Transcription Staff Transcriber Guideline

First Things First:

STOP!

Take 10 Deep, Slow Breaths. DO IT NOW!

This guide contains essential information critical for understanding our rules and navigating our system and, as well as identifying potential pitfalls to avoid.

Invest one hour studying this guide thoroughly to avoid wasting ten hours on rejected, unpaid work!

We strongly recommend that you read this guide AT LEAST THREE TIMES before proceeding to the next step.

YOU HAVE BEEN WARNED!

Remember: Slow is Efficient – Efficient is Fast.

Payment

Your pay will be sent to you via PayPal Mass Pay. Payments for the work done the previous week (Monday – Sunday) will be made 8 days after the end of the week, after checking and auditing. For example, your earnings for **July 1- July 7th** will be paid on **July 15th**.

Fulltime Staff Bonus

If you make Transcription Staff your career, we offer a weekly bonus pay of 30%. To qualify for this bonus, you must complete a minimum of 30 credits per week. The **30% bonus pay will be automatically added to your weekly payroll** for every week that you complete 30+ credits. Please note that the bonus payment will **not** appear on your online reporting.

Credit System

Your pay is based on a credit system.
Administration staff will listen to each audio and rate them based on the difficulty of the file.
If files show up as **UNRATED** it means it has not yet been rated, please still work on those as they will be rated based on rating criteria below:

- **Optimal Audio:** 5 Credits for 1 audio hour
- **Optimal Audio Criteria:** Single Speaker, No or Little background Noise, Loud Voice, Native & Easy to Understand English
- **Some crosstalk but easy to identify speakers:** +2 Credits per Audio Hour.
- **A lot of crosstalk OR hard to identify speakers:** +4 Credits per Audio Hour
- **Medium Background Noise or a Little Harder to Hear:** +2 Credits per Audio Hour
- **Heavy Background Noise or Difficult to Hear:** +4 Credits per Audio Hour
- **Light Accent (Need to relisten 1-2 times):** +2 Credits Per Audio Hour
- **Heavy Accent or Difficult to Understand:** +4 Credits per Audio Hour
- **Verbatim:** +2 Credit per Audio Hour

The maximum credit per audio will be 19 Credits per Audio Hour. Payment ranges from US$8.40 - $68.40 per audio hour. (Max 200% Bonus) **You'll see the payment displayed next to the file in USD or your local currency.**
Note: All ratings are subject to a final audit by Senior Management based on the above criteria. If you do not agree with any rating, you may also appeal **BEFORE** you start the transcription

Penalties

Please take note of the following penalties:

- **File expires and returns to the pool:** If you are unable to complete a file on time, you may request an extension, but if the file expires and returns to the pool, you will receive 2x the credit for the file. We ask that you only select files when you are ready to begin working immediately, and that you cancel a file with your mobile phone in the event of an emergency. It is important to note that repeat offenses may result in your job being terminated without notice.

- **File Hoarding:** Please note that we have a **zero-tolerance policy for file hoarding**. If you pick a file but do not immediately start working on it, your job **WILL BE** terminated, and all payment forfeited. We ask that you only select jobs when you are ready to commit to them, and to cancel the project right away in the event of an emergency or power outage by either contacting support at help@transcriptionstaff.com or canceling via your phone. It is important to never extend a project if you have an emergency or power outage as it **WILL** result in account termination and the cancellation of ALL payment due.
  If you are working offline, it is important to update and save your work on the system at least once every 30 minutes. This is necessary because the progress is actively monitored by AI.

- **File Quality Rating of 1:** If the proofreader made more than 8% but less than 20% changes to the file, **50% will be deducted from your pay**. However, if the proofreader made more than 20% changes to the transcription, **you will not be paid for the file**. (If you do not agree with the proofreader, you may appeal via link next to the rating. Please provide a good reason for your appeal and be as clear as possible.)

- **Not following client instructions**: 1 full credit of the file + instant job termination for new staff.

Promotion

New staff will start with very limited jobs in the job pool. But once you reached a rating of **3.8+** and completed a **minimum of 8 audio files**, you'll have access to many more files and better-quality audio. Once you completed 10 audio files (5 audio hours+) and have a minimum rating of **4.0+,** you will be promoted to a **Proofreader.**

***IMPORTANT: ***

When you choose a file to work on, you will be given an estimated amount of time to complete it based on the audio length and credit rating. For instance, if you're working on a 30-minute audio file with a credit rating of 5x, you will have 270 minutes (30 x 5 + 120) or 4.5 hours to finish it.

