

boostlingo

**boostlingo**  
professional interpreter network



## **BPIN Requirements for BPIN Partners**

**Welcome to the BPIN!**  
**Language Access Department, Boostlingo LLC**  
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## Introduction

The Boostlingo Professional Interpreter Network, or BPIN, is made up of trained and experienced interpreters from all over the world. BPIN interpreters come from a wide variety of professional backgrounds and provide interpreting support for the BPIN for diverse communication needs. Boostlingo works in partnership with you, its BPIN partners, to provide on-demand and prescheduled OPI/VRI and RSI interpreting services to a wide range of clients.

This document outlines the requirements for interpreters that may be onboarded to the BPIN for general calls and the requirements for each of the specialized interpreter categories. These requirements are standardized to ensure consistency and quality when interpreting.

Appendix 1 contains the Boostlingo Interpreter Code of Conduct that each BPIN interpreter must sign and upload to their Boostlingo dashboard prior to working on the platform. The Boostlingo Code of Conduct is comprised of the BPIN Interpreter Ethics and Standards of Practice and the BPIN Interpreter Protocols. It is the responsibility of each BPIN partner to disseminate the Code of Conduct and have its interpreters sign and upload the document. Appendix 2 has checklists the interpreters can use to ensure their workplace and technology are setup appropriately.

## BPIN Minimum Interpreter Requirements

- 3 years of demonstrated interpreting experience
- Signed Acknowledgment of the BPIN Code of Conduct
- Proof of language proficiency in all working languages with equivalent ILR 3, ACTFL Advanced High, CEFR C1, or 85% or higher for percentage-based tests (Note: For rare languages, Boostlingo evaluates qualifications on a case-by-case basis)

## BPIN Specialized Interpreter Requirements

In addition to the interpreters who meet the general minimum requirements to work on the platform, the BPIN also provides interpreters specialized in *medical, legal, court, RSI, Conference RSI* and *sign language*.

Specialized BPIN interpreters may possess national or state-level medical and legal [certification](#). In the absence of uniformly available certification across interpreting specializations and language pairs, Boostlingo verifies, as is appropriate, the interpreter's credentials by confirming experience and vetting the interpreter's education and training to ensure they are qualified for the types of assignments our clients need. Specialized interpreters must also familiarize themselves with and adhere to all national and international codes of ethics and codes of conduct that apply to their specialization(s).

The requirements for each specialization are listed below. These are all in addition to meeting the BPIN minimum interpreter requirements.

### BPIN Interpreters with the **Medical Specialization** must possess:

- Annual proof of HIPAA-compliance training (example [here](#))
- Proof of Medical Terminology training in addition to the 40-hour basic medical interpreter training
- 3+ years of experience in medical interpreting

BPIN medically specialized interpreters must also be familiar with and adhere to the appropriate code of ethics and standards of practice for the geographic region where the interpreting session takes place.

- United States: [NCIHC Code of Ethics](#) and [NCIHC Standards of Practice](#)
- Canada: [HIN](#), National Standard Guide for Community Interpreting Services
- Australia: [AUSIT](#) Code of Ethics and Code of Conduct
- United Kingdom: [ITI](#) Code of Professional Conduct

### BPIN Interpreters with **Legal Specialization (US-only)** must possess:

- Proof of Legal Terminology Training (coursework must include the following: Ethics of Legal Interpreting, Legal interpreting terminology in English and the target language, The United States legal system, Standards and Procedures for Court Interpreters, Analysis of the legal environment and legal issues)
- 3+ years of experience in legal interpretation

For legal encounters, BPIN legally specialized interpreters must also be familiar with and adhere to the legal code of ethics and standards of practice for the United States. (This supersedes the BPIN general ethical principles):

- United States: [The NAJIT Code of Ethics and NCSC Model Guide for Interpreter Code of Ethics](#)

### In addition to meeting the **Legal Specialization** requirements, BPIN Interpreters with **Court Specialization (US only)**, must possess:

- Proof of prior experience interpreting in a courtroom or relevant court interpreter certification

For court interpreting, BPIN court-specialized interpreters must also be familiar with and adhere to the legal code of ethics and standards of practice for the United States. (This supersedes the BPIN general ethical principles):

- United States: [The NAJIT Code of Ethics and NCSC Model Guide for Interpreter Code of Ethics](#)

### BPIN interpreters with **Remote Simultaneous Specialization** must possess:

- 2 years of experience with simultaneous interpreting
- Review and approval of individual interpreter portfolio
- Proof of passing the [BoostEvents system check](#)
- BoostEvents Platform Training Certificate
- Recommended: Proof of training courses in simultaneous interpreting

BPIN RSI specialized interpreters must also be familiar with and adhere to the general BPIN ethical principles and standards of practice, or to the code of ethics for medical or legal/court specializations, and all relevant best practices for simultaneous sessions.

