



# Global Arena Online App Manual

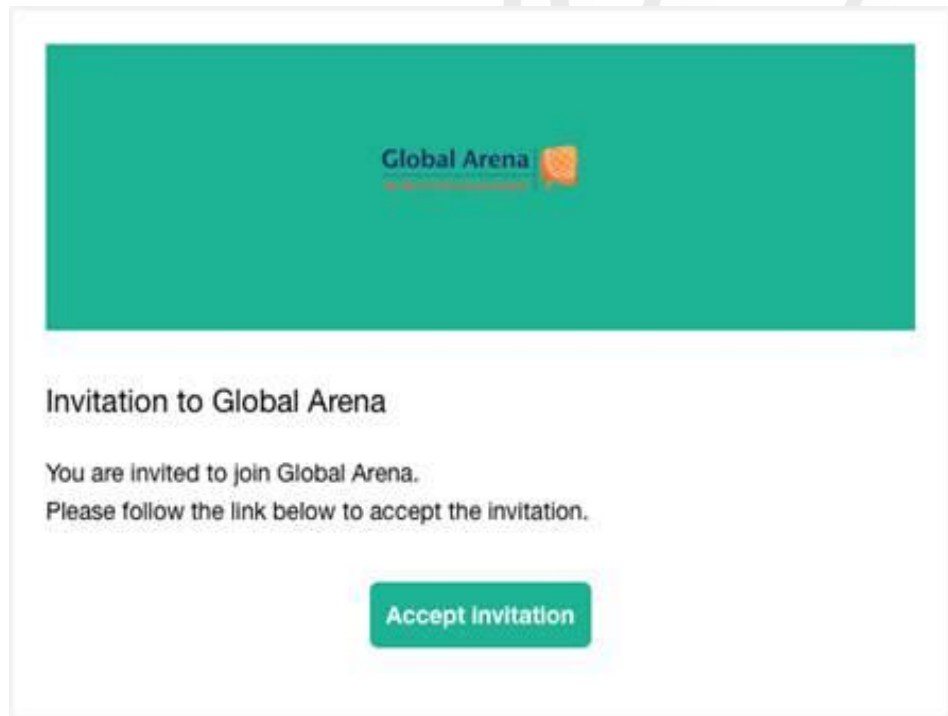
**Over-the-Phone (OPI)**

**&**

**Video Remote Interpreting (VRI)**



# Activate your account – Step 1



- You will receive an email like the one shown here. It is an invitation to create a profile in the platform, have a PIN code assigned and set up your password.
- Click on 'Accept invitation' and follow the on-screen instructions
- If you don't receive the email, please check your spam or junk folder. If necessary, your admin user or Global Arena can resend the email.



# Activate your account – Step 2

The screenshot shows the 'Create Account' form on the Global Arena website. At the top left is the Global Arena logo with the tagline 'Be Part of the Conversation'. Below the logo is a 'Welcome to Global Arena' message and the instruction 'Complete your user account registration.'. The form contains several input fields: 'Email', 'First Name', 'Last Name', 'Native Language' (a dropdown menu), 'Default Service Type' (a dropdown menu), and 'Password'. The password field includes a list of requirements: one lowercase character, one uppercase character, one number, one special character, a minimum of 8 characters, and a maximum of 50 characters. Below the password field is a 'Confirm Password' field. At the bottom of the form is a checkbox for 'Agree to Terms and Conditions' and a 'Create Account' button. A link for 'Sign in with existing account' is located below the button.

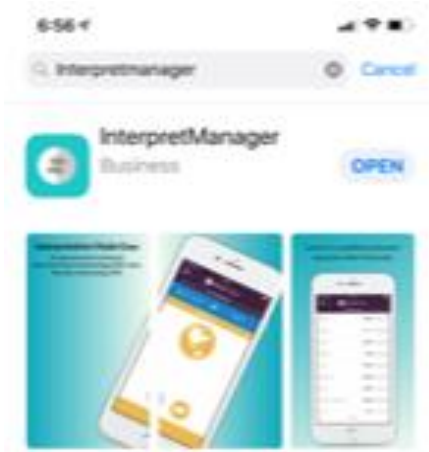
- Once you have accepted the invitation, please complete the basic profile information and click 'Create Account'
- Once set up, you will be able to retrieve your PIN code to Access OPI services from any phone. The PIN code will be visible when accessing to your Profile tab when connected at

<https://globalarena.interpretmanager.com>

- When your registration is completed you will be able to engage with an interpreter using a desktop computer, landline phone or via the app.



