

# Transcription

User Guide



**Civicom**<sup>TM</sup>

**TranscriptionWing**<sup>TM</sup>

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## Upload Recordings


1. Sign into your online account at [www.civi.com](http://www.civi.com).
2. Click "Recordings" on the left side of the page. You will then be directed to a page where all your recordings are stored.
3. Click the "upload new recordings" link.
4. Click the "Browse" button to find the recording on the computer that you are using. Double-click the file to be uploaded and it will appear in the "file" box on the page.
5. There is also a "Note for Transcriptionist" field that allows you to send notes directly to the Civicom teams about the uploaded audio file. Use this to mention background noise, an accented speaker, a short audio file, etc. You can also choose your desired delivery time.
6. Before you click the "Upload" button at the bottom of the page, enter your job or project name/number for your billing reference.
7. Once you have selected all the files, added any notes for the transcriptionists, chosen the delivery time and set a project name/number, click "Upload".

NOTE: You can only upload up to 250 MB at a time. That is, all of your files must not exceed 250 MB total.

## Request a Transcript

We have provided several ways to request a transcript:

*On a Conference Call*                      Press #7 (to record) and #8 (to request for a transcript) if you are on a live/ongoing conference call.

*Via Your Online Account*              Sign into your online account at [www.civi.com](http://www.civi.com) and click "Recordings" on the left side of the page. Then, click the  icon for the recording you want transcribed. Lastly, choose your desired delivery time and confirm your request.

*Via Phone*                                      Call us at 203-618-1811 with your transcription requests.

*Via Email*                                      Email [transcripts@civi.com](mailto:transcripts@civi.com) with your transcription requests.

## Mailing Address to Send Media (tapes, CDs, DVDs, Mini DVs)

Civicom, Inc.  
ATTN: AUDIO DEPARTMENT  
16 King St., 3rd Floor,  
Port Chester, NY 10573


## Discussion Guides

Give Civicom special instructions in the form of a discussion guide document. Choose this document when requesting a transcript, or even after the transcript has been requested. You can upload a new discussion guide, or use a discussion guide you have already uploaded.

### Manage Discussion Guides

To view all of your discussion guides, sign into your online account at [www.civi.com](http://www.civi.com) and click "Recordings" on the left side of the page. Then, click the "discussion guides" link at the top of the page. The resulting page allows you to manage your discussion guides. To upload a new discussion guide, click the "upload a discussion guide" link.

### Assign a Discussion Guide After the Request

To assign a discussion guide after you have made the transcription request, sign into your online account at [www.civi.com](http://www.civi.com) and click "Recordings" on the left side of the page. Then, click the  ("DG") icon next to the recordings for which you want to assign a discussion guide. NOTE: you must assign the discussion guide before your transcription request is fulfilled – preferably, as soon as possible.