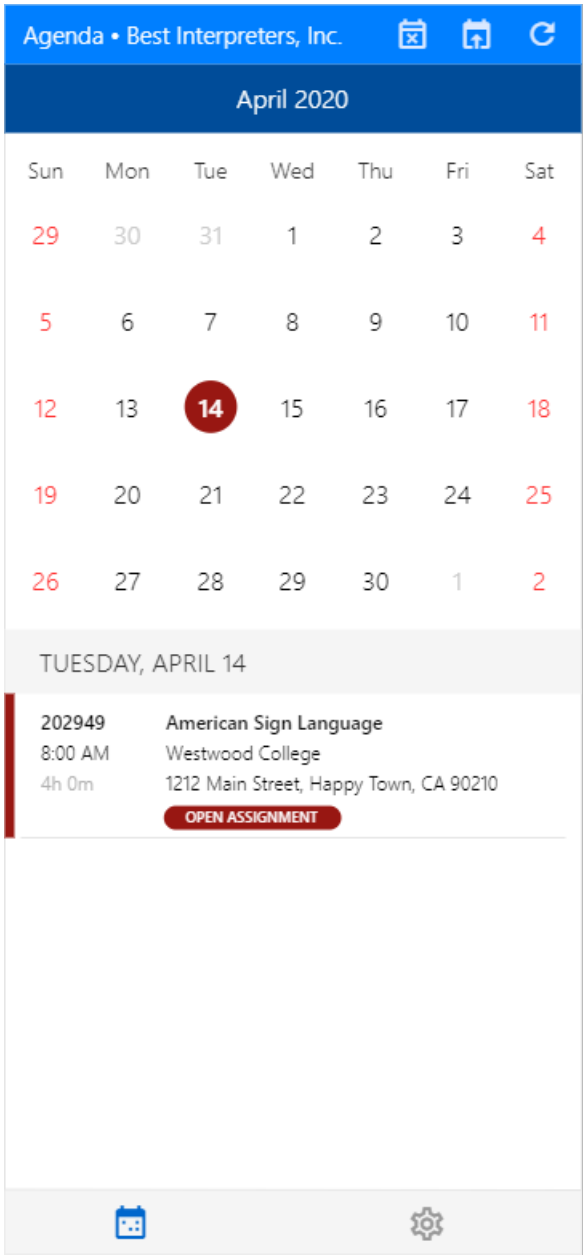
ON THE SPOT! - VENDOR MANUAL

INTRODUCTION



Welcome to On the Spot! by ScheduleInterpreter.com, Inc., an application available for mobile devices, running Apple iOS and Google Android operating systems. On the Spot! allows to receive updates about new and upcoming assignments, maintain the schedule, complete assignments using recommended list of actions, obtain electronic signatures, provide feedback and collect experience rating.

On the Spot! is designed to work with and without data connection. When built-in location tracking is activated, accuracy of entered information can be validated using GPS signal of the device.

Integration with mapping applications from Google, Apple, or Waze will help to provide fast and accurate route to any location.

Providing services for multiple entities? On the Spot! *login once* option allows you to switch between multiple calendars without the need to maintain several profiles. This can be done nearly instantly, while protecting privacy and security of the information you are entrusted with.

Devices supporting fingerprint or face recognition technology will greatly improve overall experience, by unlocking application using familiar process.

Custom agendas featuring single or multiple days, single or multiple weeks or months help to focus on important tasks.

INSTALLATION

Using Google Play Store or Apple App Store, search for On the Spot! application. The application can be easily identified by its icon, featuring three circles with orange and turquoise color accents. Proceed by installing On the Spot!. After installation is complete, the icon of the application and its name will appear on your device. Shape of the icon may differ, based on the version of the operating system and age of the device used.



LOGIN

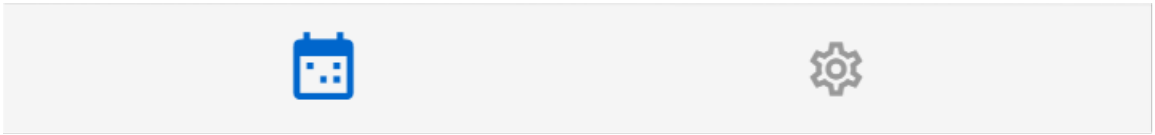
On the Spot! is part of ScheduleInterpreter® platform. User name and password used to login to your profile in ScheduleInterpreter® will work in On the Spot!. If you can't login to your account, contact your project manager or an administrator to reset your password.