### BPIN interpreters with **Conference Remote Simultaneous Specialization** must possess:

- 5 years of experience with simultaneous interpretation
- Proof of passing the [BoostEvents system check](#)
- BoostEvents Platform Training Certificate
- Awareness of ISO 24019 [Guidelines](#)
- Recommended: membership in conference interpreting professional association (where available)
- Recommended: postgraduate or certificate-level education in professional conference interpretation

BPIN Conference RSI specialized interpreters must also be familiar with and adhere to the [AIIC](#) Code of Professional Ethics\*<sup>1</sup>

### BPIN American Sign Language Interpreters must possess:

- National certification through the Registry of Interpreters for the Deaf (RID) or be Certified deaf interpreters (CDI).
- All US nationally certified interpreters must meet all the requirements to maintain certification and should certification lapse, Boostlingo must be informed.
- As certified interpreters, each interpreter adheres to the RID Code of Professional Conduct.
- Boostlingo also accepts the BEI (Board for Evaluation of Interpreters) certification for US-based sign language interpreters.
- Valid sign language interpreter license where required.

BPIN sign language specialized interpreters must also be familiar with and adhere to the appropriate code of ethics and standards of practice for the geographic region where the interpreting session takes place.

- United States: [NAD-RID](#) Code of Professional Conduct
- Canada: [AVLIC](#) Code of Ethics and Guidelines for Professional Conduct

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<sup>1</sup> See BPIN for RSI for complete details.

## Code of Conduct & Checklists Overview

### *Interpreter Ethics and Standards of Practice\**

Research shows<sup>2</sup> there is broad agreement around the world about the core ethical principles that interpreters should follow. The Boostlingo Core Code of Conduct is guided by that research and general industry agreement about ethical and professional interpreter conduct.

The Boostlingo Code of Conduct includes the following ethical principles:

1. Confidentiality
2. Accuracy
3. Impartiality
4. Professionalism
5. Role boundaries
6. Professional development
7. Respect
8. Professional Relationships (Solidarity)

### *Interpreter Protocols\**

The BPIN Code of Conduct includes the following protocols that OPI/VRI interpreters should follow:

- Professional introduction scripts
- Guidance on intervention
- Use of first person

### *Workplace and Technology Set Up Checklists\**

- A professional wired headset with built-in microphone
- A desktop or laptop computer with at least a 2 GHz dual-core processor 4 GB memory
- Google Chrome browser installed
- A hard-wired internet connection with recommended download and upload speeds of at least 5+ mbps upload and 3+ mbps download
- A quiet, uncluttered, and well-lit space that conforms to confidentiality and privacy requirements.
- For VRI calls, a high-definition webcam with a neutral background or backdrop

*\*Full documents in the appendixes*

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<sup>2</sup> Adapted from Bancroft, Marjory A. (Forthcoming 2023). Chapter 6: Ethics and Standards. In Allen, Katharine, et al, *The Remote Interpreter®: An International Textbook for Remote Interpreting, Volume 1: Foundations in Remote Interpreting* (pp. forthcoming). Culture & Language Press.

## Quality Assurance & Compliance of BPIN Interpreters

Boostlingo values delivering a quality product. In partnership with its BPIN partners, Boostlingo regularly audits interpreters' profiles to make sure they are compliant with the BPIN interpreter requirements.

Boostlingo responds to all feedback from BPIN clients with a thorough, comprehensive investigation. Whenever we receive feedback, we forward it to the appropriate BPIN partner via our Interpreter [QA Form](#). We request that a response to the QA Form be submitted via our [CAPA Form](#) within 48 hours.

