

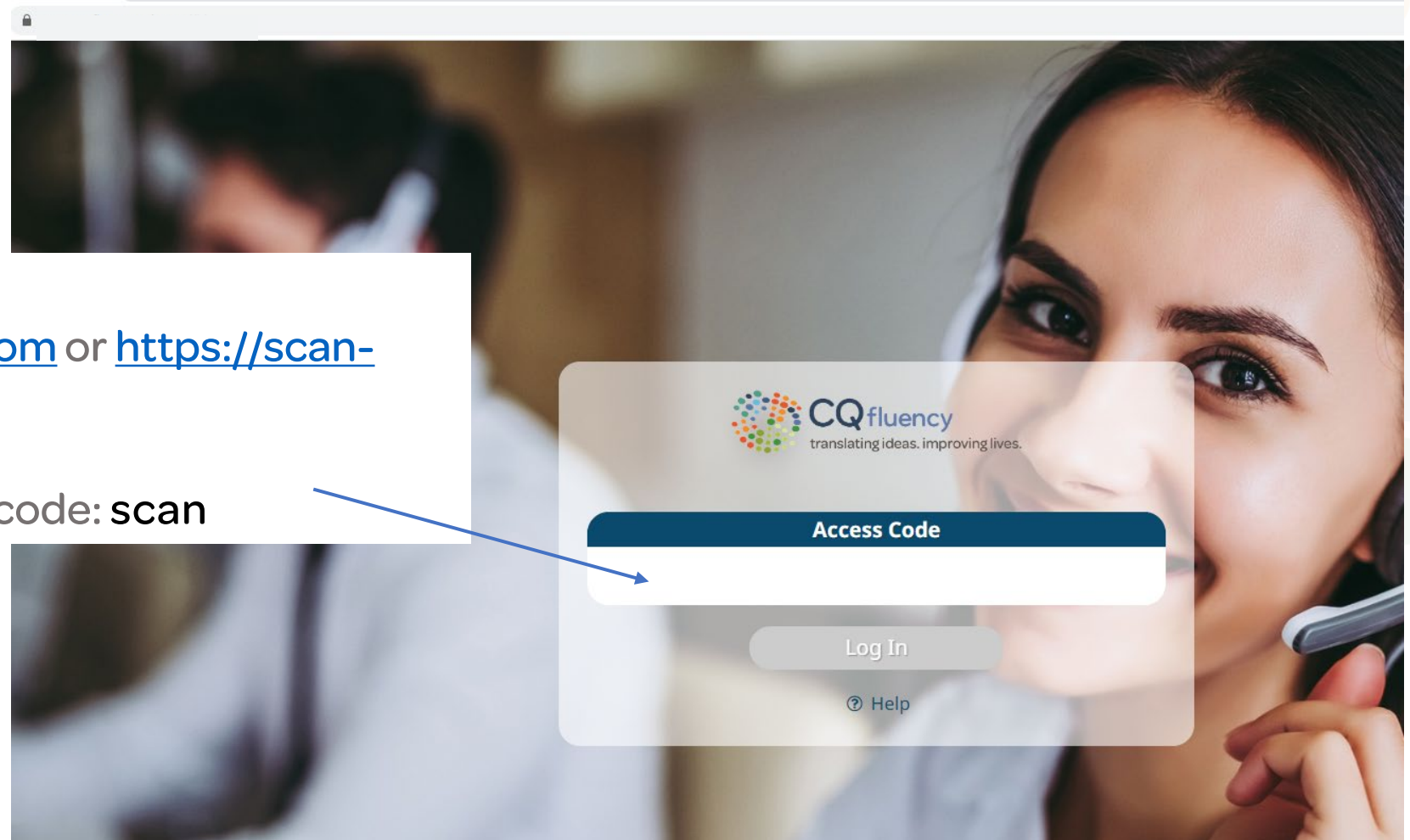
# scan™ VRI Quick Start Guide

## Login

visit your custom URL:

<https://scan.CQfluencyvri.com> or <https://scan-scan.cqfluencyvri.com>

Enter your assigned access code: scan



# Quick Start Guide

## Enter details

Enter your information:

- caller name
- location
- patient first name
- patient last name
- patient ID

Confirm all information is correct, then click 'submit'

CQfluency.com

### Information

Enter your information and press Submit

**Caller name \***

**Location \***

**Patient First Name \***

**Patient Last Name \***

**Patient ID \***

Submit

# Quick Start Guide

## Connecting video/audio

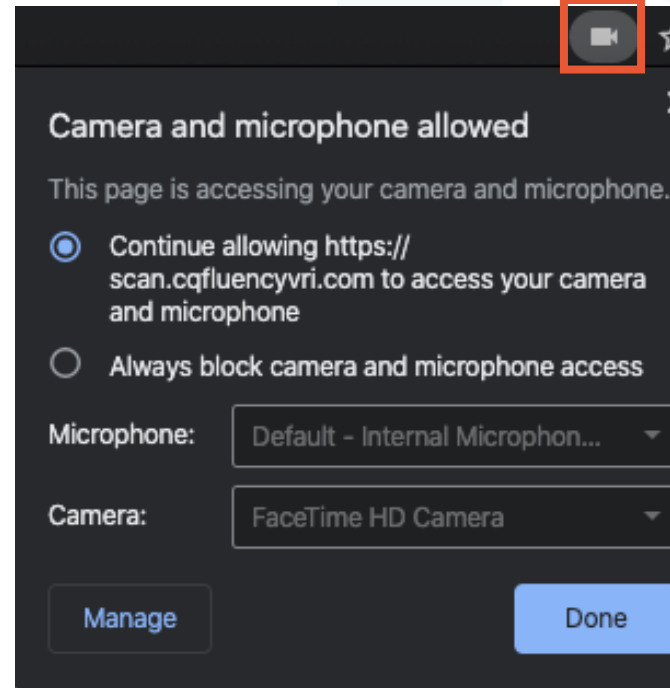
Video: ✘  
Audio: ✘



Indicates video/microphone access is disabled

If using a computer, please enable access to video/microphone to proceed with VRI services when prompted

If not prompted, locate [this](#) icon in your browser search bar & modify your settings as such



Video: ✔  
Audio: ✔



Indicates video/microphone access is enabled to proceed with services

# Quick Start Guide

## Language selection (1 of 2)

Make a Selection  
Select an Expertise

<b>American Sign Language</b> ASL Est Wait: 2-5 min	<b>Arabic</b> العربية Est Wait: 1 min	<b>Bosnian</b> bosanski Est Wait: A few min
<b>Burmese</b> မြန်မာ Est Wait: A few min	<b>Cantonese</b> 漢語廣東話 Est Wait: 1 min	<b>Farsi</b> فارسی Est Wait: 1 min
<b>French</b> Français Est Wait: 1 min	<b>Haitian Creole</b> kreyòl ayisyen Est Wait: A few min	<b>Hmong</b> Hmoob Est Wait: A few min
<b>Karen</b> ကရင် Est Wait: A few min	<b>Korean</b> 한국어 Est Wait: 1 min	<b>Mandarin</b> 汉语普通话 Est Wait: 1 min
<b>Nepali</b> नेपाली Est Wait: A few min	<b>Other Languages</b> 200+ additional languages in audio Est Wait: 1 min	<b>Polish</b> Polski Est Wait: A few min

Indicates video call

Indicates audio call


Video interpreter not available in your language?


Click here for an audio-only interpreter in 200+ languages


# Quick Start Guide


## Language selection (2 of 2)

If you do not know the name of the language and cannot identify it, select Contact Us from the drop-down menu for support.