Starting June 1, 2020, interpreters will be able to register using On the Spot! and CrowdForce.me platform.

INTERFACE

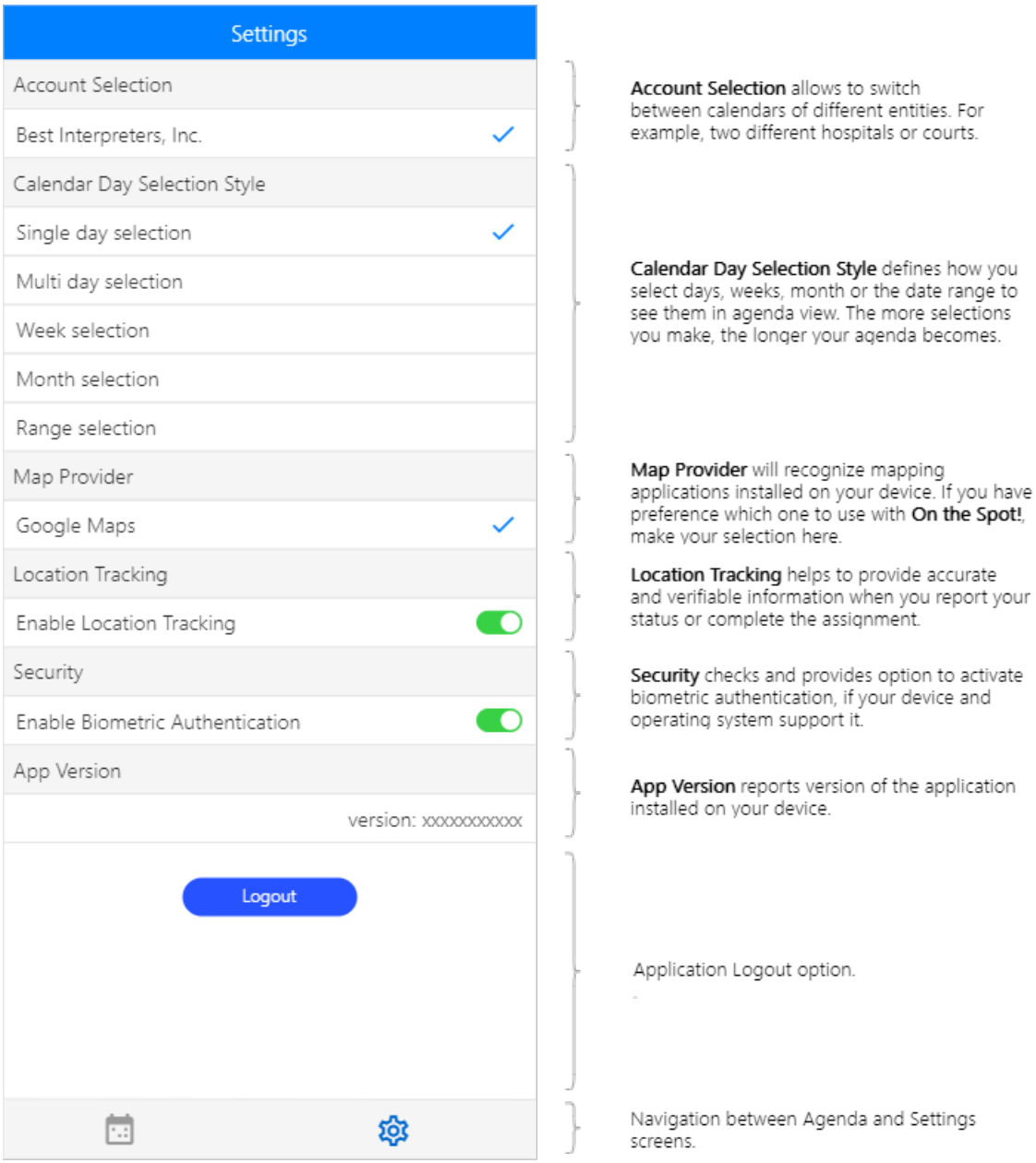
On the Spot! features simple and user-friendly interface, helping to perform any task quickly and efficiently. To streamline the process of completing your assignment and to reduce the possibility of an error, the interface of the application reacts to each task, guiding you using requirements set by the organization you are working for. Please take a moment to learn about the features and options we built into the application.