If you are unable to complete the transcription within the given time frame, you may request an extension by clicking "Request Extension" in the system. You can request unlimited extensions, but you cannot take any breaks after requesting an extension.

As soon as you select a project, you are expected to begin working on it right away. All work that you submit must be fully completed and ready for the client to view.

Only select a job if you are fully prepared to commit to it. In the event of an emergency or personal issue, you must cancel the file immediately and not simply leave it there. It's important to note that all work is time-critical and failure to cancel a file properly can result in heavy penalties.

WARNING: SUBMITTING AN INCOMPLETE WORK WILL RESULT IN IMMEDIATE JOB TERMINATION WITH **ALL PAY FORFEITED**!

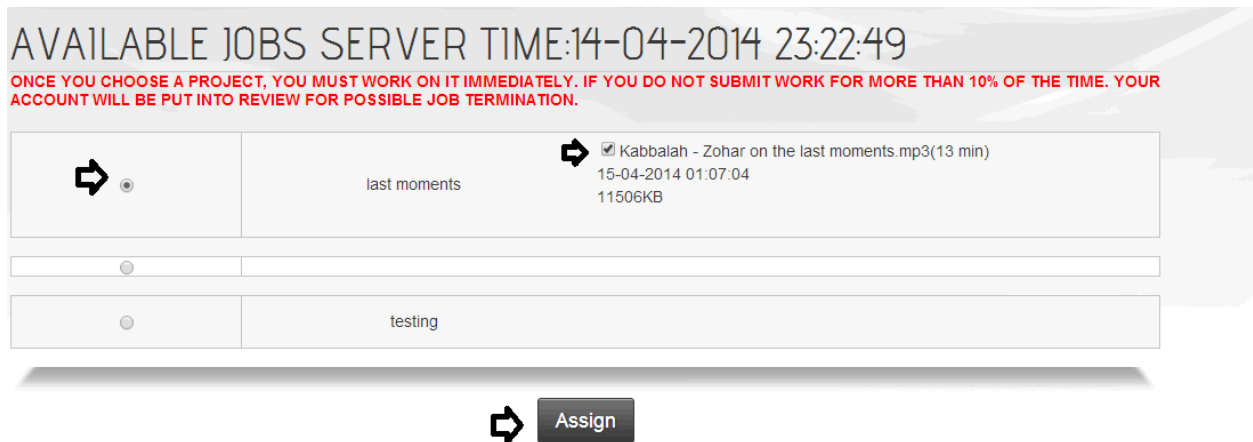**WE HAVE ZERO TOLERANCE ON STAFF SUBMITTING INCOMPLETE WORK!**

SOME WORK HAS SPECIAL CLIENT INSTRUCTIONS. PAY ATTENTION TO IT CAREFULLY!!

** CUSTOMER INSTRUCTIONS OVERRIDES ALL OUR INTERNAL GUIDELINES! **

ANYONE WHO DOES NOT FOLLOW CLIENT INSTRUCTION WILL NOT BE PAID FOR THE FILE*, AND NEW STAFF WILL BE* TERMINATED ON SPOT!

How to Choose a Job to Work on

When a new job is available, an email is automatically sent to notify you and all the other transcribers. You may login to your control panel to pick up the work. If its not listed there, it means the job has been picked up by another transcriber. Everyone receives e-mail around the same time. Jobs are picked on a first come, first served basis.

AVAILABLE JOBS SERVER TIME:14-04-2014 23:22:49

ONCE YOU CHOOSE A PROJECT, YOU MUST WORK ON IT IMMEDIATELY. IF YOU DO NOT SUBMIT WORK FOR MORE THAN 10% OF THE TIME. YOUR ACCOUNT WILL BE PUT INTO REVIEW FOR POSSIBLE JOB TERMINATION.

⇨ ◉	last moments	☑ Kabbalah - Zohar on the last moments.mp3(13 min) 15-04-2014 01:07:04 11506KB
○		
○	testing	

⇨ **Assign**

Once you log into the panel, you may choose a project to work on and one audio file that's associated with it. Just click **Assign** to begin working on it. That job will be assigned to you.