When an interpreter has been found to have violated BPIN interpreter and/or technology requirements, the interpreter will receive feedback to correct the issue. Depending on the severity of the issue, the interpreter may be temporarily or permanently removed from the BPIN or some of their permissions may be removed.

Boostlingo takes the following steps to ensure quality and/or compliance and requests that its BPIN partners regularly take them as well:

- Test each interpreter's technology set up (may vary for OPI/VRI and RSI).
- Validate current certifications where they are required.
- Perform test calls with interpreters to test their adherence to protocol and online professionalism as well as technological success factors.
- Where applicable, verify evidence of current HIPAA compliance.
- Validate authenticity of documents that are submitted.



## APPENDIX 1 BPIN INTERPRETER CODE OF CONDUCT:

*All BPIN Interpreters are required to acknowledge, adhere to, and sign the BPIN Interpreters Code of Conduct.*

### BPIN INTERPRETER ETHICS AND STANDARDS OF PRACTICE<sup>3</sup>

#### Confidentiality

Keep strictly confidential all information obtained during interpreting assignments, while observing relevant requirements regarding disclosure.

Confidential information will not be published, communicated, or disclosed to any person or organization outside of the assignment. All notes must be properly disposed of.

Confidential information includes but is not limited to:

- Name, age, gender, etc. of the participants
- Day of the week, time of day, time of year the session occurred
- Location
- Other people involved
- Details discussed
- Any personally identifiable information

Note: Confidentiality may need to be broken if a threat of self-harm or harm to others is made in the presence of the interpreter but without the client present.

#### Accuracy

Provide the most accurate interpretation possible without altering, adding, or omitting anything stated during the assignment.

Accuracy includes:

- Interpret everything said by all participants.
- Respect the intention behind the message.
- Interpret rude, uncomfortable, obscene, or other difficult or embarrassing language.
- Reflect the tone, attitude, and emotions of the speaker.
- Maintain the register (level of language, from formal to informal)
- Capture cultural aspects of the message.
- For sign language interpreters:
  - Choose the linguistic register and mode of communication that the Deaf person understands best.
  - Interpret what is uttered and convey other relevant auditory and visual information.

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<sup>3</sup> Ethical principles partially adapted from Bancroft, Marjory A. (Forthcoming 2023). Chapter 6: Ethics and Standards. In Allen, Katharine, et al, The Remote Interpreter®: An International Textbook for Remote Interpreting, Volume 1: Foundations in Remote Interpreting (pp. forthcoming). Culture & Language Press.

### *Impartiality*

Maintain impartiality by not sharing personal opinions, beliefs, or imposing personal biases during the interpreted session, even if the interpreter disagrees with the message on personal or moral grounds.

Impartiality includes:

- Avoiding body language, gestures, tones of voice or facial expressions that could reveal personal feelings or value judgments.
- Avoiding conflicts of interest. If the interpreter has any perceived or real conflicts of interest, they will disclose this information before committing to an assignment.
- Not sharing opinions or giving advice (even if asked to do so).
- Not attempting to influence any participant.
- Withdrawing from the session if impartiality becomes impossible.

### *Professionalism*

Act professionally and ethically; demonstrate objectivity and show conduct consistent with the basic principles of relevant codes of ethics.

Professionalism includes:

- Refraining from participating in assignments that are outside the interpreter's professional skills, language fluency, or level of training.
- Not accepting assignments for which the interpreter does not have the required certification or qualification.
- Providing excellent customer service by employing a professional demeanor and being courteous and respectful to all.
- Not stating that any participant "understood" (or "misunderstood") your interpretation. (Providers and clients are responsible for checking for understanding.)
- Dressing professionally.
- Taking calls in a secured environment where personal and/or personal health information (PHI) will not be at risk.
- Remaining in a session for its entirety, ensuring to confirm with all participants that the session is complete.
- Staying informed of and adhering to BPIN policies and guidelines that relate to professional duties.
- Staying up to date with the latest professional standards and protocols.

### **Role Boundaries**

Maintain the boundaries of the interpreter's role by ensuring professional distance for the duration of the interpreting session. Role boundaries are dictated by the interpreting specialization and setting; it is the interpreter's responsibility to act within the appropriate boundaries for each session.