Agenda and Settings are two main screens you can access using calendar and gear icons, located at the bottom of the screen. To help you know which screen is selected, the icon changes its color to blue and Agenda or Setting label is shown at the top of the screen.

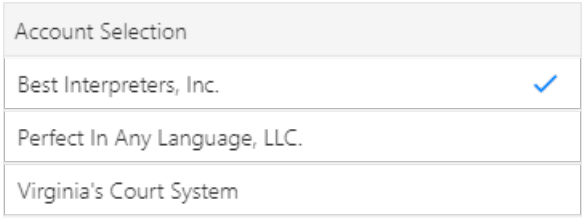


SETTINGS

Click on the gear icon to switch to the Settings screen.



Account Settings - as an interpreter you may work for multiple entities. When all entities are using ScheduleInterpreter® and there is no requirement to maintain separate account, you may benefit from *login once* feature. The process is very simple. You will need to make sure your user name and password are the same in all profiles. On the Spot! will recognize your profiles within any number of entities and display the list to select from.



Calendar Day Selection Style - making your choice in this section provides instructions to On the Spot! how to select and display assignments on your Agenda list.

- Single day selection will always show only assignments that occur on a specific day. Most of the calendaring applications are working this way and this is the most common selection;
- Multi day selection enables to add any number of days from any week or month to your Agenda. For example, you can add Monday and Friday of the next week or first day of two month;

- Week selection adds one week to your Agenda list, regardless which day you select. This is the fastest way to see your weekly schedule;
- Month selection adds the entire month of assignments to your Agenda list, similar to Week selection, any day you select will add the entire month;
- Range selection allows to select start and end dates to create custom list of assignments between two dates.

Using any option other than Single day selection will add assignments to the Agenda list and not replace them. You can clear selection using special icon that will be added to the calendar control panel.

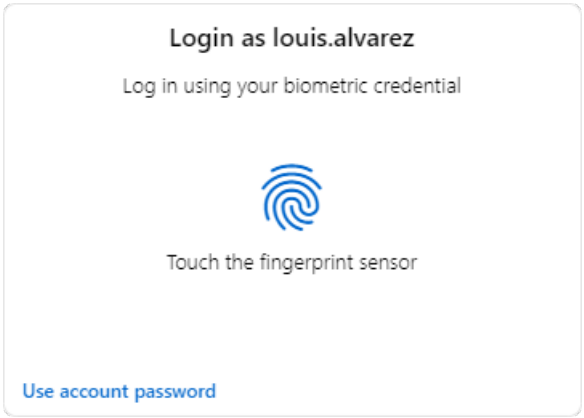
Map provider - when you want to switch to the mapping application other than default, install the application of your choice on your device. On the Spot! will automatically detect and add application to the Map provider section.



Location tracking - activating location tracking improves accuracy of the information you submit while completing the assignment. The entity you are completing the assignment for may require this option to be turned on or off. Please consult with project manager or an administrator for more information.

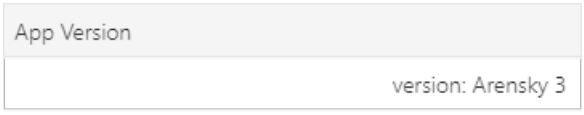
Data collected using On the Spot! application is subject to service terms, available at ScheduleInterpreter.com, Inc. website.

Security - most of the modern devices allow the use of biometrical authentication. Such authentication can be your fingerprint or face recognition option. Using Enable Biometric Authentication option will remove the need to type in your password. Biometric logins help to improve overall experience using On the Spot!. Once activated, application will unlock itself using the process identical to unlocking your device.



