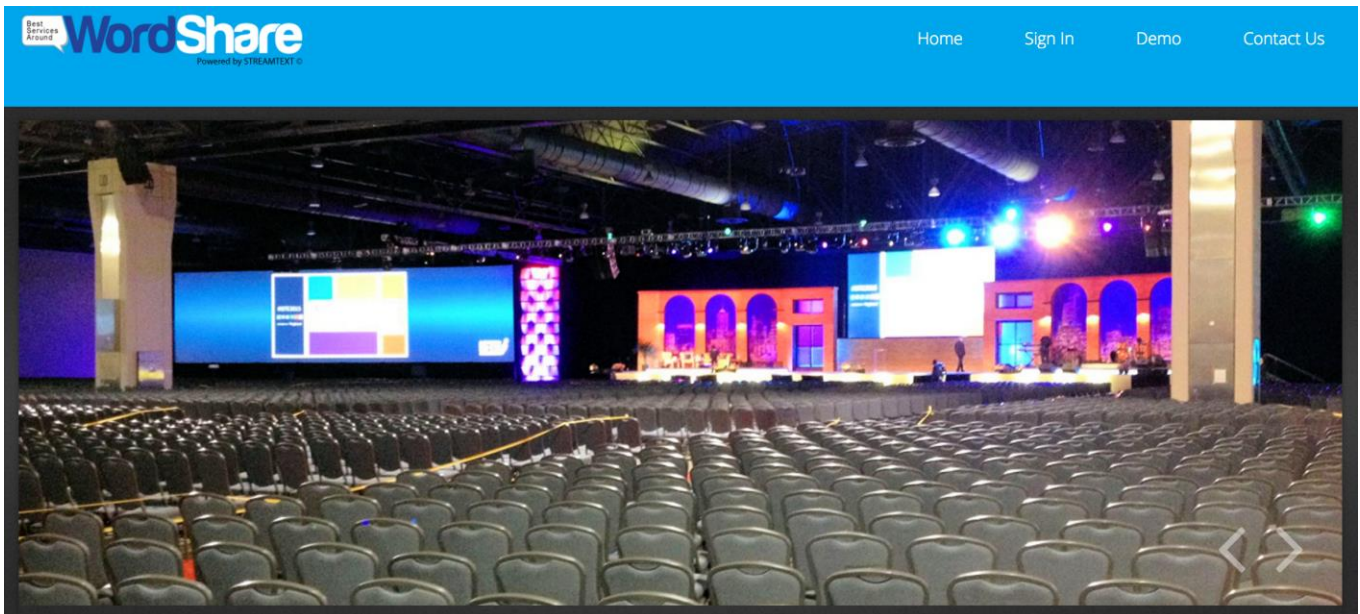*Required Downloads*

Please go to www.skype.com and load Skype (free download).
Please forward your screen name to education@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. Under "**Student/Client Login**", please enter your e-mail address: (xx@xxx.com) and password of 'ACS' (in all caps), 'click' submit.

WordShare
Powered by STREAMTEXT®

Home   Sign In   Demo   Contact Us

Student/Client Login

Email address

Enter email

Password

Password

Submit

4 . Once you are logged-in, you are directed to the "Schedule Home" page containing the current week of scheduled events including date, time (ET), duration, event name, and scheduled writer. You may click "Previous Week" or "Next Week" to search through your semester schedule.

Timezone: Eastern Time   Aug 2016 Go

< Previous Week   Next Week >

Scheduled Jobs -

Monday, August 08, 2016 - Sunday, August 14, 2016

Date/Time	Event	Writer
Monday, August 8, 2016		
5:35:00 PM-7:30:00 PM ET	ACS	Mike Cano
	T.J. DiGrazia	Skype: ACSMikeCano
	ACS-History (M/W/F)	AIM: ACSMikeCano
Tuesday, August 9, 2016		
9:00:00 AM-9:50:00 AM ET	ACS	Mike Cano
	T.J. DiGrazia	Skype: ACSMikeCano
	ACS-English 101 (T/TH)	AIM: ACSMikeCano
Wednesday, August 10, 2016		
5:35:00 PM-7:30:00 PM ET	ACS	Mike Cano
	T.J. DiGrazia	Skype: ACSMikeCano
	ACS-History (M/W/F)	AIM: ACSMikeCano

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 the WordShare hyperlink (highlighted in blue) which coincides with your scheduled class. This is located at the top of the page within the box under the WordShare Event List.