Role boundaries include:

- Limiting social relationships or interactions with participants to professional courtesy and respect.
- Not offering guidance, making recommendations, or providing additional resources.
- Clarifying your interpreter role as needed.
- Supporting the communicative autonomy<sup>4</sup> and decision-making of all participants, notwithstanding pressure or influence to do otherwise.

### **Professional Development**

Actively pursue continuing education to improve professional knowledge and skills.

Professional development includes:

- Staying updated on all platform upgrades or changes by watching the training videos and other instructional materials the Language Access Department sends out.
- If certified, meeting all requirements to maintain certification. If certification lapses, Boostlingo must be informed, and the interpreter's profile will be updated.
- Pursuing professional development training opportunities.

### **Respect**

Treat everyone with respect.

Respect includes:

- Upholding the dignity of participants.
- Promoting communicative autonomy of all participants.
- Using culturally appropriate forms of address.

### **Professional Relationships (Solidarity)**

Conduct professional relationships with collegiality, cordiality, and mutual support.

Professional relationships include:

- Supporting and mentoring newer colleagues.
- Avoiding criticizing, slandering or otherwise insulting colleagues.
- Resolving disputes with colleagues collaboratively and amicably.
- Conducting yourself with courtesy, fairness, respect, and professionalism with colleagues
- Upholding the interpreting profession and its dignity.

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<sup>4</sup> Communicative Autonomy is the capacity of each party in an encounter to be responsible for and in control of his or her own communication. García-Beyaert, Sofía. (2015). Chapter 5: The Role of the Community Interpreter. In M. A. Bancroft (Ed.), *The Community Interpreter®: An International Textbook* (pp. 363). Culture & Language Press

## BPIN INTERPRETER PROTOCOLS

Interpreting protocols refer to actions the interpreter takes to facilitate the interpretation process. Those actions vary depending on whether the session is for OPI/VRI or RSI, and whether it is for spoken language or sign language interpreting.

In general, interpreters who are part of the BPIN will, to the best of their ability, adhere to the following protocols and best practices:

### **Professional introduction and Closing:**

The BPIN professional introduction must be given to each participant in their language.

- **MANDATORY GREETING:** *For OPI/VRI sessions*, the interpreter will answer each call with the greeting: “Hello my name is XXX, my ID is NUMBER and I am your LANGUAGE interpreter. How may I help you?”
- **OPTIONAL:** *For OPI/VRI sessions*, if time allows, the interpreter may add any or all of the following: “I will interpret everything that is said” “I will maintain confidentiality” “Please speak to each other directly” “I will interrupt if I need you to pause so I can interpret”
- **MANDATORY CLOSING:** *For OPI/VRI sessions*, after confirming with participants that no additional assistance is required, the following closing must be given to each participant in their language. "Thank you, LANGUAGE interpreter #12345 is disconnecting."
- *For RSI sessions outside of BoostEvents platform*, the interpreter will log on to each event with the greeting: “Hello my name is XXX, I am your LANGUAGE interpreter.” The interpreter will then follow additional instructions for technical checks and being assigned to the appropriate language channel.
- *For RSI sessions on the BoostEvents platform*, the interpreter will follow protocols appropriate to the platform and event.

### **First Person Interpretation:**

Professional interpreters interpret in “first person,” that is, they use direct speech. For example, if the Doctor says, “I am glad to see you today,” the interpreter says, “I am glad to see you today,” and not “the doctor says she is glad to see you today.”

- There are appropriate exceptions to this practice when an interpreter can switch to third person:
  - The use of first person is causing confusion for the limited English speaker e.g., a confused mental health patient or a child.
  - During emergency situations.

### *Interventions:*

Interpreters occasionally must interrupt a session to problem solve a barrier to communication. To maintain transparency the interpreter informs all parties what is said, including what the interpreter says when they intervene to solve a problem.

- *For OPI/VRI sessions*, the interpreter will use the following format when intervening:
  - Asking for repetition or clarification of a term/phrase.
    - “Excuse me, as the interpreter, can you please repeat XXX term?”
    - “Excuse me, as the interpreter, I just asked for a repetition of XXX term.”
    - “Excuse me, as the interpreter I need to ask your client/patient to clarify XXX.”
    - “Excuse me, as the interpreter, I need you to clarify XXX.”
  - To resolve a platform or technological problem
    - “Excuse me, as the interpreter, I cannot hear you. Can you check your sound/adjust the position of your device/etc.?”
    - “Excuse me, as the interpreter, I just requested that the speaker check their sound/adjust the position of their device/etc.”
  - To address a cultural barrier to communication (for community/medical only)
    - “Excuse me, as the interpreter, I think there may be a break in communication due to a cultural reason.”
    - “Excuse me, as the interpreter, I just suggested that there may be a break in communication due to a cultural reason.”
- *For RSI sessions*, the interpreter will:
  - Communicate with the moderator or designated tech support person using the appropriate chat channel.