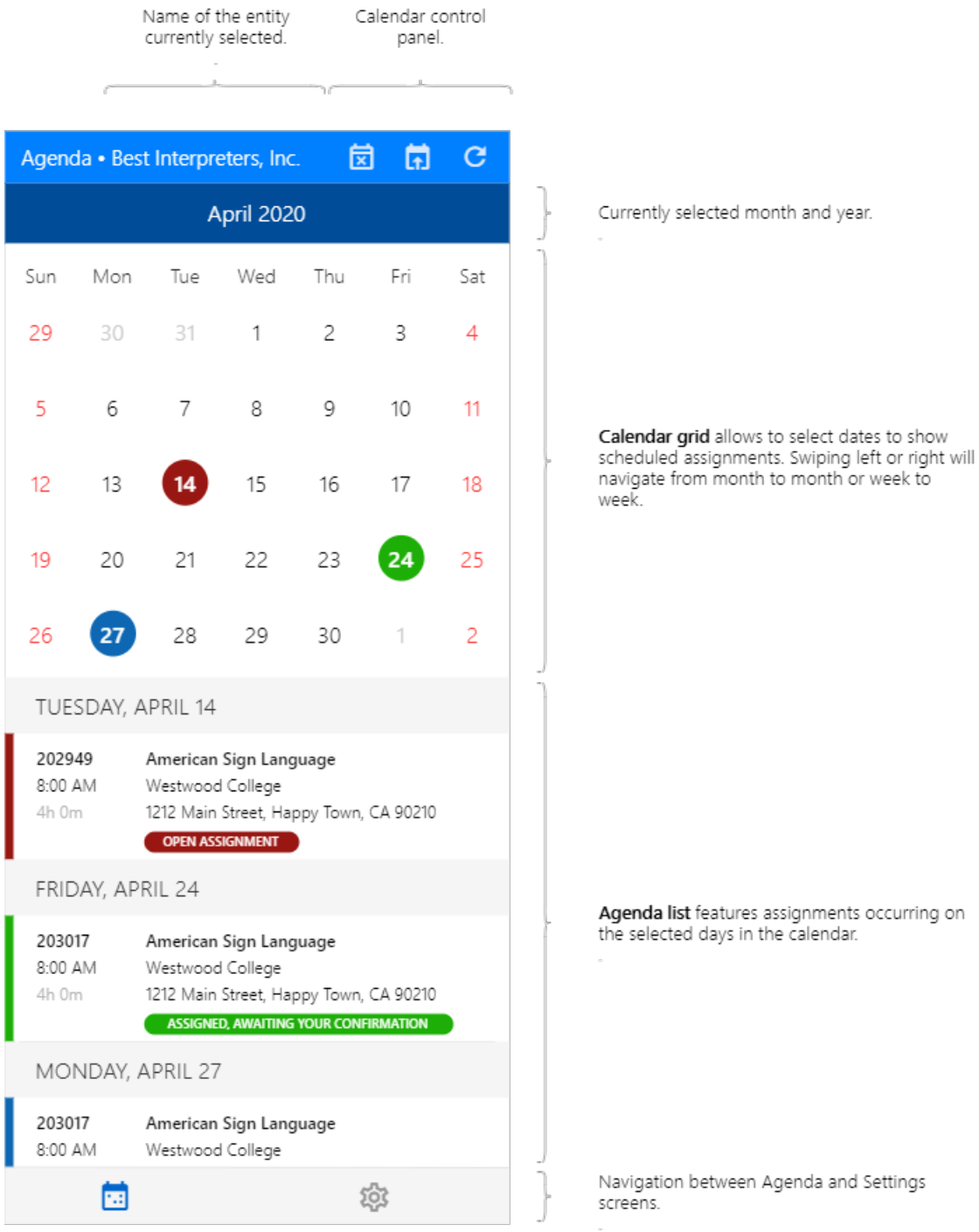
On the Spot! application and ScheduleInterpreter.com, Inc. do not collect information associated with biometrical authentication.

App version - Starting from April 2020, ScheduleInterpreter.com, Inc. is using the names of famous composers for each major release of On the Spot!. The names are assigned in alphabetical order. For example, Arensky, Bach, etc. Each minor release is numbered sequentially.