How to get file to work on

Once a file is assigned to you, you may start working on it immediately by either, 1) streaming file directly in your browser or 2) downloading the file and working offline.

How to Stream Files

We suggest that you use our online streaming software to work on transcription files. Aside from a single key press play/pause button, you can also control the speed of audio playback, do a single key rewind and use fast forward feature.

Transcribe ▶ ◀◀ ▶▶ 🎞 speed
ESC   F1   F2   F3 ▬▬▬●▬▬ F4
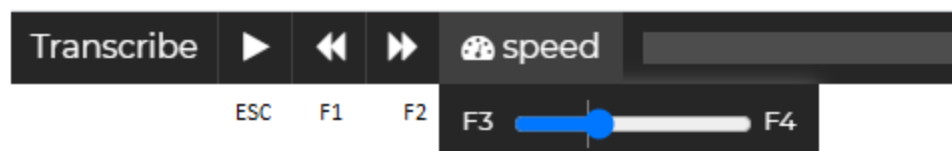
Here are some shortcuts for your guidance:
- Press **ESC** to Play or Pause the Audio.

- Press **F1** to rewind, and **F2** to fast forward. Each time you press it, it rewinds or fast forwards a few seconds more.
- Press **F3** and **F4** to control the audio playback speed, we suggest that you slow down the audio by press F3 once when you start. The audio will slow down by about 30%.

TIP: Press F3 to slow down the play back speed, and use ESC to pause the audio if it's playing too fast for you to type and Press F1 to re-listen to the previous 1 second of the audio. It works really efficiently when used in combination.

How to Download Audio Files

If you prefer to use your own transcription software or if you have a peddle, you may click on the link below **Download Audio File** to download the audio and work offline. **** However, please do remember to update your completed work into the work panel once every hour!** Failure to do so may trigger the automated anti-hoarding system. You may lose the file you want to work on and get penalized for it.

DOWNLOAD AUDIO FILE	VERBATIM	TIMESTAMP
holding.mp3	NO	NO

Verbatim / Timestamping

DOWNLOAD AUDIO FILE	VERBATIM	TIMESTAMP
holding.mp3	NO	NO

When doing transcription, make sure to check if the client has made request for Verbatim and/or Timestamp feature.

http://login.transcriptionstaff.com/verbatim/verbatim.php

Verbatim: If chosen, you should transcribe **EVERYTHING** including filler words ("umms", "arrs", "you know", etc.), just **EXACTLY** as it is heard. No alteration should be made. **Write everything you hear.** (please refer to the format guide for more info on Verbatim)

Non-Verbatim: A transcriptionist who does non-verbatim or "intelligent" transcription, rather than typing the words exactly the way they are spoken, captures the fundamental meaning behind them. Errors in grammar are rectified and words or sounds that don't contribute to the underlying message are removed. If fillers or repetitions occur naturally in the speakers' speech patterns, they are simply removed by the transcriptionist. In other instances, paraphrasing of a statement is required which

conveys the same idea, but more succinctly. A non-verbatim transcript can be published online without edits, or it can serve as a marketing piece.

Timestamp: A timestamp is a record of time integrated into the transcription. **This is a job assigned specifically to Proofreaders**. For multiple files merged together in one transcription (files over 30min), if only the 1ˢᵗ part has a timestamp, your job is to put the correct timestamp in the **entire** document. You will see the following options in the timestamp window panel:

- **NO** – Do not insert timestamp.

- **EVERY 2 MINUTES** – Insert timestamp every 2 minutes.

- **SPEAKER CHANGE** – Insert timestamp when there is a change of speaker.

Examples

[(0:00)] John: This is an example of a transcription and [(01:00)] this is an example of a timestamp.

Susan: Okay, this is [(02:00)] great.

[END]

ON SPEAKER CHANGE – Insert timestamp whenever there's a change of speaker.

[(0:00)] John: This is an example of a transcription and this is an example of a timestamp.

[(01:15)] Susan: Okay, this is great.