## APPENDIX 2: BOOSTLINGO TECHNICAL REQUIREMENTS AND WORK SET UP CHECKLISTS<sup>5</sup>

### CHECKLIST 1: TECHNICAL AND WORK SET UP

The following checklist outlines Boostlingo requirements and recommendations for interpreter technical and work set up.

#### 1. Computer and other equipment

- A computer (desktop or high-performing laptop)
  - a. **Recommended:** A computer that is ideally less than three years old with as much random access memory (RAM) included as you can afford.
  - b. **Recommended:** A second monitor or device for accessing resources and/or communicating with a team interpreter.
- A headset with an integrated boom mic
  - a. **Recommended:** A quality universal serial bus (USB) cable headset with a boom (integrated) microphone.
  - b. **Recommended:** A second, backup headset.
  - c. **Avoid:** Your computer's internal microphone or speakers.
  - d. **Avoid:** Any microphone embedded on the cord of a headset that physically moves around picking up and creating unwanted noise.
  - e. **Avoid:** Any sound devices that are connected via Bluetooth or other wireless technologies
- High-definition web camera (HD webcam)<sup>6</sup>
  - a. **Recommended:** A quality, external webcam. Select the highest resolution you can find or afford. HD is the minimum and is denoted as 720p at the low end and 1080p at the high end.
  - b. **Avoid:** Low-quality or slow webcams. Webcams built into laptops or desktop computers are often inadequate. Poor quality webcams may cause color distortions, video lag, and other visual problems.
- Second monitor or screen
  - a. **Recommended:** A second monitor or screen as a backup screen or to look up information and resources while you interpret.

#### 2. Computer maintenance

- Follow best practices for maintaining your computer.
  - a. **Recommended or required (depending on privacy laws):** Maintaining regular security and essential software and system updates for your computer.
  - b. **Recommended:** Use caution when installing software that might affect your setup
  - c. **Recommended:** Computer operating system updates.

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<sup>5</sup> Adapted from Remer, Caroline, MA (Forthcoming 2023). Checklists for Technology and Work Set Ups. In Allen, Katharine, et al, The Remote Interpreter®: An International Textbook for Remote Interpreting, Volume 1: Foundations in Remote Interpreting (pp. forthcoming). Culture & Language Press.

<sup>6</sup> Technically a webcam is needed only to perform VRI, VRS or video RSI. However, even if you perform audio-only interpreting, a quality webcam will make you look professional in any video conference meetings with current or potential clients.

### 3. Onscreen presence

- For VRI/RSI: Keep personal objects and clutter out of sight.
- For VRI/RSI: Dress professionally.
  - a. **Recommended:** Clothing that is not bright colored (no neon colors) and does not have logos or symbols.
    - Note:** For signed languages, preferably use colors that contrast with the color of your skin for improved visibility.
  - b. **Recommended:** Keeping a professional blazer or suit jacket nearby for short-notice, on-demand sessions.
  - c. **Avoid:** Clothing with complex designs or striking patterns (such as geometric patterns), which can create disturbing visual effects.
  - d. **Avoid:** T-shirts; big, shiny, or dangling jewelry; or clothing with holes.
- Ensure privacy and confidentiality.
  - a. **Required:** Absolute privacy.
    - i. To assure confidentiality and compliance with any relevant data protection and privacy laws, ensure no one outside of your office door can hear or see you.
    - ii. All notes must be shredded/electronically erased immediately following a session/shift.
  - b. **Required:** A separate room to interpret.
    - i. Whether you are in a home office or a work office (except a call center), work inside a separate room and lock the door while you interpret.
    - ii. Make sure anyone else located in your house or working in your workspace knows not to disturb you during your work hours.
- Silence all noise outside your office.
  - a. **Required:** Noise management.
    - i. If you have children, animals, or other sources of uncontrollable or otherwise random loud noise that can be heard during a call, arrange to have them out of hearing range during your working hours.
    - ii. Be aware that noise-cancelling headphones can help—but they almost never drown out a crying baby or a loud dog.
  - b. **Required:** Reduction (as much as possible) of loud street noises (ambulances, traffic horns, construction, etc.) that might be heard during work calls.
  - c. **Recommended:** Installing inexpensive soundproofing materials (such as foam or even fabric on walls) if your environment might be noisy.