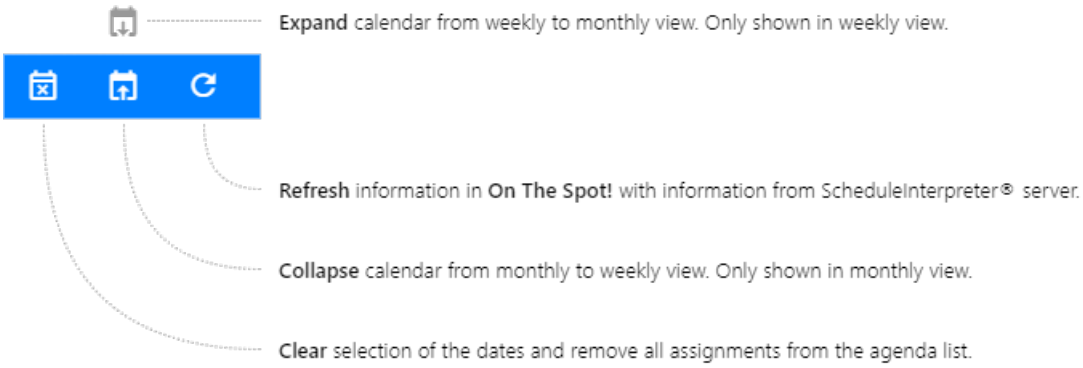
AGENDA

Click on the gear icon to switch to the Agenda screen.

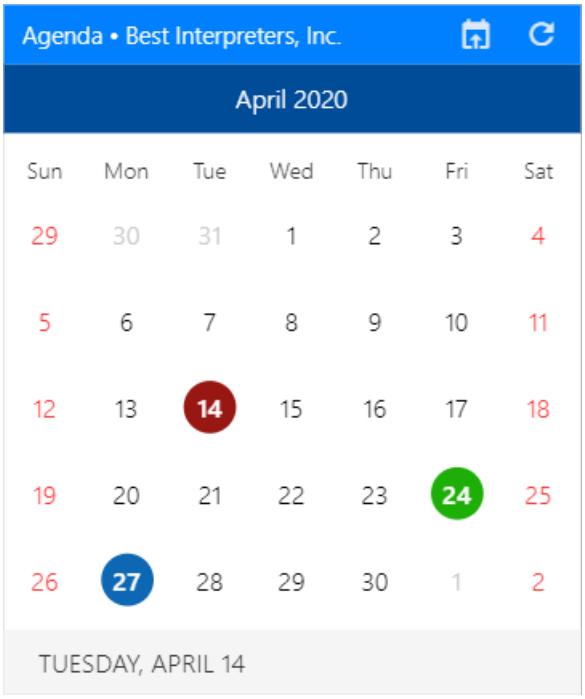


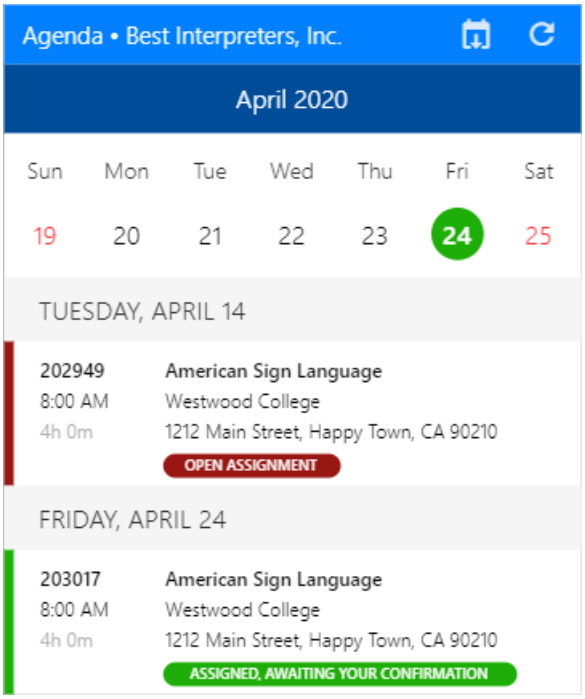
Name of the entity - this can be your employer, contracting agency, language service provider and any other organization or enterprise. It informs what schedule you are looking at. If you are providing services to multiple entities, use Settings screen to switch between calendars. For security reasons you can not select more than one entity at a time.

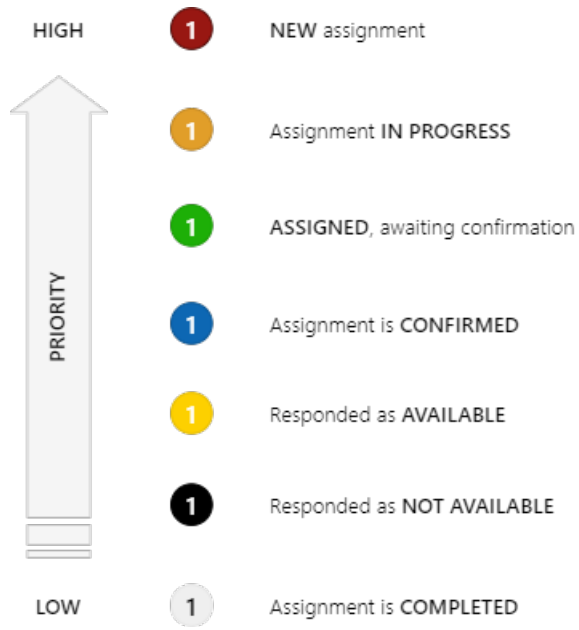
Calendar control panel - these tools allow you to customize the layout of the Agenda screen, make and clear selections and make on demand update of the schedule. There are 4 icons that can appear in the calendar control panel.



