

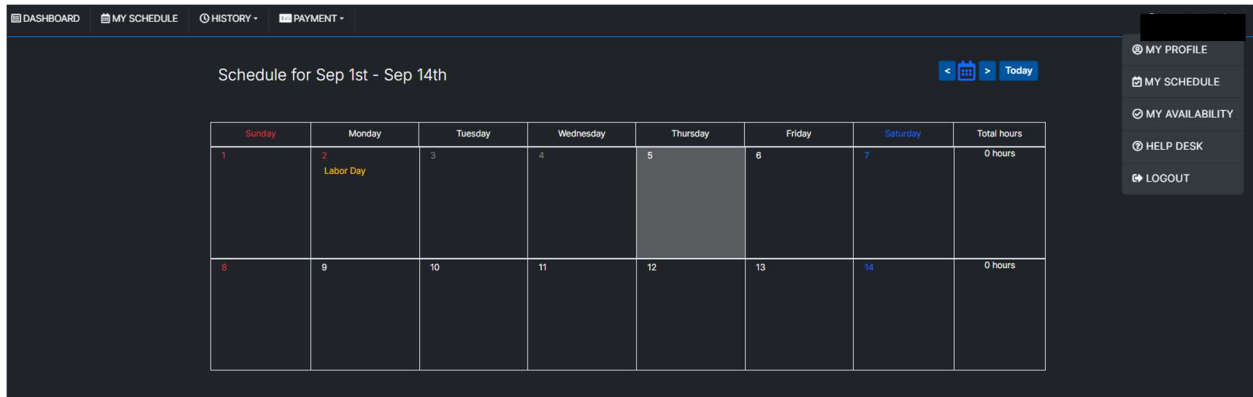
CA-SCHEDULER-WEB

Please visit <https://agent.innocaption.com/login.php> and enter your InnoCaption agent user ID and password.



The login form features the InnoCaption logo at the top. Below it are two input fields: one for 'ID' with a person icon and one for 'Password' with a key icon. A blue 'Log In' button is positioned at the bottom of the form.

Main Screen



The main screen dashboard includes a navigation bar with 'DASHBOARD', 'MY SCHEDULE', 'HISTORY', and 'PAYMENT'. The main content area displays a calendar titled 'Schedule for Sep 1st - Sep 14th'. The calendar shows days from Sunday to Sunday, with 'Labor Day' on Monday, September 2nd. A 'Total hours' column on the right shows '0 hours' for each day. A sidebar on the right contains links for 'MY PROFILE', 'MY SCHEDULE', 'MY AVAILABILITY', 'HELP DESK', and 'LOGOUT'.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total hours
1	2 Labor Day	3	4	5	6	7	0 hours
8	9	10	11	12	13	14	0 hours

- **Dashboard:** View your schedule and confirm your shifts.
- **My Schedule:** View your current and future schedules and confirm your shifts.
- **History:** View your login and logout time, user ratings, and test call scores.
- **Payment:** View your payment summary, W-9 form, bank info and more.
- **My Profile:** View and update your settings (time zone, notifications, and more)
- **My Availability:** Create your availability preferences.
- **Help Desk:** Access the download links for the CA Agent Software, Scheduler, and more.

My Profile Page

➤ **Change Password**

Allow you to change your password. This will update your CA-Scheduler (phone and web), InnoCaption agent software, and Web Chat password.

➤ **Sleep Preferences**

Set a start time and end time if you do not want to receive notifications during a specific period. Click **Save** when you are finished.

➤ **Time Zone**

Set the time zone to translate your schedule to your local time. Click **Save** when you are finished.

➤ **Alert Preferences**

Update your alert preferences to configure how you are automatically notified.