### 4. Camera presence (for VRI, VRS and video RSI)

- Background
  - a. **Required:** A neutral, solid-colored, clutter-free background.
  - b. **Recommended:** Backdrop mounted behind your chair or propped on the floor behind you. At a minimum, have a blank, neutral-colored wall. If needed, hang a solid-colored sheet.
  - c. **Recommended:** Providing space (a few feet or a meter) between your body and the background.
  - d. **Avoid:** Leaning against a wall, which looks unprofessional.
  - e. **Avoid:** A background wall with scuffs, fixtures, windows, clutter, photos, or other personal items.

- ❑ Lighting
  - a. **Recommended:** Sit facing a window or a lamp. Otherwise, try to have a window, light or lamp to one side. Natural daylight is recommended when possible.
  - b. **Recommended:** Experimenting to see how well-lit you are before every call: natural lighting changes with the weather and the time of day.
  - c. **Recommended:** Having three sources of light; one above and slightly in front, and two equal light sources on either side.
  - d. **Avoid:** Sitting with your back to a window or bright light. Bright light behind you will reduce your video quality. Backlight can make you appear fuzzy, seen only in silhouette, or unrecognizably dark.
- ❑ Center yourself.
  - a. **Recommended:** Face the camera and take a center position in the view field. Sit up straight. Look directly into the camera lens so that viewers feel you are addressing them directly.
  - b. **Avoid:** Showing a ceiling, window, floor, or hall.
  - c. **Avoid:** Leaning to one side or looking down at notes in a way that shows the top of your head.
- ❑ Be professional.
  - a. **Required:** Be camera ready and refrain from eating while interpreting. You may *not* do so while interpreting.
  - b. **Required:** Use the Boostlingo greeting script with all participants: "Hello my name is XXX, my ID is NUMBER and I am your LANGUAGE interpreter. How may I help you?"
  - c. **Required:** Use the Boostlingo closing script. "Thank you, LANGUAGE interpreter #12345 is disconnecting."

## 5. Internet and speed

- ❑ Get reliable high-speed internet. You cannot interpret remotely without it.
  - a. **Required:** Meeting the minimum internet speeds required by Boostlingo as outlined in the [Bandwidth Requirements and Speed Testing](#) spec sheet.
  - b. **Recommended:** If other people in your household access the internet while you are interpreting, test your speed while they access the internet. If other users slow down your speed, you may need to purchase a plan with higher speeds to account for times when some or several other people are accessing the internet while you interpret.
  - c. **Recommended or required:** An internet plan that provides as much speed as possible.
- ❑ Have a hard-wired connection using an Ethernet port on your router.
  - a. **Required:** An Ethernet connection. Wi-Fi may not be as secure, consistent, or reliable as an Ethernet connection. Plug your Ethernet cable into your computer's Ethernet port (or use an adapter to connect it).
  - a. **Avoid:** Interpreting over Wi-Fi.
- ❑ Test your speed! Do *not* assume yours is fast enough for remote interpreting.
  - a. **Recommended:** Daily, or more frequent, speed tests using standard speed test websites. [Check](#) your upload and download speeds.



- ❑ Run computer diagnostic tests.
  - a. **Recommended:** Running diagnostic tests built into your computer. If your computer speed seems too slow on a particular day, try running the diagnostic tests.
  - b. **Recommended:** Do what the diagnostic tests suggest for improving your computer's system performance.
  - c. **Avoid:** Interpreting remotely if and when your computer or internet are running slowly.
  
- ❑ Have an alternate internet connection backup.
  - a. **Recommended:** An uninterruptible power supply (UPS). A UPS is a small battery backup power supply that protects your computer and keeps it running, for example, in case of storms or other electricity outages. Plug both your computer and router into the UPS.
  - a. **Recommended:** A second internet source in case of emergency and if no other source is available, such as tethering the connection to your mobile phone.