Using collapse and expand icon, you can reduce the amount of space the calendar grid takes on your device. It is recommended to use weekly view on older devices or devices with smaller screens. Below is a side by side comparison of the monthly and weekly views and information shown in the same area.







Calendar grid - access all assignments by selecting month and date. Days that have at least one assignment have colored circle around them. To simplify the calendar grid, each status of the assignment has a color. These colors are used continuously throughout On the Spot! application and ScheduleInterpreter® web interface. The color legend on the right explains each color and its priority. Colors of the assignments with higher priority will always be used for the day on the calendar grid. Colors of the assignments with the lower priority will be ignored.

For example, two assignments are scheduled for the same day. One assignment has status CONFIRMED and another assignment has status NEW. The day that contains two assignments will feature red color, as it has higher priority.

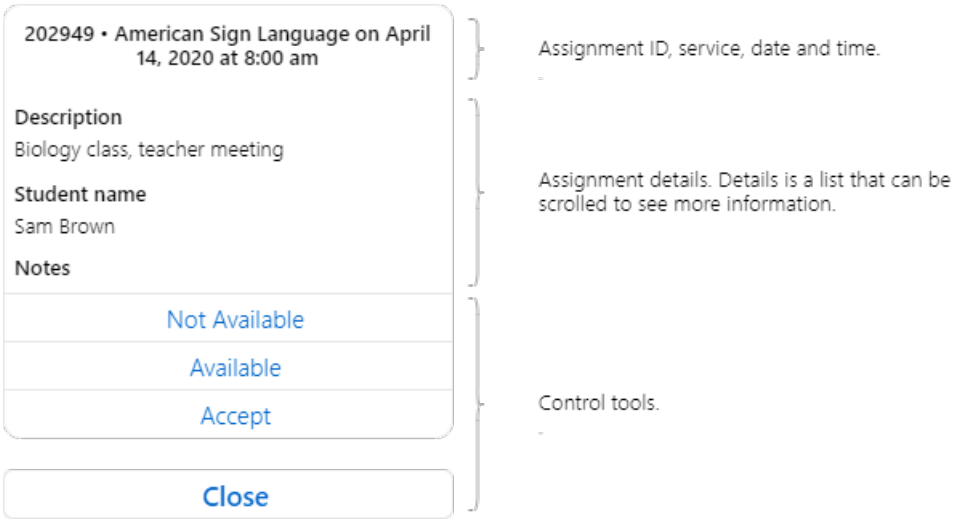
Based on your choice under Calendar Day Selection Style in Settings screen, you can select single day or various combinations of days, weeks and months. On the Spot! will use all selected days on the calendar grid to display the assignments in agenda list.

Agenda list - each entity you are working for can configure what information is available to you. Based on that configuration and status of each assignment, you can see assignment ID, starting time, estimated length of the assignment, language, name of the organization where services will be provided, address and assignment status. Agenda list is using the same colors as calendar grid. Each assignment is represented as a card, with colored bar on the left side and colored tag with assignments status in plain text. All assignments are grouped by date. Each group has a "sticky" header, featuring day of the week and date.



ASSIGNMENT CONTROL TOOLS AND DETAILS

Select the assignment card to see details and control tools. Each entity you are working for can also share various details about the assignment. These details can be specific to the current status of the assignment. A pop-up will open with control tools and assignment details, providing you with necessary information and instructions about next step.