[END]
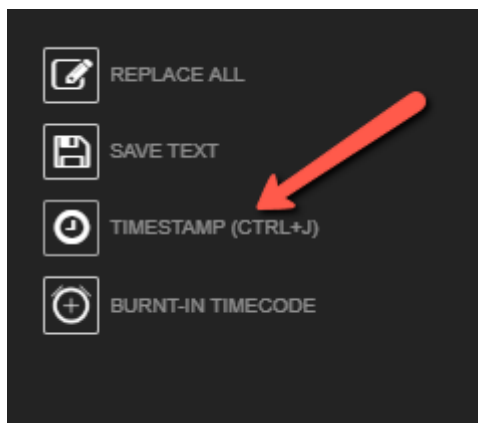
TIP: If you are working with our online editor, pressing "**Control J**" will insert the timestamp automatically. You may also press the timestamp button.

John Lee: I know. But I do think what you said about the scaling up and scaling down and not being obvious to people.

Susan Avery: Yeah, it should be made obvious.

[END]

The work you submit should be in the exact format above. Some other guidelines in using Timestamp:

- **DO NOT** put timestamp next to "[inaudible]" - **Correct:** [Inaudible] **Wrong:** [Inaudible 21:00]
- **YES** Use correct punctuation and spelling.
- **YES** When speaker changes, start a new paragraph and use single space.
- **DO NOT** write [END] before you are ready to submit. (Reason: This ensures the work we receive is complete. If your document does not end with [END], we know part of it may be lost in transmission and alert you to re-submit.)
- **YES** Make sure that the words you use makes sense in the context of the whole sentence.

Completed Transcription File
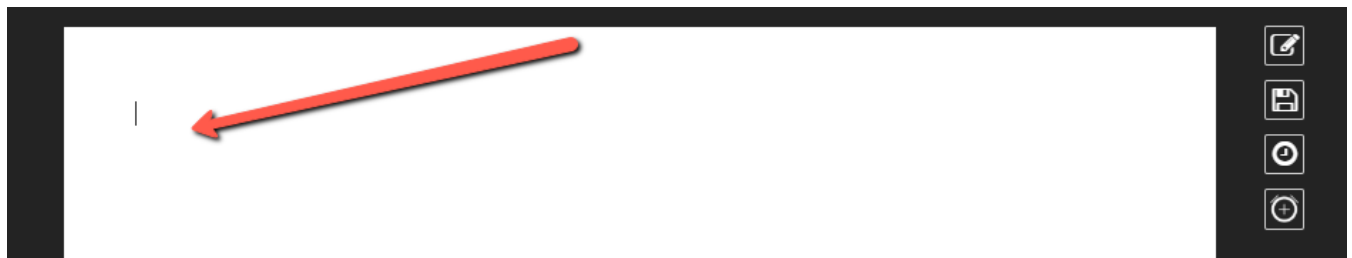
If you have downloaded an audio file, just copy and paste your completed transcription into the text box. If you are using our browser transcription system to transcribe, please type directly into the text box. Before you submit your work, please make sure that it's accurate and complete for customer viewing (at least 98% accuracy). **ALWAYS RUN A SPELL CHECK.**

The transcription is fully complete and ready for customer viewing
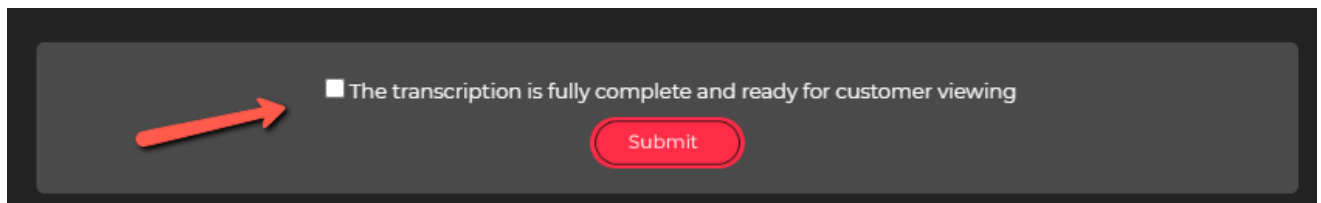
Submit

Once you think your work is complete and done with required timestamp/verbatim (only if requested) then please check off the box and click **Submit**.

