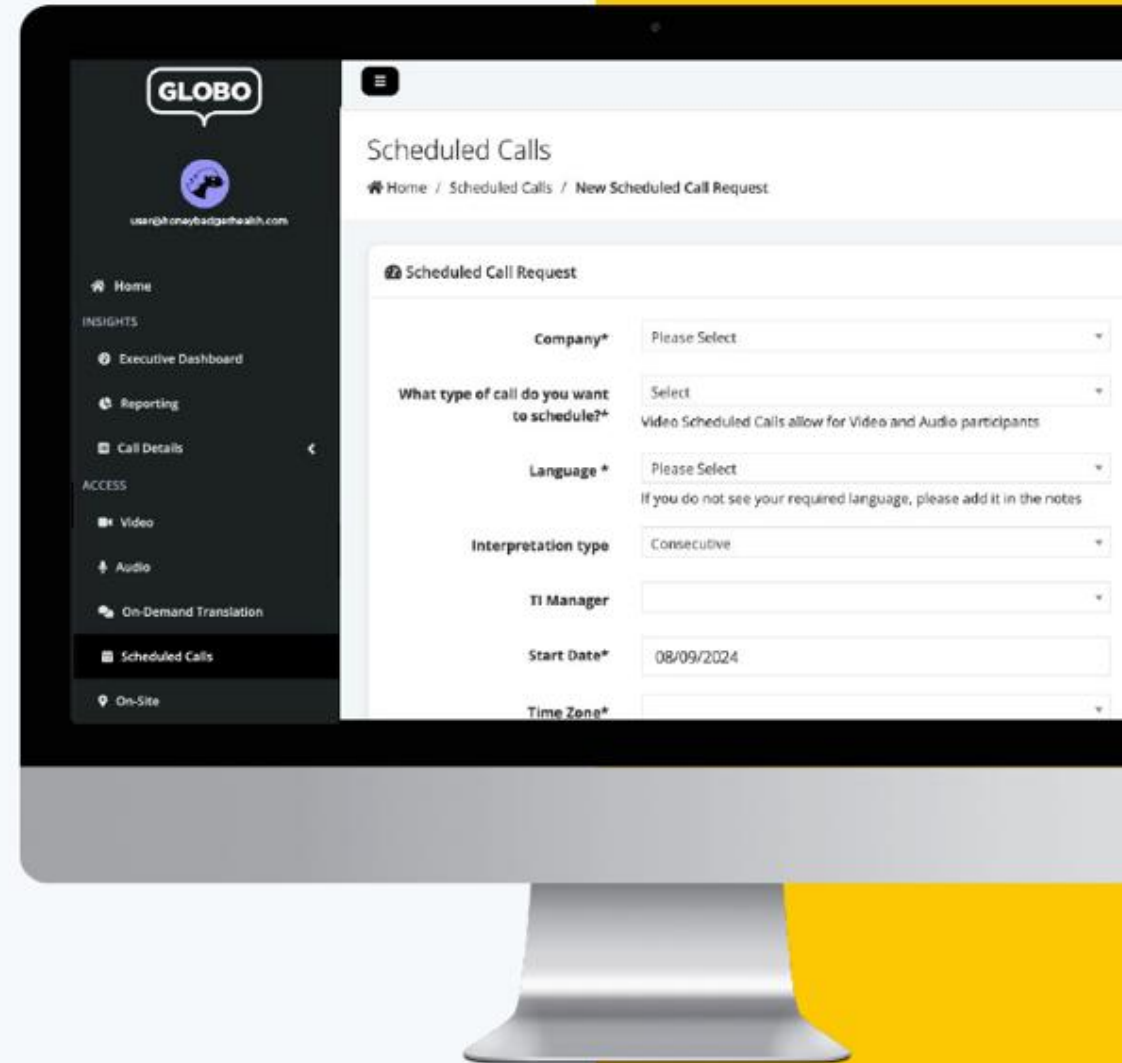




Scheduling an Audio or Video Call via GLOBO HQ

If you have advanced notice, scheduling an Audio or Video Interpreter can ensure an interpreter is ready at the moment you need them. This service is especially helpful when assistance with a rarer language is needed. To Schedule an Interpreter:

- 1 **Log in** to GLOBO HQ from a web browser (Google Chrome is recommended).
- 2 Navigate to **'Scheduled Calls'**
- 3 Click the green **'Add Scheduled Call Appointment'** button.
- 4 **Fill in the form** with relevant details.
- 5 For Type of Call, select **'Audio'** or **'Video'**. Select **'Other'** for adding an interpreter to a 3rd Party application, such as Zoom, Webex, or Teams.
- 6 Click **'Submit'**. You and any other participants will receive an email with details on how to join the appointment.





Using On-Demand Video Interpreting via GLOBO HQ

GLOBO's on-demand video interpreting service is also accessible via a web browser through the GLOBO HQ portal. We recommend using the Google Chrome browser for optimal performance.

To Use Video Interpretation via GLOBO HQ:

- 1 **Log in** to GLOBO HQ from a web browser (Google Chrome is recommended).
- 2 Click the **'Video Interpreting'** button.
- 3 Click the **'Start Video Call'** button.
- 4 **Select the language** you need assistance with. You can also select a 'Test Call' to connect to a video agent or a 'Customer Service' call, which is audio only. Please answer any intake questions requested.
- 5 You will then see yourself on the screen. Click the **'Start Video Call'** button to connect to an interpreter.
- 6 Once connected, you will see camera and microphone control buttons, which will turn off and on both devices. At the end of the call, click the red **'End Call'** button.