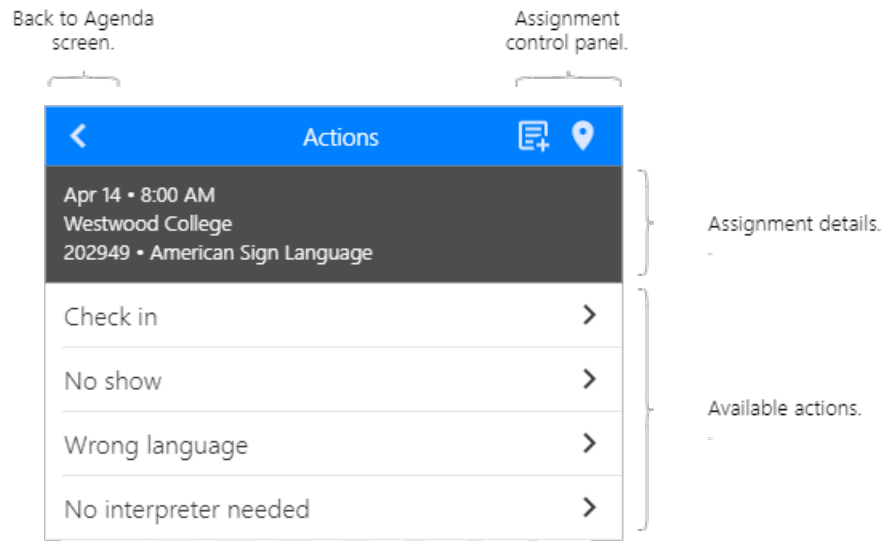


Before responding, please make sure your device is connected to the internet via Wi-Fi or cell phone data service. Select one of the options presented. Your response is instantly sent to the project manager. Based on your response, the status of assignment on your calendar will change.

List of possible responses may vary. It is configured by the entity you provide services for or employed by.

ASSIGNMENT

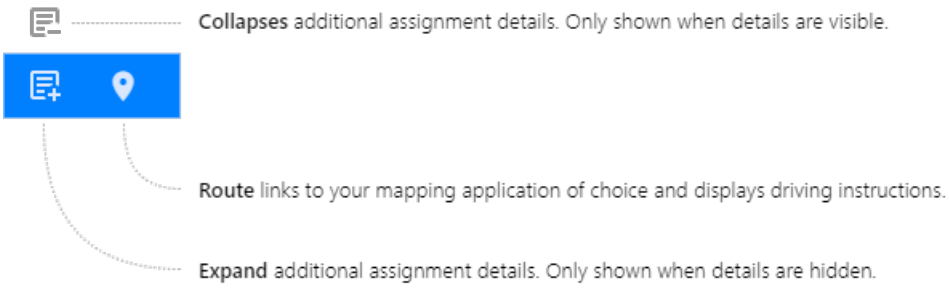
Use On the Spot! on your device to select the assignment to complete from the agenda list. On the Spot! will switch into Actions screen. This is the screen where you can access information and complete all actions required by the assignment.



Back to Agenda screen - returns On the Spot! back to the Agenda screen. ScheduleInterpreter® allows to work at

multiple assignments simultaneously. On the Spot! will keep track of your assignments and actions completed. To ensure no information is lost, return back to the Agenda screen only after each actions is completed.

Assignment control panel - provides access to assignment details and mapping application.

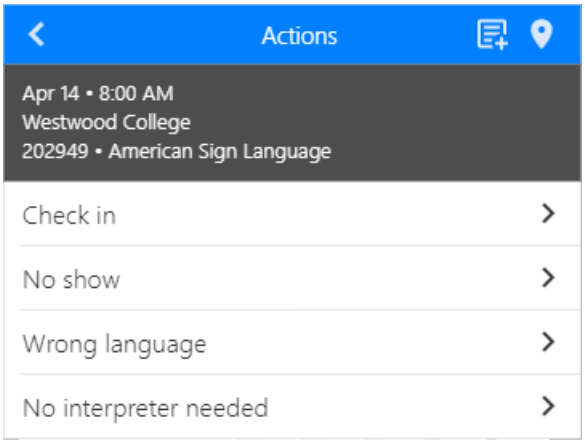


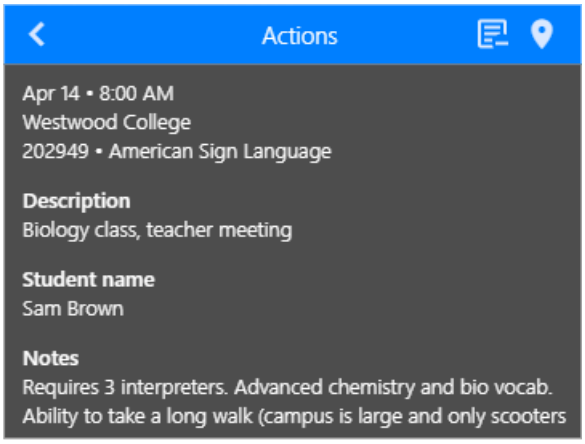
Assignment details - shows date, time, name of the entity where services are provided, assignment ID and the language.