Video:  

Audio:  

Contact Us 

Logout 

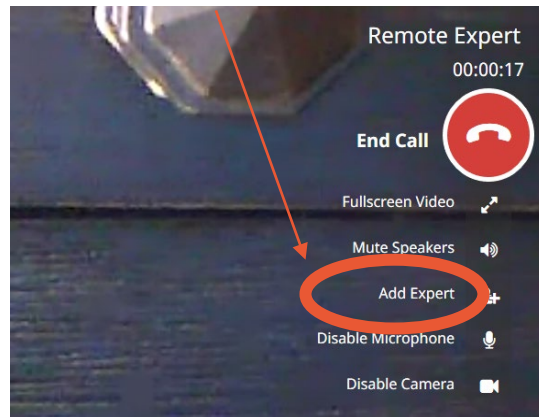
<b>Portuguese (Brazil)</b> Português (Brasil) Est Wait: 2-5 min Est Wait: 1 min	<b>Punjabi</b> ਪੰਜਾਬੀ Est Wait: A few min Est Wait: 1 min	<b>Romanian</b> Română Est Wait: A few min Est Wait: 1 min
<b>Russian</b> русский Est Wait: 1 min Est Wait: 1 min	<b>Somali</b> Af Soomaali Est Wait: 1 min Est Wait: 1 min	<b>Spanish</b> Español Est Wait: 1 min Est Wait: 1 min
<b>Swahili</b> Kiswahili Est Wait: A few min Est Wait: 1 min	<b>Vietnamese</b> Tiếng Việt Est Wait: 1 min Est Wait: 1 min	

# VRI off-site participants

If **Member and Provider are in different locations**, provider can choose to invite additional participants into their session - once logged in and a session with an interpreter has begun, follow these steps to add a third participant to the call:

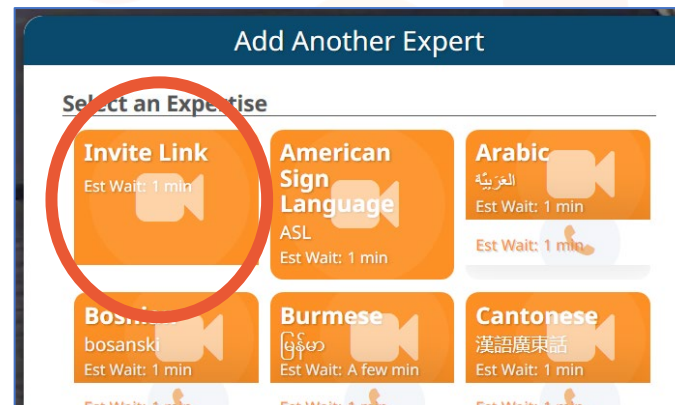
## step one:

locate the list of options in the lower-left hand corner of the screen and select 'add expert'



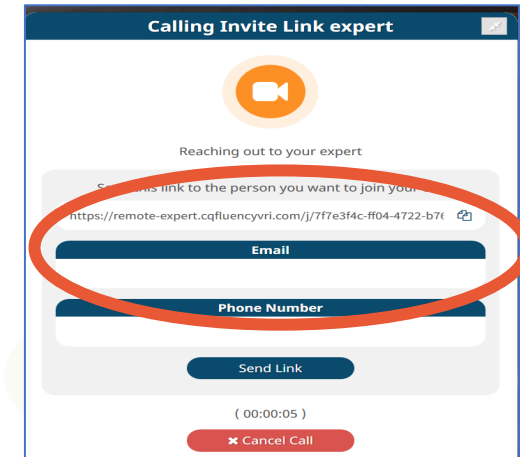
## step two:

- a pop-up window will appear
- select the first option 'Invite Link' to generate a shareable link to your session



## step three:

copy and paste the link to your desired participant, or send it via text or email by filling out the fields below



# VRI Onsite

If Member and Provider are in the **same** location, follow these steps:

**step 1:** log on to your custom CQ fluency VRI portal:

make sure you are connected to the internet to visit <https://scan.CQfluencyvri.com> or <https://scan-scan.CQfluencyvri.com>

**step 2:** provide information

enter your access code and submit data needed to proceed with your request.