Saving Your Work
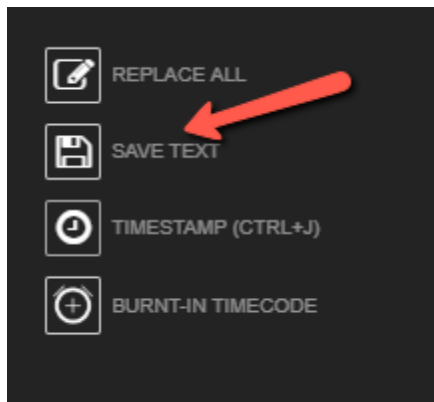
If you are using our transcription editor to transcribe your work, you may press the **SAVE TEXT** icon (top right) to **save** the text directly to our server. Your saved text will automatically load the next time you access the project.

*** IMPORTANT WARNING: *** *** IMPORTANT WARNING: ****** IMPORTANT WARNING: ***
ALWAYS SAVE A COPY OF YOUR WORK TO A LOCAL COMPUTER. THE ONLINE "SAVE TEXT" FEATURE DOES **NOT** WORK 100% OF THE TIME. IT DEPENDS ON YOUR INTERNET CONNECTION AND OTHER BROWSER FACTORS & CACHE.
If you want to take a break, log out or refresh a page, always have a copy of your work in your local PC. There WILL BE issues with your internet connection or the server's internet connection so your work may not successfully sync onto the server. You may think it never happens but we receive complaints from staff ON A DAILY BASIS.
**YOU ARE GUARANTEED TO LOSE WORK AT SOME POINT.**
DON'T BECOME THE VICTIM! ALWAYS SAVE LOCALLY!
*** IMPORTANT WARNING: *** *** IMPORTANT WARNING: *** *** IMPORTANT WARNING: ***

"I can't understand a certain part of the audio, what do I do?"

Please do your best attempt to understand it. **Google** it, if you can. However, if you have exhausted all possible means and you really can't understand any word, put [inaudible]. (**NOTE:** Please do not abuse this system, if you put [inaudible] for any word or words, and the proofreader can understand it, it will affect your accuracy score as it will be marked as an error). It's also best to google anything you can't spell.

Abandoning a Project
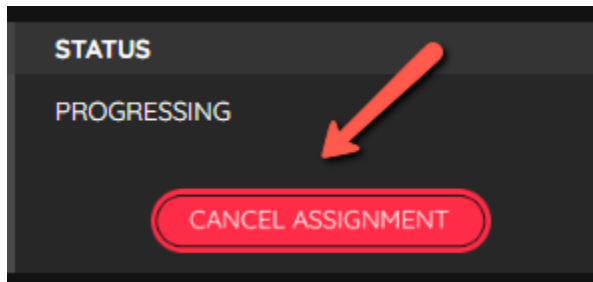
If you are not able to complete the work or do not have enough time to complete the project, you must press **Cancel Assignment** so the project will go back to the system. Our job is time critical, so **<u>NEVER EVER</u> JUST LEAVE IT THERE. IT WILL HAVE A PERMANENT RECORD ON YOUR ACCOUNT AND IT MAY LEAD TO JOB TERMINATION AS WELL AS FINANCIAL PENALTY!**

Closed Captions

Closed captions are text that appear on-screen to help the audience better understand the video. Thus, you must sync audio with text after you transcribed it. You do not need to label speakers but make a note when there's a change of speaker with "- ". You do not need to worry about paragraphs. Proper punctuation use is also a must!

Change of Speaker Rule (FOR CLOSE CAPTION ONLY!)

You do not need to label speakers with closed captions when there's a change of Speaker, separate it with a "- ". For example:
- Hello, how are you? -
- I am all well, thank you.
- That's Great!

Transcribe All Sound (Annotations)

Captions are prepared for those who are deaf and hard of hearing; thus, you need to transcribe **every utterance**, including those that are **not spoken**. i.e. [Upbeat Music], [Laughter], [Pause], [Silence], [Clearing Throat]. The system will **automatically reject** your work if non-spoken noises are not transcribed.
Special Note on Music: Describe music in detail. Avoid using [Music] – instead, provide a specific description, such as [Upbeat Music]. Use ChatGPT for assistance if you need help finding the right words.