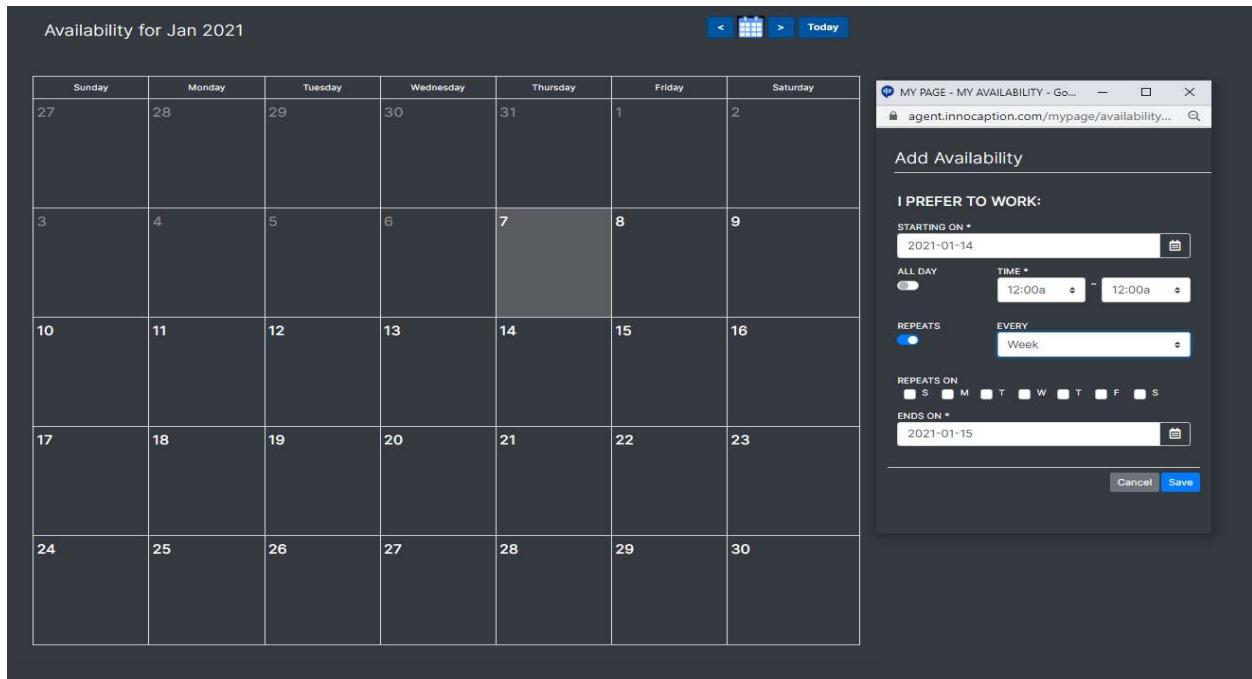
Email: You will receive an email.

Push: If you are logged into the app on your iPhone or Android device, you will receive notifications directly within the app.

➤ **Shift Reminders**

You have the option to customize the notification time for your shift, choosing between 15 or 30 minutes or 1 or 2 hours before your scheduled time.

My Availability



The screenshot displays the 'My Availability' page for January 2021. On the left is a calendar grid with days from 27 to 30. On the right is a 'Add Availability' form with the following fields:

- I PREFER TO WORK:**
 - STARTING ON *:** 2021-01-14
 - ALL DAY:**
 - TIME *:** 12:00a - 12:00a
 - REPEATS:** EVERY Week
 - REPEATS ON:** S M T W T F S
 - ENDS ON *:** 2021-01-15
- Buttons:** Cancel, Save

Set your availability preferences to let us know when you prefer to work. Your availability is a *preference* that we can consider when building the schedule. There is no guarantee you will always get shifts that align with your preferences.

Note: We no longer use 'I am unavailable to work,' and please leave the day blank if you are not available to work.