**step 3:** language identification

select the language needed for interpretation. If you do not know the name of the language and cannot identify it, select Contact Us from the drop-down menu for support.

**step 4:** session initiation

in seconds, you will be connected to a live interpreter through video and audio, and the session will begin.

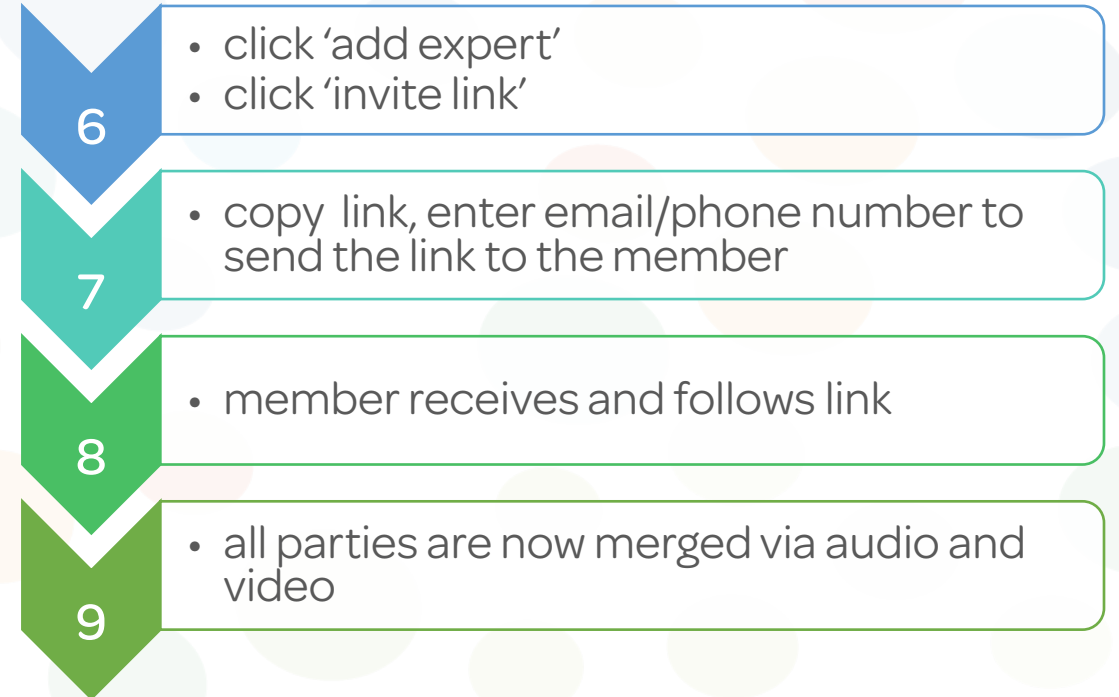
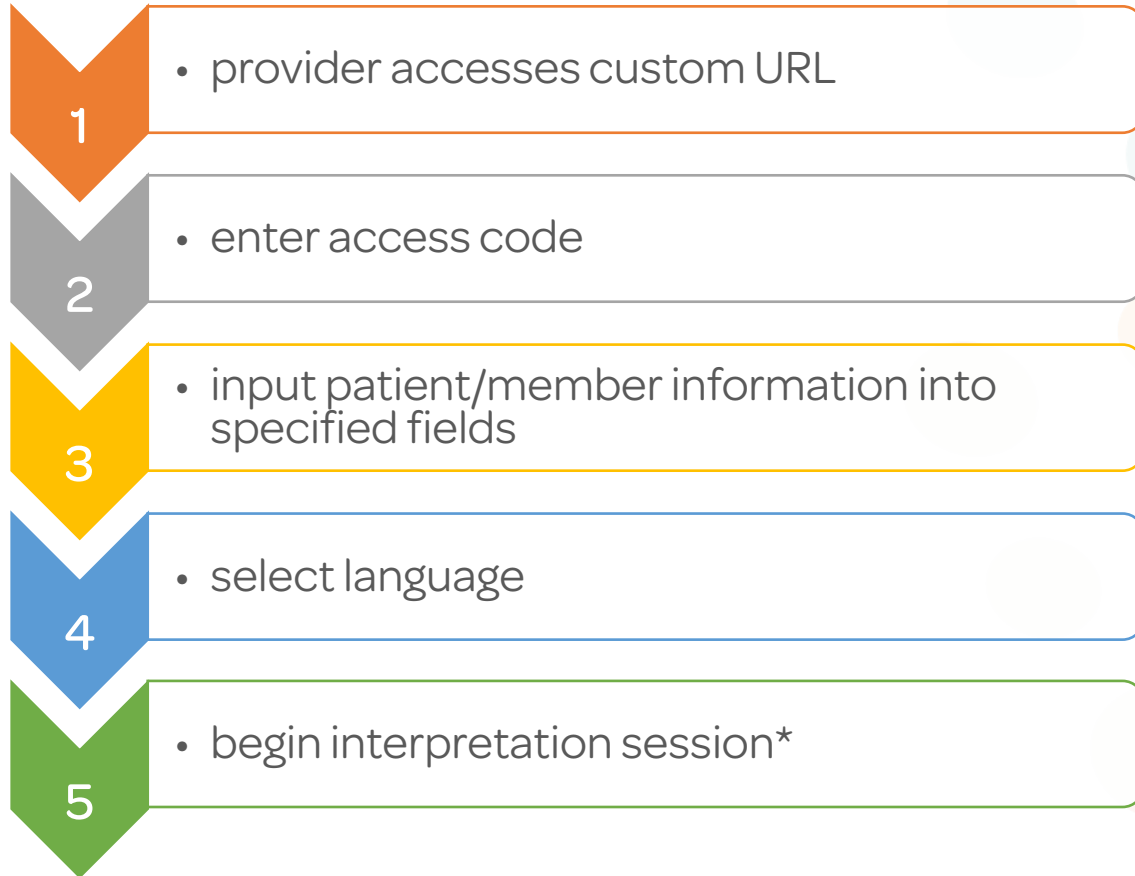
**step 5:** call evaluation