## 6. Resources

- ❑ Have relevant glossaries and terminology resources available while you interpret.
  - a. **Recommended:** Setting up your printed and online resources in a way that is easy for you to access and use them during calls.
  - b. **Recommended:** Be ready to take notes on a notepad, a whiteboard or by typing them on a computer or tablet.

## CHECKLIST 2: TECH CHECK JUST PRIOR TO INTERPRETING

Follow this checklist before your first call to be sure you're ready to interpret.

### 1. Turn on your computer

- Rebooting your computer before starting a shift can help it run faster and more efficiently. Computer speed and efficiency are *essential* for remote interpreting.
  - a. **Recommended:** Shutting down completely is better than clicking on "Restart." Shutting down helps to completely turn off applications that might slow down or interfere with the computer's speed and efficiency.
  - b. **Recommended:** The older the computer is, especially if it is more than three years old, the more important rebooting the system will be.

### 2. Check your speed

- Check your internet upload and download speeds.
  - a. **Required:** If your speed is too slow that day, *you can't interpret*. Respect the minimum BPIN speed requirements.

### 3. Log in

- Log in to the Boostlingo platform.
  - a. **Recommended:** Use the latest version (download as needed) of Chrome or Firefox.
  - b. **Note:** RSI and Conference RSI assignments may have different platform requirements.
  - c. **Avoid:** Browsers not compatible with the Boostlingo platform. For example, Apple Safari and/or Microsoft Edge
- As needed, verify your camera and microphone web permissions.

### 4. Get ready

- Open the online glossaries and resources relevant for the kind of calls you are about to interpret.
- Close out what you don't need.
  - a. **Recommended:** Close all unnecessary browsers and other applications and programs in the recommended way (search online to learn how to do so: these instructions vary by device and application).
  - b. **Recommended:** Run your computer's task manager or activity monitor application. Applications that use the most resources can slow down your speed. Close them, if possible.
- Test your audio (and video) again.
  - a. **Required or recommended:** Make sure the headset you are using is selected for sound input or output, both on your computer settings and on the interpreting platform—and, as needed, your browser.
  - b. **Recommended:** Ideally, test your audio quality on the Boostlingo platform.
  - c. **Recommended:** For VRI/VRS and RSI, test your video and adjust.

- Arrange your resources.
  - a. **Recommended:** Whenever possible, know in advance what types of calls or sessions you will interpret for and gather the most helpful resources for those calls.
  - b. **Recommended:** Have your note-taking materials (e.g., notepad and pen, a whiteboard or a tablet and keyboard) ready and close to you but not visible on camera.
- Have your introduction script and briefing instructions ready (does not apply to RSI on BoostEvents platform.)

## 5. Have water at hand

- You may need to drink during longer interpreted sessions or work shifts. If you need to drink water on camera, have a neutral, transparent container with no logos. Use a straw to sip quickly and smoothly at appropriate times.
  - a. **Avoid:** Drinking coffee, tea, or anything but water on camera.
  - b. **Avoid:** Using a nontransparent cup, colorful cup, a cup with logos, or any other attention-getting cup.
  - c. **Avoid:** Interrupting any sensitive or important statements to drink water.

## 6. Be ready to go offline

- Have your exit script ready.
  - a. **Required:** After confirming with participants that no additional assistance is required, the following closing must be given to each participant in their language. "Thank you, LANGUAGE interpreter #12345 is disconnecting."
- Whenever you take a break or end your last session of the day, go offline by closing your browser and the application.
  - a. **Required:** Proper disposal of all notes.
  - b. **Recommended:** At that time, also close any open applications in the recommended manner.
  - c. **Recommended:** Reboot your computer as needed to keep it fast and efficient.

## Required Acknowledgment

I declare that I have read and understood the complete BPIN Interpreter Code of Conduct. I agree to adhere to all the BPIN interpreter ethics and standards of practice and the BPIN interpreter protocols outlined in the Code of Conduct.

Interpreter name (printed):

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Interpreter Signature:

Date:

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BPIN Partner Representative name:

Mike Donlin, ProZ.com Vice President

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BPIN Partner Representative Signature:

Date:



October 4, 2023

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