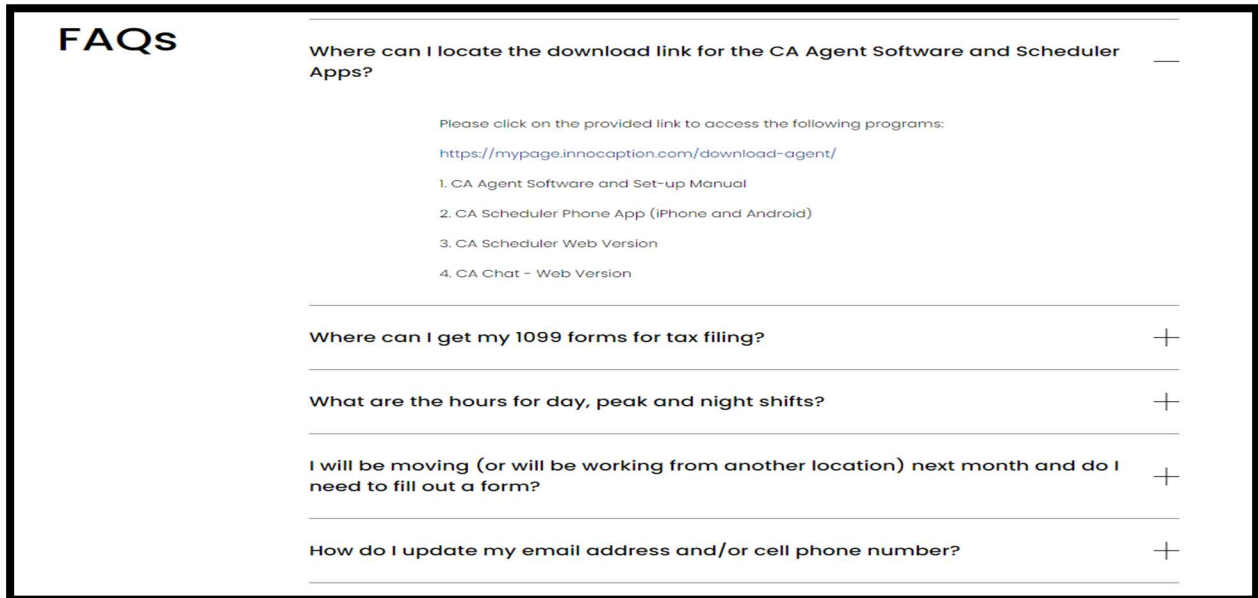
➤ Repeats

If you do not want the preference to automatically repeat, leave the **Repeats** toggle turned off.

If you want the preference to repeat, turn on the **Repeats** toggle. Under **Every**, select repeat frequency (**Day** or **Week**). If you choose **Week** or, click the days of the Week under **Repeats On** when the preference should apply. Under **Ends On**, set when the preference should stop repeating.

Help Desk

The Help Desk contains frequently asked questions by our CAs, including details on downloading the CA Agent Software, set up instructions for steno software, CA-Scheduler, and more.



FAQs

Where can I locate the download link for the CA Agent Software and Scheduler Apps? +

Please click on the provided link to access the following programs:
<https://mypage.innocaption.com/download-agent/>

1. CA Agent Software and Set-up Manual
2. CA Scheduler Phone App (iPhone and Android)
3. CA Scheduler Web Version
4. CA Chat - Web Version

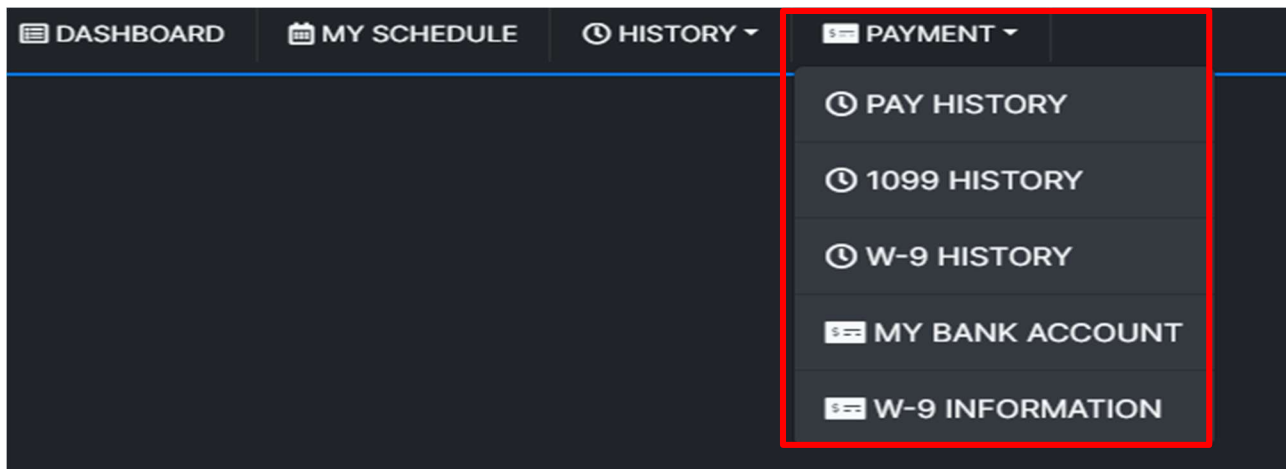
Where can I get my 1099 forms for tax filing? +