# Searching for the APP (smartphones and tablets)



- This manual covers how to install and use the app on your smartphone or tablet. If you prefer to use a landline or your desktop computer, please request the appropriate user's guides to your Global Arena's representative
- Go to your preferred app store (Android or iOS)
- Search for "Interpretmanager"
- Install the free app.





# Once the APP is Installed

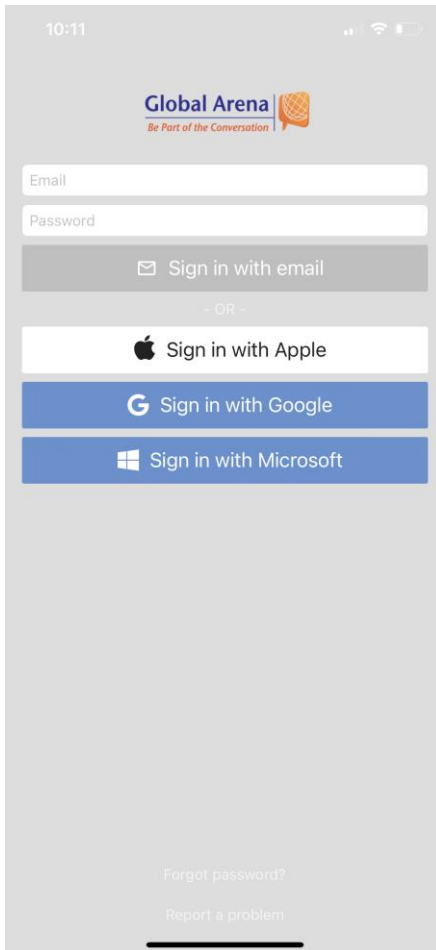


- Go to your tablet or smartphone's main screen and launch the interpretmanager application.
- The app icon is shown in the top left corner of this screenshot.



# Log into the APP

- Sign-in using your email address and password.
- You will be taken to the dashboard

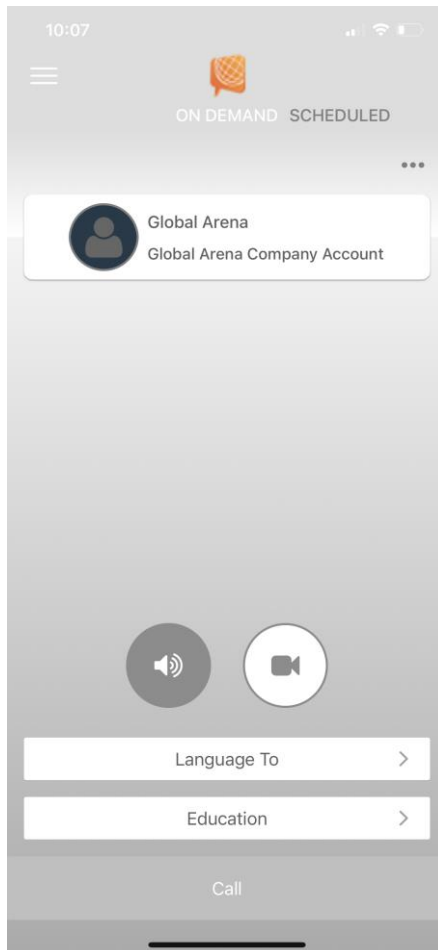




# The dashboard

The dashboard allows you to:

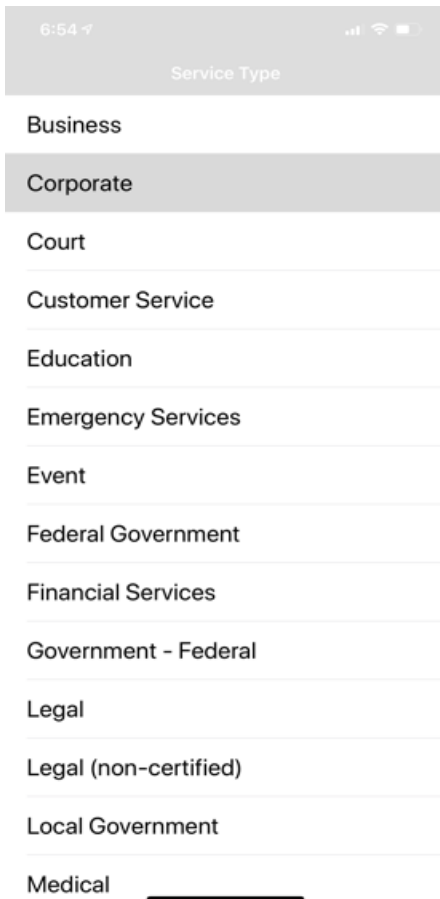
- Select the language you need (click on the dark gray language banner that says 'Spanish' in the screenshot).
- Your default service type will be displayed beneath the Language banner. To select a different service type, just tap on the one displayed and select the service type you need.
- Select OPI or VRI using the speaker and video icons.
- Access your profile and call logs (3 horizontal lines on the top left). You can return to the dashboard by clicking on the phone icon.
- Select the interpreter gender (3 vertical dots to the right side of the service type).





# Service Type

The screenshot to the left shows some of the service types available. When you log into the system and tap on the service type dropdown option you will have access to the full list.





# Final step before connecting

7:28

Pre-Call

Akan > English  
Corporate

Gender: No Preference

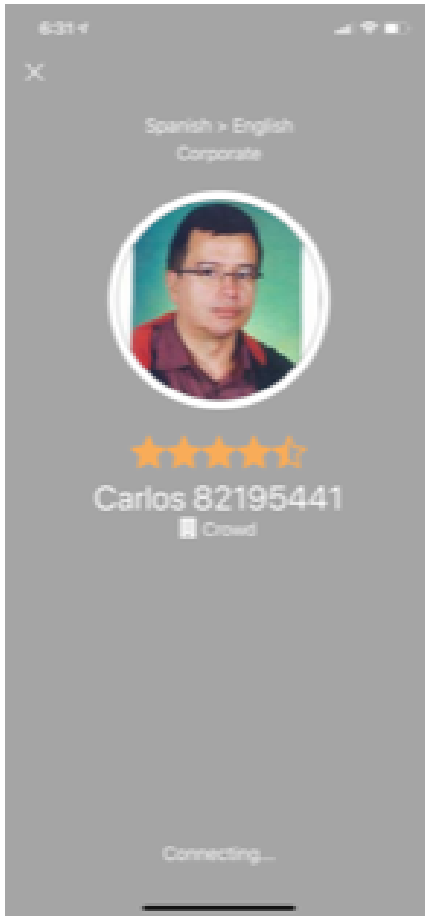
Please enter now your call reference code for billing purposes if needed

- Once you made your selections you will be taken to a summary screen with the option to leave an alphanumeric call reference. This reference will appear on your bill for call identification purposes
- You can leave the call reference field blank if you do not wish to leave one.
- Connect to an interpreter by tapping the “submit and call” at the bottom of the screen.

Submit and Call



# Your Interpreter



- Your interpreter will identify themselves.
- Please introduce yourself and the reason for the call.
- For OPI, you can request that the interpreter make a third party phone call (additional fees apply).
- For VRI services, the third party connection feature is subject to availability (additional fees apply).
- Please be mindful that third party phone calls are available in the US and the service is billed with a flat fee per call.
- Once you have finished, you can rate your interpreter's performance. If you leave a low rating, the interpreter will not be routed to any future calls for your Company.



# Contact us

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