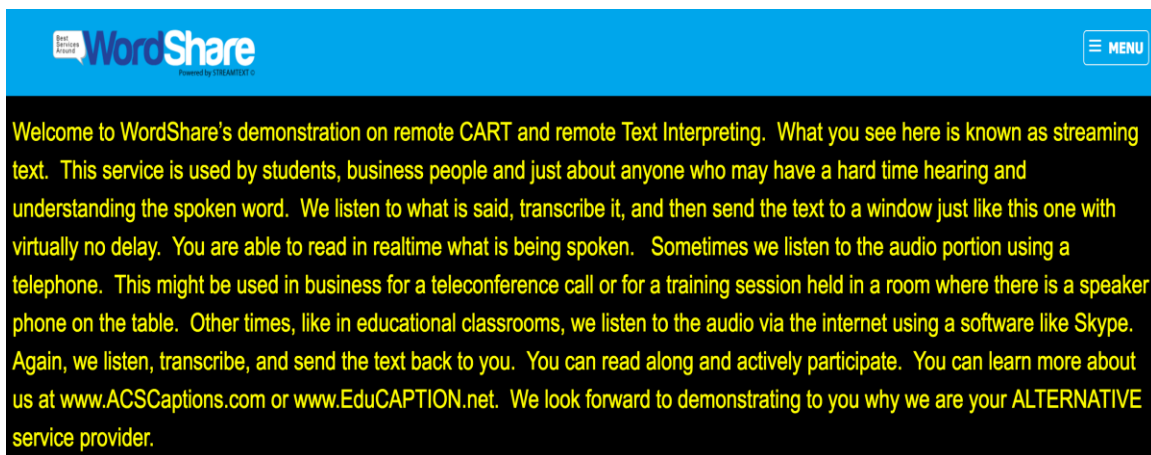| WordShare Event List		
Date	**Event**	**Status**
08/08/2016 05:35 PM	ACS-HISTORY	Live
08/09/2016 09:00 AM	ACS-ENGLISH	Scheduled
	Click refresh to check for live events	Refresh

Cancellations, Changes, Immediate Assistance Information

If you do not see your class listed or you need to cancel coverage, please contact the ACS office at education@acscaptions.com or send an ACS Staff member a Skype instant message.

Skype Screen Names:
- carminacs (Carmin Beardsley)
- zack.acs (Zack Means)
- beckyacs (Becky Bennion)
- acs.emily (Emily Els)

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!
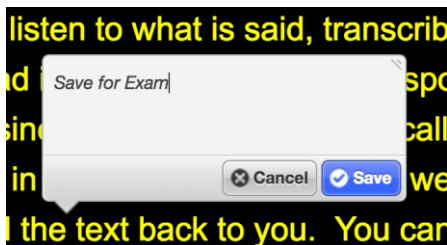
Welcome to WordShare's demonstration on remote CART and remote Text Interpreting. What you see here is known as streaming text. This service is used by students, business people and just about anyone who may have a hard time hearing and understanding the spoken word. We listen to what is said, transcribe 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 or www.EduCAPTION.net. We look forward to demonstrating to you why we are your ALTERNATIVE service provider.

7. WordShare Features

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

MENU

- 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 Notes: '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'.

listen to what is said, transcrib
Save for Exam
Cancel   Save
the text back to you. You can

- **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!

⊗ CLOSE MENU

TRANSCRIPTS

🖥 FULLSCREEN

SHOW NOTES

PLAYER CONTROLS
Scrolling ☑   Chat ☐
Font Arial ⬍
Size 24 ⬍
Color Yellow ⬍
Background Black ⬍

Writer's Bio

Mike Cano
Tampa, Florida
Highly-certified realtime writer and Manager/Owner of Alternative Communication Services.

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 the ACS office at education@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 education@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