Available actions - is an intuitive and easy to follow list of actions based on state of the assignment and other factors.

> To protect privacy of information, On the Spot! automatically hides additional assignment details.

Additional assignment details can be seen by selecting Expand icon. Below is a side by side comparison of the collapsed and extended block with additional assignment details. Content provided in additional details may vary for each assignment.



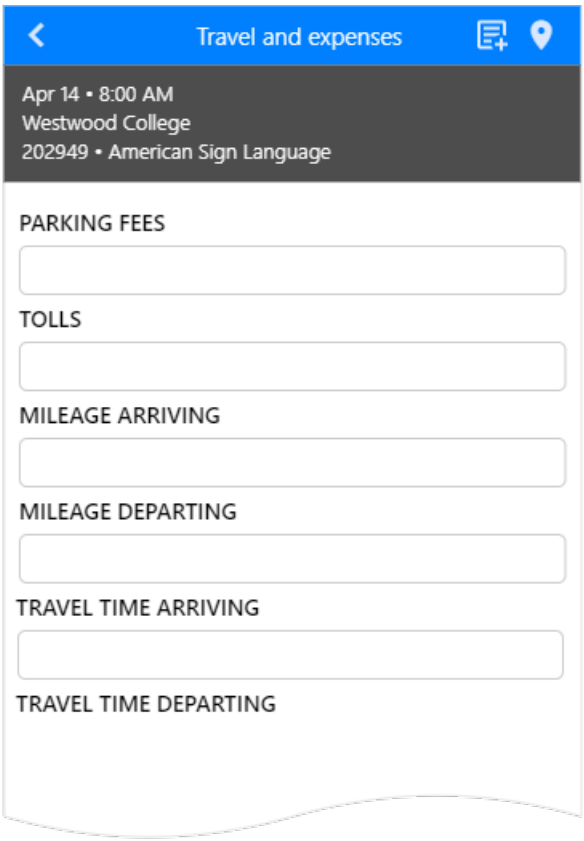


ASSIGNMENT ACTIONS

Each action can be customized and require various fields to be completed. Authorization by a representative, confirming completion of the task may be a required. In addition, notes boxes providing free form entry for representative and for you can be shown. If configured, electronic signature might be required as well.

On the Spot! updates the screen to help you know which action you are currently completing. Below are some of the examples how screens for different actions might look on your device.





DIGITAL SIGNATURE

On the Spot! provides simple and intuitive way to obtain digital signatures. Digital signatures can be used to validate completion of the entire assignment or an individual action. When in the digital signature screen, your device orientation will switch from portrait to landscape. Having specific orientation locked in the settings will not affect the rotation.



Control tools - provide option to return back to the list of fields for the action or to delete signature currently on the screen.

Action - displays the name of the action digital signature is obtained for.

Signature is completed - stores information on your device and sends it to the ScheduleInterpreter® server.

> When no data connection is available, On the Spot! will continue to store information on your device and send it to the ScheduleInterpreter® server as soon as data connection becomes available.

Assignment info - to ensure signature is collected from the right individual, assignment ID and date are shown in the top right corner of the signature screen.

Digital signature area - Part of the screen allowing to sign with stylus or finger.

Name of the signatory - as an additional validation layer, On the Spot! will display the name of the person who needs to sign on the screen.

ASSIGNMENT CERTIFICATION

It is very important to complete your assignments, provide travel and expenses information and certify the assignments as soon as possible. All assignments need to be certified using CERTIFICATION action. Assignment is flagged as incomplete, if CERTIFICATION action is missing.

> Failing to certify the assignment prevents the update of your status. This may prevent other assignments to be sent to you or assignments already on your schedule to be revoked.

THANK YOU!

We would like to thank you for your time and feedback. We strive to make On the Spot! the best application and make lives of professionals in the interpreting industry better. Please contact us with your feedback via e-mail support.desk@scheduleinterpreter.com

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Updated Wed, Sep 7, 2022 12:10 AM by manual admin