New Sentence, New Caption

Always end a caption at the end of a sentence. In most cases, avoid starting a new sentence within the same caption. If having multiple sentences in one caption affects readability, split them. However, short sentences can be grouped together if they are easy to read (e.g., "Stop! Go back.").
If a sentence is too long, break it at a logical point (e.g., at a comma) and continue in the next caption.
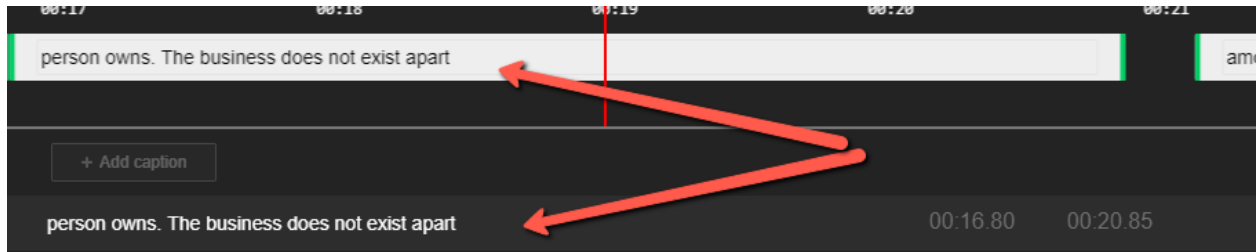
Audio Control
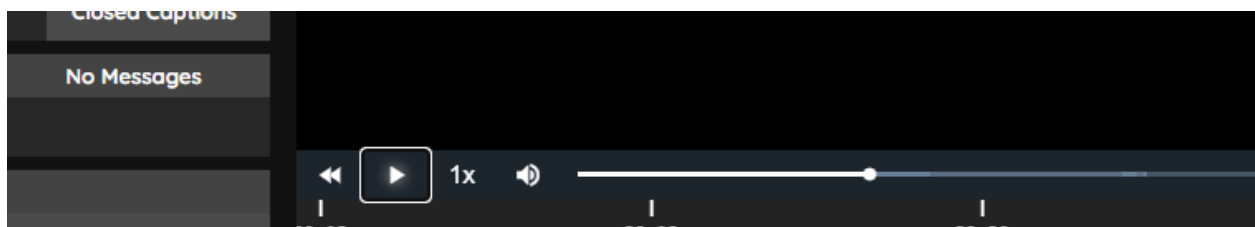
- Click the Play button to play OR pause audio or use a shortcut key: **[ESC]**.
- Click the Rewind button to go back 2 seconds every time you click or use shortcut key: **F1**.

- You can adjust the playback speed to 1x 0.75x or 0.5x, **we recommend you playback at 0.75x speed**.
- You can also adjust the volume of the audio.

Typing Panel & Adjust Captions

You can type the text in the top adjustment bar or bottom typing panel.

If you are typing from scratch, please use the bottom typing panel as it's much easier to type words, press "Enter/CR" for a new line or click "+Add After".
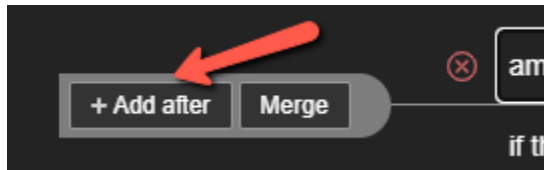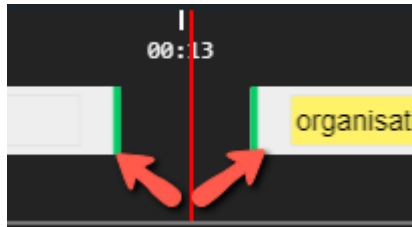

When you sync audio with text and proofread, it is easier to make small changes with the adjustment bar at the top.

*We recommend you use the bottom panel to finish typing the rough draft, and use the top adjustment bar to sync audio with text and proofread. *
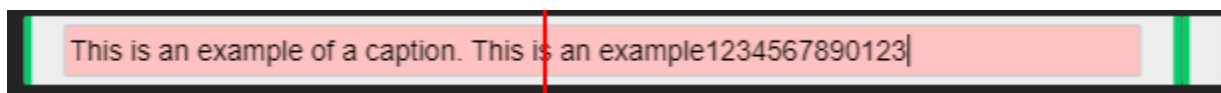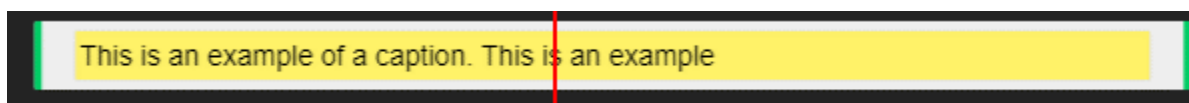
When the caption box turns amber, you can type **13** characters more.