once the session ends, we invite you to rate the quality of your call to ensure that we can continue to improve our services.



# VRI Offsite

\*If Member and Provider are in **different** locations follow these steps



# tips for a successful call

1. Provider should speak directly to the member/patient – not to the interpreter.
2. Use the chat box for written instructions.
3. If two-way from same location;
  - a. focus the camera on the member/patient only. Position the camera angle in a way that always maintains privacy for the member/patient.
  - b. Use the self-view screen to ensure the interpreter can see the member/patient clearly; ask the interpreter to confirm that their visual connection is clear.
4. In order to ensure a quality visual connection, make sure you are not backlit by a window or any other light source.
5. After the interpreting session ends, submit call rating feedback to help us evaluate ongoing quality.



# common FAQs

- Q. Are calls and/or video interactions recorded? Video sessions are not recorded.
  - A. If audio is utilized, the call is processed as a traditional OPI call and will be recorded for QA purposes.
- Q. How long are audio recordings saved for?
  - A. 90 days
- Q. For the recorded audio calls, do you provide a recording disclaimer to notify all parties to the call it is being recorded?
  - A. No, calls are recorded for internal QA purposes only and are not released from CQ. We can add a disclaimer to your proprietary line.
- Q. Is the information entered into the chat box saved in the application and if so, for how long?
  - A. The information that is entered in the chat box is not stored or saved anywhere. It disappears as soon as the session ends.