What are the hours for day, peak and night shifts? +

I will be moving (or will be working from another location) next month and do I need to fill out a form? +

How do I update my email address and/or cell phone number? +

PAYMENT

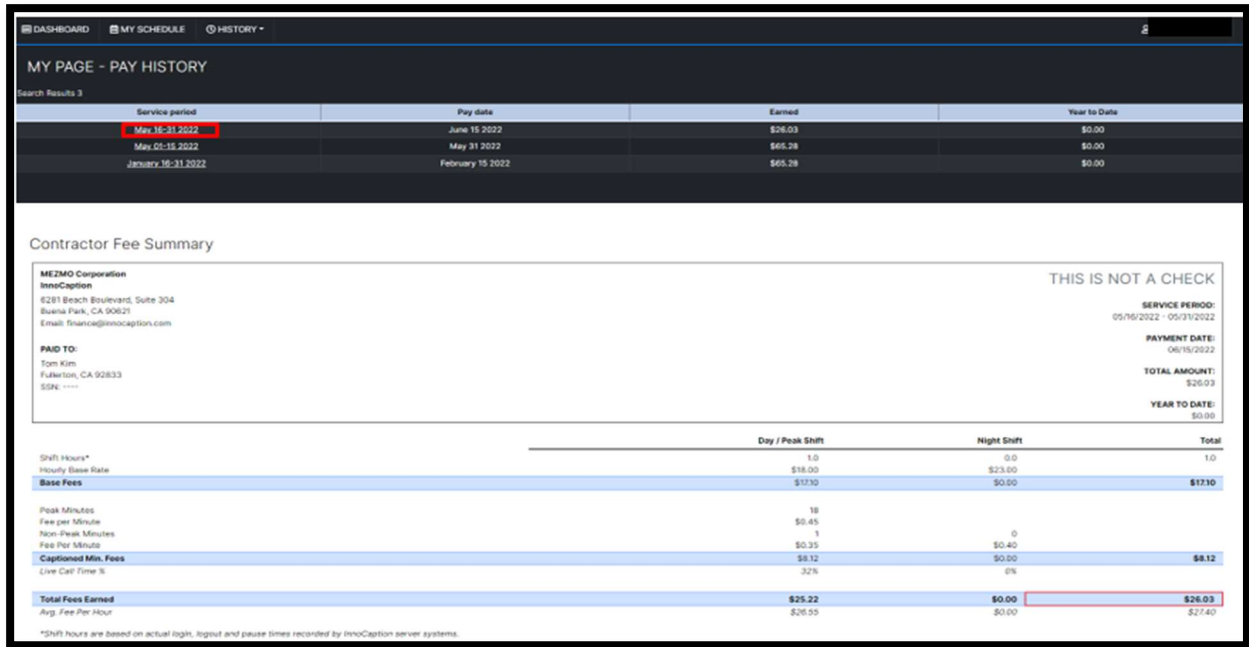


DASHBOARD **MY SCHEDULE** **HISTORY** ▾ **PAYMENT** ▾

- 🕒 PAY HISTORY
- 🕒 1099 HISTORY
- 🕒 W-9 HISTORY
- 💰 MY BANK ACCOUNT
- 💰 W-9 INFORMATION

➤ **Pay History**

Access your pay summary and view a detailed report of your payment.



MY PAGE - PAY HISTORY

Search Results 3

Service period	Pay date	Earned	Year to Date
Mar 16-31 2022	June 15 2022	\$26.03	\$0.00
Mar 01-15 2022	May 31 2022	\$65.28	\$0.00
January 16-31 2022	February 15 2022	\$65.28	\$0.00

Contractor Fee Summary

MEZMO Corporation
InnoCaption
 6281 Beach Boulevard, Suite 304
 Buena Park, CA 90621
 Email: Trainer@innocaption.com

PAID TO:
 Tom Kim
 Fullerton, CA 92833
 SSN: -----

THIS IS NOT A CHECK

SERVICE PERIOD:
05/16/2022 - 05/31/2022

PAYMENT DATE:
06/15/2022

TOTAL AMOUNT:
\$26.03

YEAR TO DATE:
\$0.00

	Day / Peak Shift	Night Shift	Total
Shift Hours*	1.0	0.0	1.0
Industry Base Rate	\$18.00	\$23.00	
Base Fees	\$17.10	\$0.00	\$17.10
Peak Minutes	18		
Fee per Minute	\$0.45		
Non-Peak Minutes	1	0	
Fee per Minute	\$0.35	\$0.40	
Captioned Min. Fees	\$8.12	\$0.00	\$8.12
Live Call Time %	32%	0%	
Total Fees Earned	\$25.22	\$0.00	\$26.03
Avg. Fee Per Hour	\$26.55	\$0.00	\$27.40

*Shift hours are based on actual login, logout and pause times recorded by InnoCaption server systems.

