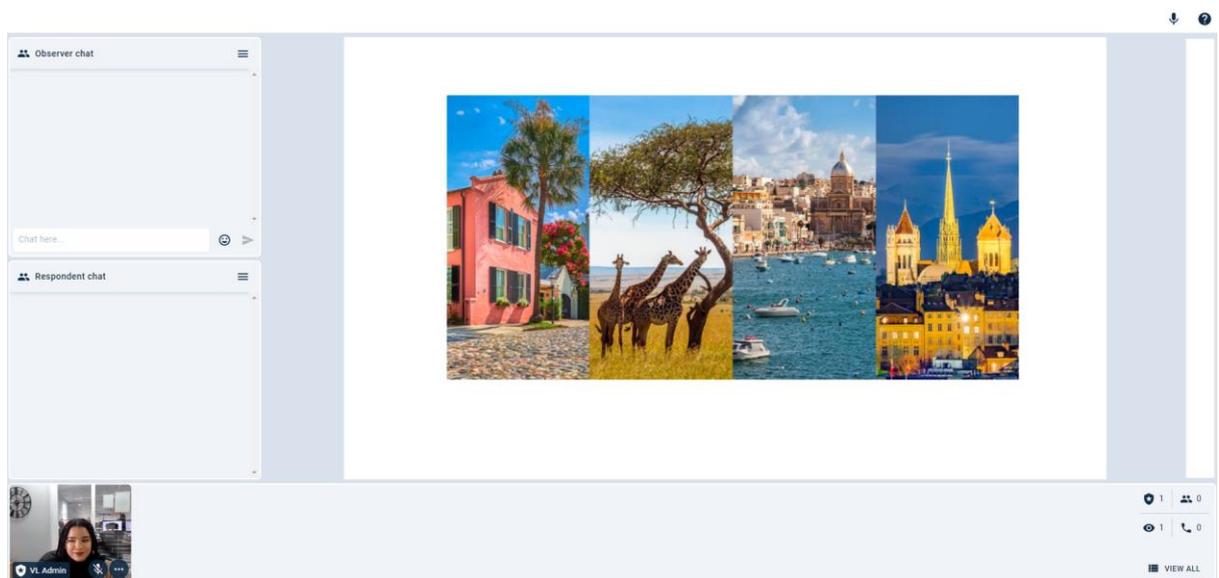




## Online Focus Groups and Interviews - Translator Instructions

- 1) To join a session as a simultaneous translator, you will need to click your joining link. You should have received this from the researching company's PM or contact, as your email isn't added to the platform.  
If you are translating more than one group, please ensure you click on the link that corresponds with the date and time of your session, otherwise you will be taken to the wrong session room.
- 2) Once you click your link, this will take you directly into the session room.  
You may see a layout like this:



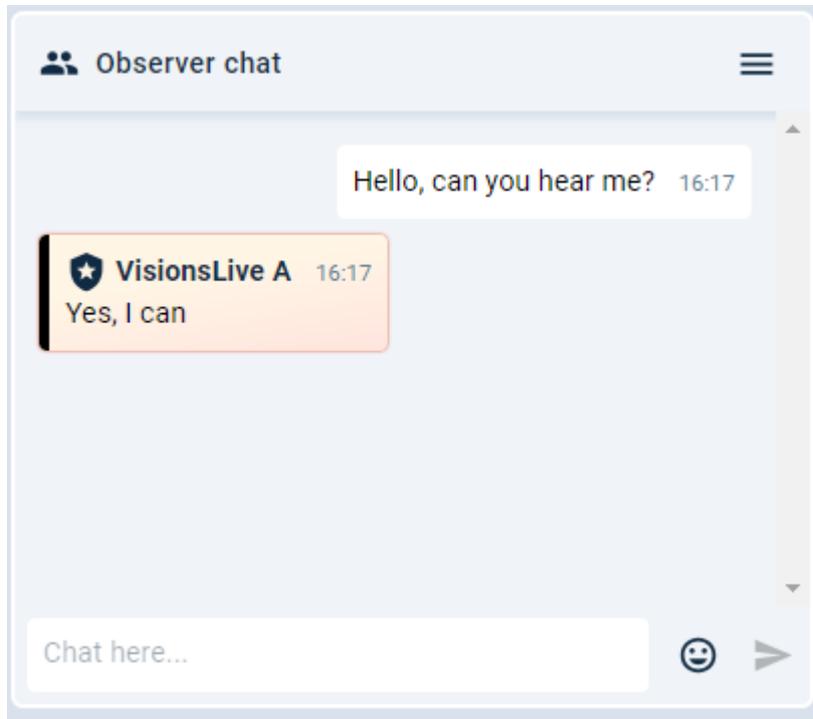
- 3) When you join the room, you will automatically have your microphone on and be able to speak. If you would like to mute yourself, please click on the '🔇' icon on the top-right of the page.

The moderators and observers have two audio options when in a session, Original Audio and Translated Audio. They can switch between these at any time.

Translators can automatically hear the original audio line, but can only speak over the translated audio line.

When a moderator is on the original audio channel, they will not be able to hear you, but they will be able to hear other moderators and the respondents.

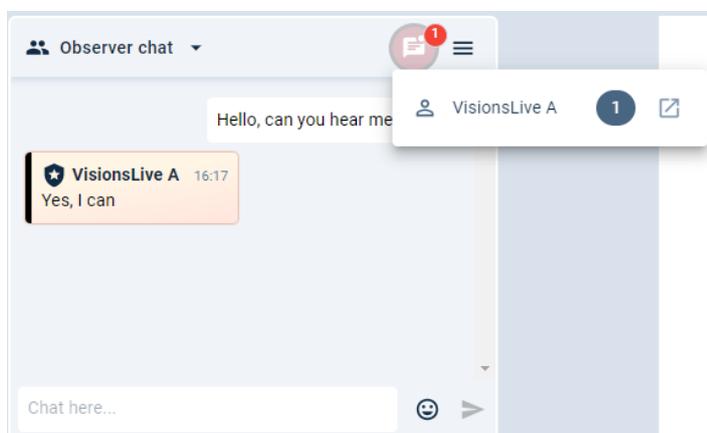
- 4) Although you cannot communicate with the moderators verbally on the original audio channel, translators have access to the Observer chat box at the top left of the screen. You can use this chat area to communicate with the moderators if you need to.



- 5) If they change to the Translated audio channel, they will be able to hear and speak to you, but they will not be able to hear the original audio. This is so they can listen to you translate without being distracted by the original audio channel.

Those listening to the translated audio channel will be mostly observers and a member of the VisionsLive tech team, who will be there throughout the session in case you have any issues.

- 6) A moderator may also choose to open a private chat with you within the session, for example to solve tech problems away from clients. If they do, the private chat bubble will appear and prompt you to click on it. Press the bubble and then the name to open the chat.



To get back to the main observer chat, click on the downwards arrow next to the name of the chat and click 'observer chat'.

- 7) A member of the VisionsLive tech team will join the session 15 minutes before the session start time. Within this time, they will ensure that you can hear the original audio channel, and that they can hear you well in the translated audio channel.
- 8) Once the session is over, the moderator will manually close the session down. At this point you will be removed from the session and be given a prompt to thank you for joining and to let you know that the session has ended.

You do not need to manually record any of the translation, as this is done automatically by the platform and the VisionsLive staff.