Drag the green bar to sync audio with text. Make sure when the audio ends text also ends. Audio and text should sync perfectly on the screen.

You can press "Enter/CR" or click "+ Add After" to create a new bar if you run out of space or see if it is better to separate the text into two captions. To delete a caption box, click on the red X in the bottom typing panel.

If you want to merge the content of two captions together, click Merge. It will merge with the caption below that.

Save & Submit Work
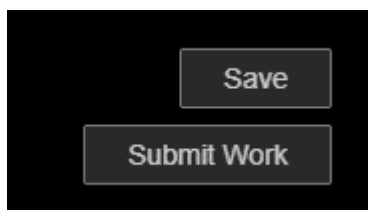
Click **SAVE** to save your current work. **Save regularly and make sure you have a stable internet connection! Otherwise, if you refresh the page without saving, all the work may be lost!**

When you are finished with your work, be sure to sync the audio with text and proofread your transcript. After you are sure that everything is perfect, click **Submit Work** and you are done!

PERFORMANCE / EARNINGS REPORT

Choose the **Month** and **Year** and click **Report** to see the performance of your work. It will detail every work you've done during the time period. It also features the rating you got from the proofreader, the final work sent to client as well as the QC comment.

If it does not show, double check the month and year if you have inputted the correct month and year. 100% of the errors are caused by inputting the wrong month/year.

Message System

If the client has any special request and the he/she sent you a message, you may see it in the **message panel**. You can also reply to the client here. If the management/customer service has any special instruction, it will be in Internal Memo area. **ALWAYS CHECK FOR CLIENT MESSAGE AND REQUEST.**

System Login

You should to login the backend system when you are ready to work daily and submit your transcriptions. Once you finish this guide **and the format guide.**
(http://www.transcriptionstaff.com/transcriptionformat.pdf) you may attempt the test.

Read and re-read the format guide at least three times—treat it as your bible. If your submission doesn't follow the guide, it WILL be rejected without pay.

By attempting this test, you acknowledge and agree to all the conditions of work as specified in this guide. If you do NOT agree to any condition as specified in the guide, DO NOT work for us.
You may attempt the test at: http://www.transcriptionstaff.com/onboard/

If you did not get 100% on your first try, it's ok. Study the correct answers carefully and re-read the guides. You will see the instruction to create your account once you complete the test and go through the answers.

You may login @ http://login.transcriptionstaff.com/ after you complete the test and create your account.

General Questions

!!! IMPORTANT !!!
YOU MUST include your login and audio ID (if any), otherwise we cannot help you.

Please contact account management via Help Center (Live Chat) or by e-mail
help@transcriptionstaff.com. We are available 24 hours a day, 7 days a week. Please be specific with your request and ALWAYS include your login (staff ID) and audio ID (if any).   Please understand that you need to present us with all the relevant information that you think will help us address your concern.
YOU MUST include your login and audio ID (if any), otherwise we cannot help you.

Technical Support & Emergency Escalation

If you have encountered any technical issue or problem in your work, please contact the account management

team by click on Live Chat Button (bottom right of your work panel) or send us an email at help@transcriptionstaff.com **IMMEDIATELY.**

!!! IMPORTANT !!!
YOU MUST include your login and audio ID (if any), otherwise we cannot help you.

When seeking support, please make sure to provide us with the **three pieces** of information we need to assist you. By doing so, you'll help us better understand your situation and provide a more personalized response. In the event that you don't provide this information, we may have to respond with a generic answer, which may not fully address your specific needs. Additionally, if we have to follow up with you to request this information, it could delay the support process and impact any future escalation or appeal.

1. **Audio ID:** This is the most critical part, without Audio ID there's nothing we can do. There are hundreds of projects in system, and we need the Audio ID to identify the correct project.

2. **Staff ID:** We need your staff ID (e.g. if101), otherwise we will not be able to identify who you are.

3. **Screen Capture & Issue Description:** Capture a screenshot of the issue with the "Printscreen" button (paste it into paint, save as .jpg or send the exact error message). You also need to describe the exact issue and how it occurred. Please be as detailed as possible.

[END] **and Welcome to the team!** 😊