WordShare

Connecting people with the best services available and customer service you expect.

Required Downloads

Please go to www.skype.com and load Skype (free download).
Please forward your screen name to (clare@acscaptions.com).
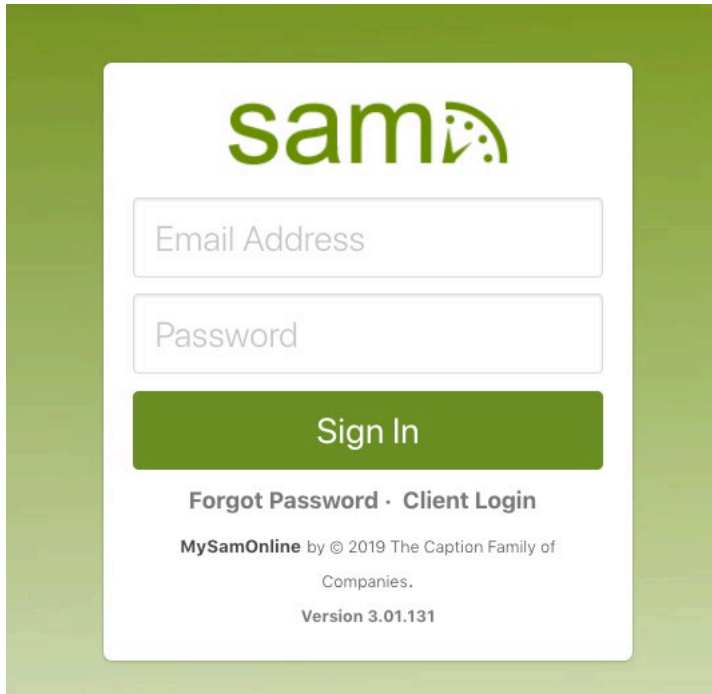
Logging Into Your ACS WordShare Captioning Account

Your ACS WordShare captioning account provides you access to your schedule, your assigned writer, their Skype name, and the URL to access your live text stream via our captioning platform called WordShare.

1. Please go to http://www.wordshare.com.

2. Please 'click' under **"Sign In"** (located on the top menu bar).
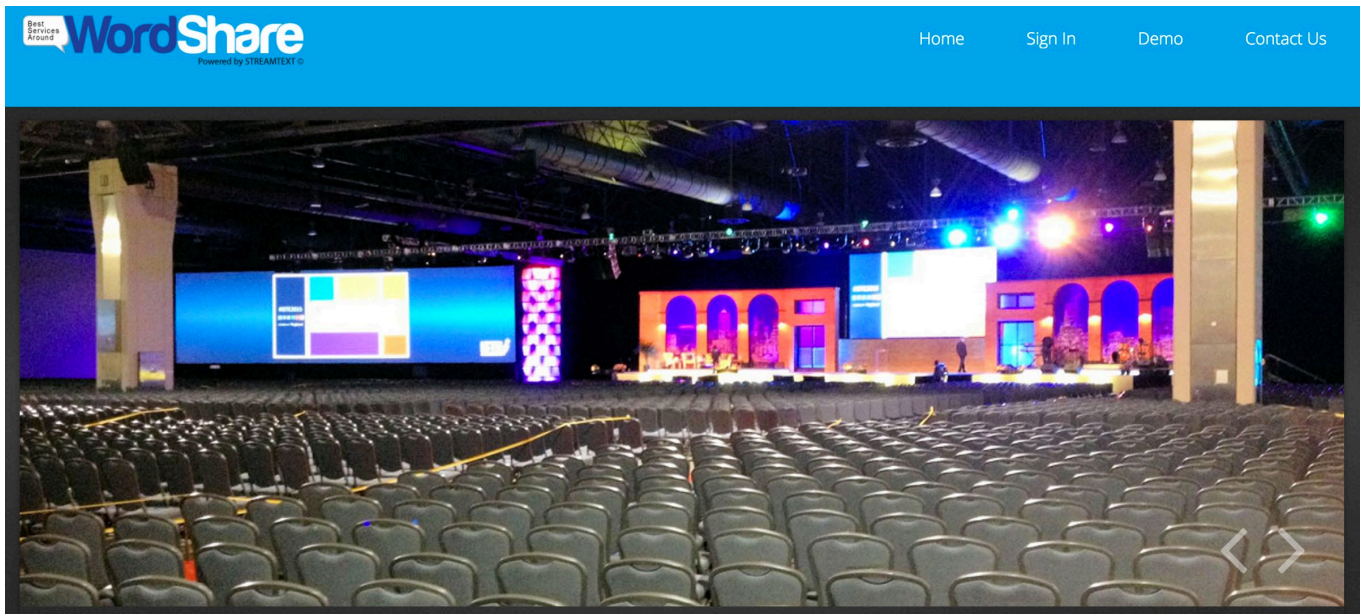
3. You will be redirected to **"SAM"**. Please enter your e-mail address: <mark>(enter student email address here)</mark> and password of 'ACS' (in all caps), 'click' Sign In.

4 . Once you are logged-in, please click "**Schedule**" on the top menu bar. This page contains the current week of scheduled jobs including date, time (ET), duration, event name, and scheduled writer. You may click "Previous Week" or "Next Week" to search through your semester schedule.

