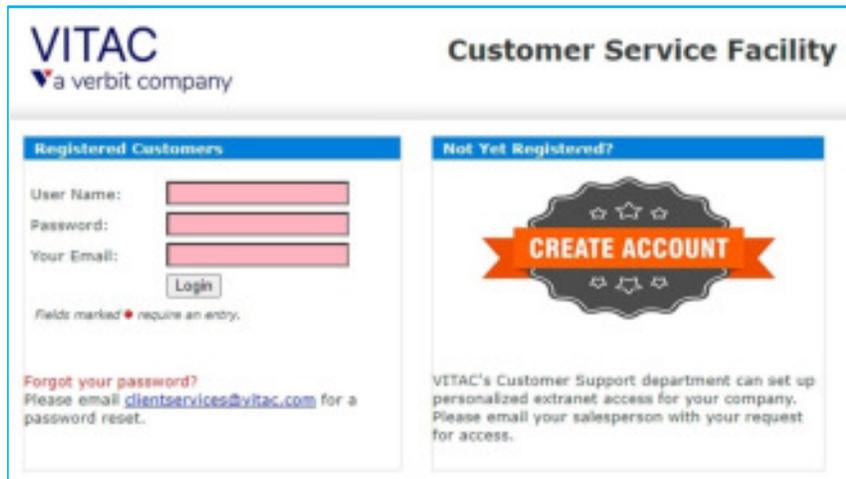


# Internet Captioning Order Site Instructions

These instructions will walk you through the ordering process step-by-step.

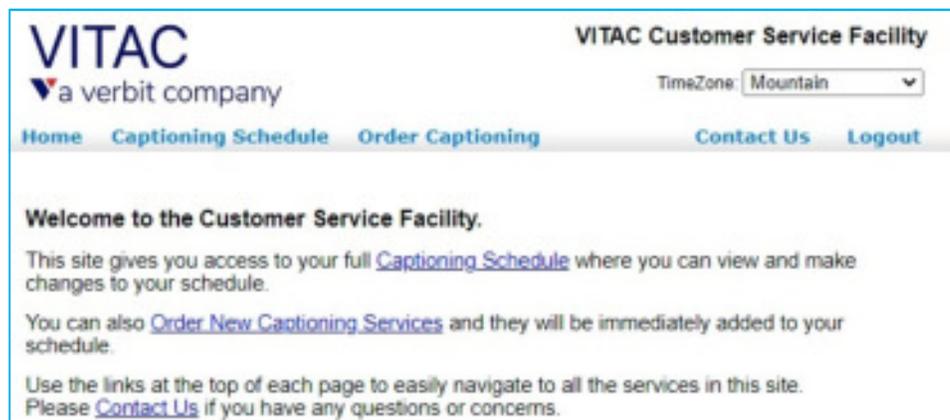
Please review the following instructions to learn how to place your next captioning order(s).

1. Log into [order.vitac.com](http://order.vitac.com)



The screenshot shows the VITAC Customer Service Facility login page. It is divided into two main sections: 'Registered Customers' and 'Not Yet Registered?'. The 'Registered Customers' section has input fields for 'User Name:', 'Password:', and 'Your Email:', along with a 'Login' button. Below these fields is a note: 'Fields marked \* require an entry.' There is also a link for 'Forgot your password?' with instructions to email [clientservices@vitac.com](mailto:clientservices@vitac.com) for a password reset. The 'Not Yet Registered?' section features a large 'CREATE ACCOUNT' button with a starburst effect. Below the button, it states: 'VITAC's Customer Support department can set up personalized extranet access for your company. Please email your salesperson with your request for access.'

2. Next, you'll be redirected to the welcome page. On this page, you may:
  - a. Change your time zone.
  - b. Visit your captioning schedule: Make changes, add information, or cancel existing orders.
  - c. Order new captioning services: Place new orders.
  - d. Or contact us: Ask questions.



The screenshot shows the VITAC Customer Service Facility welcome page. At the top, it displays the VITAC logo and 'a verbit company'. To the right, it says 'VITAC Customer Service Facility' and 'TimeZone: Mountain' with a dropdown arrow. Below this is a navigation menu with links for 'Home', 'Captioning Schedule', 'Order Captioning', 'Contact Us', and 'Logout'. The main content area starts with 'Welcome to the Customer Service Facility.' followed by a paragraph: 'This site gives you access to your full [Captioning Schedule](#) where you can view and make changes to your schedule.' Another paragraph says: 'You can also [Order New Captioning Services](#) and they will be immediately added to your schedule.' A final paragraph states: 'Use the links at the top of each page to easily navigate to all the services in this site. Please [Contact Us](#) if you have any questions or concerns.'

3. To place an order, select 'Order New Captioning Services' in the middle of the page, or you can also place orders through the 'Order Captioning' button in the top menu.
4. Fill in all of the information you know about your upcoming event:
5. Start your order with contact information.
  - a. Add your contact information.



- b. Add the “Day of Air” contact. This is the person we will contact during your event. Often we’ve learned the person ordering isn’t always the person we call if issues occur. This person will be copied on all confirmation emails.
- c. Additional contact information: Add names of anyone else who needs to be kept abreast of your schedule. These people will be included in all communications regarding your scheduled event.

- 6. Enter the date, time and duration of your event.
  - a. We allow time and duration in per-minute increments.
  - b. You may change the date, time and duration up to 24 hours prior to your event. If resources have already been assigned, however, you will be prompted to email our customer service team to change this information.
  - c. We cannot guarantee events booked with less than two business days’ notice.
- 7. Choose where our captions are being sent.
  - a. These fields are created during your onboarding calls and are pre-populated based on your login.

