

# QualStage

## Interpreter User Guide



We recommend using Google Chrome, Firefox, or Microsoft Edge on a computer. QualStage is NOT compatible with Safari, Internet Explorer, or tablet / mobile devices. Please check to make sure you have latest browser updates installed on your computer. Older versions of Chrome (version 80 or older) and Edge (version 44 or older) may not be compatible.

### Tech Check

1. Test the compatibility of your equipment 24-48 hours ahead of your scheduled meeting time
  - **IMPORTANT** Use the same equipment and location for testing as the actual meeting.
2. Make sure your camera and microphone are connected and working, and use a required web browser: Chrome, Microsoft Edge or Firefox
3. Go to: <https://www.qual-stage.com/backroom-doorway/>
  - Link is also included in your confirmation email
4. Click 'Check Your Network Connection and Devices'
5. Scroll down to test Hardware Setup
6. Confirm Video and Audio device selections and 'Set Hardware Choices' to save
7. Click 'Done'

### Joining the Meeting


1. Click on this link to join the session:  
<https://www.qual-stage.com/backroom-doorway>
2. Enter your meeting code, and if requested, confirm which session you want to join. If you have not been assigned a meeting attendee code, please reach out to your designated project manager for assistance

**Tip:** You will have available to you the option to adjust Camera and Microphone Settings.

Regardless of your selection, you will enter the meeting room without video. Your silhouette will appear with Interpreter-YOUR NAME label so you can be identified by meeting participants.









**Join Meeting**  
Enter your meeting attendee code.

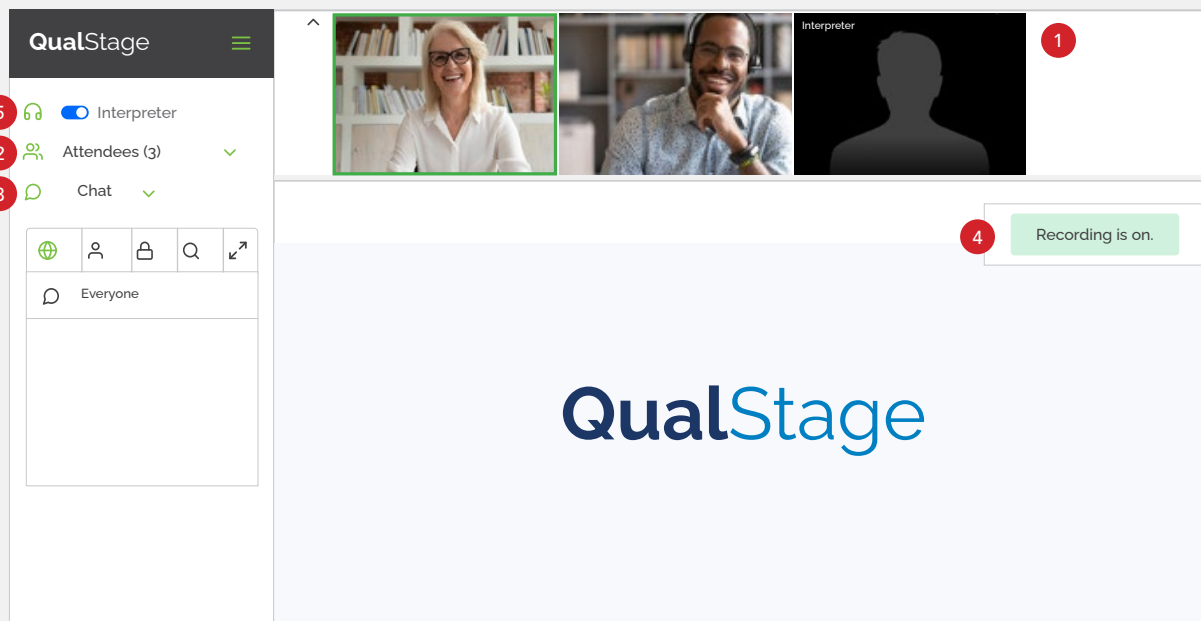
  
☐ I'm not a robot   
**Verify Code**  
**Check Your Network Connection and Devices**  
Change current language  
English

### If the tech check fails:

- Be sure you are using a laptop or desktop computer (not a tablet or smartphone)
- Be sure you are using the latest version of Chrome, Edge or Firefox
  - » Internet Explorer & Safari are not compatible
- Check your internet connection and devices
- If tests continue to fail, you will be given instructions on opening a support ticket and you may also reply directly to this email

## Meeting Tools

1. **Video thumbnails:** You'll be able to see the moderator, interpreter (if applicable), and respondents across the top banner
2. **Attendees:** A list of all meeting attendees, including the moderator and respondents. Backroom attendees will not be visible in interpreter role. Respondents will be identified by their ID#.
3. **'Chat':** The  icon signals you have a new message, which will disappear as soon as you click within the text box
  - To send a message, type into the message box and click  icon to send
  - To view chat outside of the QualStage platform, just select  icon
  - Interpreter role communications are limited to moderator only. The chat options are as follows:
    - » **Everyone** ( icon): You will be able to view messages between the moderator and respondents
    - » **Individual** ( icon): Send a message directly to the moderator
    - » **Backroom** ( icon): Group chat between the backroom attendees and moderators
  - Should you pop-out your chat box and need to locate it, simply click on **Go to Chat Window** within QualStage for it to appear
4. **Recording status:** 'Recording is on' confirms that the session is being recorded
5. **Translated audio:** The backroom attendees can toggle between the moderator and respondent(s) speaking in native language and the interpreter's voice to hear translated audio
  - Interpreter toggled ON hear the translated version of the discussion between the moderator and respondent(s)
  - Interpreter toggled OFF hear the native language of the conversation (moderator and respondent(s)) in real time





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## Joining the Meeting

1. Click on this link to join the session:  
<https://www.qual-stage.com/backroom-doorway>
2. Check the compatibility of your equipment to use QualStage by completing a brief Tech Check in advance of your scheduled meeting. Once completed, proceed to the next step.
3. Enter your meeting code, and if requested, confirm which session you want to join. If you have not been assigned a meeting attendee code, please reach out to your designated M3 project manager for assistance.

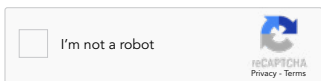
**2.**

### Tech Check

 Check Your Network Connection and Devices

### Join Meeting

Enter your meeting attendee code.



Click Check Your Network Connection and Devices to continue

Change current language

English ▼

**Tip:** You will have available to you the option to adjust Camera and Microphone Settings.

Regardless of your selection, you will enter the meeting room without video. Your silhouette will appear with Interpreter-YOUR NAME label so you can be identified by meeting participants.



## Waiting Room

When your meeting attendee code has been verified you will enter the virtual 'Waiting Room' until the moderator has launched the interview and given you access to the meeting room.







Once launched, you will automatically be redirected into the meeting.

In the meeting room, your microphone and audio will be turned ON by default to allow you to listen to moderator and respondent(s) speaking in native language and speak into your computer microphone with translated language for our backroom attendees to listen.



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