Scheduled Jobs

Monday, July 29, 2019 - Sunday, August 04, 2019 [Last Week] [Next Week]

Date and Time	Event	Employee/IC
Monday July 29, 2019 02:00 PM - 03:00 PM US/Eastern	ACS-History-(M/W/F)	Zack Means Skype: zack.acs
Tuesday July 30, 2019 10:00 AM - 11:00 AM US/Eastern	ACS-English 101-(T/TH)	Zack Means Skype: zack.acs
Wednesday July 31, 2019 02:00 PM - 03:00 PM US/Eastern	ACS-History-(M/W/F)	Zack Means Skype: zack.acs
Thursday August 01, 2019 10:00 AM - 11:00 AM US/Eastern	ACS-English 101-(T/TH)	Zack Means Skype: zack.acs
Friday August 02, 2019 02:00 PM - 03:00 PM US/Eastern	ACS-History-(M/W/F)	Zack Means Skype: zack.acs

You can also find the writer's Skype name on the website. This way, you never have to wonder who will be writing your class. All the information will be at your fingertips 24/7.

5. Please click on "**Events**" on the top menu bar which coincides with your scheduled class. Here you can see what you have scheduled for the day or what class is in progress. You can then click the link to be directed to your live captioning page.

Cancellations, Changes, Immediate Assistance Information

If you do not see your class listed or you need to cancel coverage, please contact your Client Services Specialist at (clare@acscaptions.com) or the ACS office at operations@acscaptions.com

6. Welcome to WordShare, please enjoy your streaming text. Step 7 will discuss the key features and setting adjustments for enhancing your ACS captioning experience!

Welcome to WordShare's demonstration on remote CART and remote Text Interpreting. What you see here is known as streaming text. This service is used by students, business people and just about anyone who may have a hard time hearing and understanding the spoken word. We listen to what is said, transcribe it, and then send the text to a window just like this one with virtually no delay. You are able to read in realtime what is being spoken. Sometimes we listen to the audio portion using a telephone. This might be used in business for a teleconference call or for a training session held in a room where there is a speaker phone on the table. Other times, like in educational classrooms, we listen to the audio via the internet using a software like Skype. Again, we listen, transcribe, and send the text back to you. You can read along and actively participate. You can learn more about us at www.ACSCaptions.com
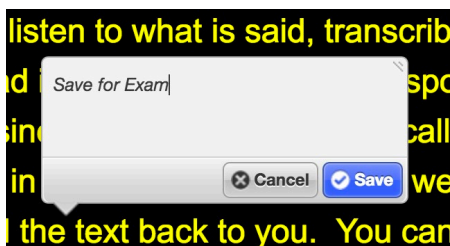
7. WordShare Features

'Click' on the Settings icon (upper right-hand corner).

Transcript   Settings
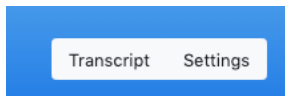
- Close Menu: Closes menu feature.
- **Transcripts:** E-mail transcript to yourself right after class is over.
- **Fullscreen:** Removes Wordshare header and menu feature. 'Click' ESC to go back to normal view.
- **Show Annotations:** 'Click' this feature to enable notetaking feature within your live transcription. Simply highlight the text you wish to save. 'Click' on the pencil icon, type your note, and select 'Save'.

- **Player Controls**
 * Scrolling: 'check' box to enable the scrolling feature.
 * Chat: 'check' box to enable the chat feature and communicate with your writer.
 * Font, Size, Color, Background: create your custom experience. **"Black" Background & "Yellow" Color are recommended settings.**
- Writer' Bio: Check out your writer's picture, location, and bio!

listen to what is said, transcrib
d   Save for Exam| spo
sine   call
in   Cancel   Save   we
l the text back to you. You car

Calling Your Writer

Now that you have logged into your ACS WordShare captioning account, determined your assigned writer and clicked Streamtext.net captioning link, it's now time to "call your writer".

1. Open Skype (usually on desktop) and sign in using your user name and password.

2. Add writer to Skype account (if not already listed in contacts) or click on writer name in contact list.

3. Use the instant message section of Skype to say "Hi" to your assigned writer. This alerts the writer that you are present and ready to go.

4. Initiate "phone" call by clicking phone icon in Skype (audio call only, video not required)

Cancellations/Additions/Changes

Please send an e-mail to your Client Services Specialist or the ACS office at operations@acscaptions.com regarding any cancellations, additions, and changes in your schedule as listed within your ACS captioning account. ACS has a 24-hour cancellation policy to avoid charges for scheduled time. If you know you're not going to be in class or have an exam, please alert the ACS office so that your institution will not be billed.

Microphone Troubleshooting Guide

Is the microphone being recognized by Skype?

Setting microphone in Skype (Windows)
- Tools
- Options
- Audio Settings
- Select the Microphone drop box
- USB Mic (Example: Xtag or Desktop-Solo)
- Save

Setting microphone in Skype (Mac)
- Skype
- Preferences
- Audio/Visual

- Select the Microphone drop box
- USB Mic (Example: Xtag or Desktop-Solo)

ACS Customer Bill of Rights

*ACS Consumers can expect ACS to respond promptly to their inquiries (within hours of request) when operations@acscaptions.com or 1-800-335-0911 are used

*ACS Consumers can expect to be kept updated on the status of their service requests

*ACS Consumers can expect the necessary training and support to help them use ACS services effectively

*ACS Consumers can expect ACS to be committed to providing the highest quality voice-to-text and sign language services possible

*ACS Consumers can expect all-inclusive pricing with no hidden charges or fees, no charges for services cancelled with 24-hours' notice and prompt invoicing for services rendered

*ACS Consumers can expect the most highly qualified service providers, who possess the professional skills and subject knowledge required or the assignment.

*ACS Consumers can expect to be treated with respect, kindness, and professionalism

*ACS Consumers can expect their CART, captioning, text interpreting, and platform sign language interpreting needs to be handled with one request and one method of payment

*ACS Consumers can expect ACS to go the extra mile to ensure total consumer satisfaction