- b. We encourage customers ordering Zoom integrated captions to also order Internet Captioning Service (ICS) captions as a backup. This allows your participants to view captions in Zoom or outside the platform on a separate screen or device.



8. Please use the “Notes for Captioner” field to send important information ahead of time to your assigned captioner. Helpful information includes: speaker names, links to event/meeting agendas and terms and acronyms specific to your event. Click “Next” to move on.

**Notes for Captioner**

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Press Next to Continue Order Process.

9. Enter your event title and details.
10. Enter event information: Meeting Link, Conference Phone Number, and Access Code are not required at the time of booking, but we will need either a link or phone number at least 30 minutes before the start of the event.
  - a. If you’re ordering Zoom integrated captions, with or without ICS captions, you will have to provide us with a Zoom meeting link so that our captioner can join the meeting.
  - b. If you’re ordering ICS captions, provide us with a meeting link or an audio dial-in number so that our captioner can hear the event.

**VITAC**  
 a verbit company

VITAC Customer Service Facility

TimeZone: Mountain ▼

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Home
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Logout

**Schedule a New Event**

[Help with this form](#)

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**Event Details**

Event Title:

Meeting Link:

Conference Phone:  Access Code:

Transcript Retention:
   
 Retain copy of the transcript on server
   
 Destroy transcript after event to protect my confidentiality

Participant Options:
   
 Allow participants to view transcript
   
 Allow participants to view & save transcript
   
 Participants cannot view or save transcript

Other Options:  Omit Event Title, Notes, Duration and Conference Call information from confirmation email

Cost Center:

Notes for Captioner:
 

Your captioner needs to know the speaker names, event/meeting agendas, terms, and acronyms specific to your event, website links, presentations, etc. Please provide at least 24 hours in advance of your scheduled event.



11. The remaining information on this page is not required.
  - a. **Transcript Retention** allows you to choose whether or not we retain the transcript upon completion of your event.
  - b. **Participant Options** allows you to choose whether or not participants can download caption transcripts. This field only applies to ICS events.
  - c. **Other Options** allows you to keep some information about your event confidential – we remove those details from all confirmation emails.
  - d. **Cost Center** may be used for your internal billing purposes.
  - e. **Notes to Captioner** Carries over from the previous page, or may be edited here.
12. Click “Next” and review your event details.
13. IMPORTANT: We cannot guarantee event with less than 2 business days’ notice. We will do our best to meet your deadline, but if we can’t secure a captioner in time, you and all of the additional contacts you provided will be notified via email.
  - a. If you schedule an event with less than 2 business days’ notice, you will see this red message appear at the end of your booking.

VITAC Customer Service Facility  
TimeZone: Mountain

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### Confirm New Event

**Contact Information**

First Name:	Alan	Last Name:	Smithee
Phone:	212-867-5309	Email:	alan.smithee@vitac.com

**Event Details**

ID:		Time Zone:	Mountain
Start Date/Time:	2/19/2022 12:00:00 AM	End Date/Time:	2/19/2022 1:00:00 AM

**Additional Information**

Notes for Captioner:

Your captioner needs to know the speaker names, event/meeting agendas, terms, and acronyms specific to your event, website links, presentations, etc.  
Please provide at least 24 hours in advance of your scheduled event.

**You have scheduled an event with less than two business days' notice. Although VITAC will make every effort to accommodate your request, we cannot guarantee that a captioner can be secured for your event. You will be notified by email whether or not a captioner(s) has been secured for your event.**

Press Submit Order to Complete Order.

Cancel < Back Next > Submit Order



14. If all information appears to be correct, select "Submit Order."
15. A confirmation email will go out to all of the email addresses you provided.

VITAC Customer Service Facility  
 TimeZone: Mountain

Home Captioning Schedule Order Captioning Contact Us Logout

### Confirm New Event

**Contact Information**

First Name: Alan Last Name: Smith  
 Phone: 212-857-5309 Email: alan.smith@vitac.com

**Event Details**

ID: Time Zone: Mountain  
 Start Date/Time: 2/19/2022 12:00:00 AM End Date/Time: 2/19/2022 1:00:00 AM

**Additional Information**

Notes for Captioner: Your captioner needs to know the speaker names, event/meeting agendas, terms, and acronyms specific to your event, website links, presentations, etc. Please provide at least 24 hours in advance of your scheduled event.

**You have scheduled an event with less than two business days' notice. Although VITAC will make every effort to accommodate your request, we cannot guarantee that a captioner can be secured for your event. You will be notified by email whether or not a captioner(s) has been secured for your event.**

Thank you for ordering from VITAC. Your event has been scheduled.  
 A confirmation e-mail has been sent.

Your confirmation number is 5042264.

Duplicate Event New Event Home

16. Once you place an order and view it from the calendar under the "Captioning Schedule," you will see your event title. You can edit or cancel the event from here.

Home Captioning Schedule Order Captioning Contact Us Logout

Event Title	Date/Time	Duration	Confirmation	Status	Edit	Cancel
<a href="#">ICS Captions Test Event #1</a>	2/16/21 1:00 PM	1 hrs	4410072	scheduled	<a href="#">Edit</a>	<a href="#">Cancel</a>
<a href="#">ICS Captions Test Event #2</a>	2/16/21 2:00 PM	1 hrs	4410073	scheduled	<a href="#">Edit</a>	<a href="#">Cancel</a>
<a href="#">ICS Captions Test Event #3</a>	2/16/21 2:00 PM	1 hrs	4410074	scheduled	<a href="#">Edit</a>	<a href="#">Cancel</a>

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