➤ **1099 History**

View and download your current and past 1099 forms.

- Select **Open/Download File** for the desired year.
- Right-click the file and select **Print** or **Save** (options may vary depending on your web browser).

➤ **W-9 History**

View your current and past W9 forms (The top row displays the current W9 form).

➤ **My Bank Account**

If you would like to update your bank information, please use the add, edit, or delete button. For security purposes, the system will prompt Two-Factor Authentication (2FA), and the code will be sent to your cell phone or email. If you have not received the code, please verify the cell phone number or email address listed under **My Profile**. For any updates to your cell number or email, please reach out to Brian and Mike via email.

My Bank Account Information

Please enter this information carefully. You can add **up to two bank accounts** and split your paycheck between them. We **only support direct deposit**. If you do not have direct deposit, please contact finance@innocaption.com.

[Add account](#)

Add My Bank Account Information

Nickname:

Type:

Routing Number:

Account Number:

Account Type:

Beneficiary Account Name:

➤ **W-9 Information**

Add (for new CAs), view, and update your W9 information.

Edit W-9 Information

This information will only be used on your tax report.

Type: PERSONAL
 BUSINESS

Name:

Check appropriate item for federal tax classification:

- Individual/sole proprietor or single-member LLC
- C Corporation
- S Corporation
- Partnership
- Trust/estate
- Limited liability company
- Other

Street Address:

Apartment/ Unit:

City:

State:

Zip Code:

Your TIN/SSN: - -

Click **Edit** to update your information.

Click **Preview** to view the W9 form.

Please review the form, check the box, and click **Save** to submit.

W-9
Request for Taxpayer Identification Number and Certification

Form W-9 (Rev. March 2024)
Department of the Treasury
Internal Revenue Service

Go to www.irs.gov/FormW9 for instructions and the latest information.

Give form to the requester. Do not send to the IRS.

Before you begin, for guidance related to the purpose of Form W-9, see Purpose of Form, below.

1 Name of entity/individual. An entity is required. For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.
John Smith

2 Business name/disregarded entity name, if different from above.

3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only one of the following seven boxes:
 Individual sole proprietor C corporation S corporation Partnership Trust/estate
 LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership)
 Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner.
 Other (see instructions)

3b On line 3a you checked "Partnership" or "Trust/estate" or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions.

4 Exemption codes apply only to certain entities, not individuals. See instructions on page 3.
Exempt person code (if any):
Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any):

5 Address (number, street, and apt. or suite no.). See instructions. (Requester's name and address optional)
4321 Main Street, Unit B

6 City, state, and ZIP code
Los Angeles, CA, 90005

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)
Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN, later.
 Note: If the account is in more than one name, see the instructions for line 1. See also What Name and Number To Give the Requester for guidelines on whose number to enter.

Part II Certification
Under penalties of perjury, I certify that:
 1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
 2. I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
 3. I am a U.S. citizen or other U.S. person (defined below); and
 4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.
Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here
Signature of U.S. person: John Smith
Date: 2024-08-23

General Instructions
Section references are to the Internal Revenue Code unless otherwise noted.
Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.
What's New
Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.
Purpose of Form
An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they

By checking the left box, I certify all information is true and correct to the best of my knowledge.

Cancel Save

Q. Do I need to fill out the W9 form every year?

A: You only need to fill out the form if you make significant changes (e.g., switching from personal to business, changing your address, or updating your SSN or EIN). If you are moving to a new service location, please email Brian and Mike to complete the Authorized Call Location Disclosure form before starting work from this new location.

History

The screenshot shows a navigation menu with the following items: SERVICE, LOGIN, USER RATING, and TEST SCORES. Below the menu is a calendar view for the month of September, starting from Sep 1st to Sep 14th. The calendar shows days of the week and a 'Total hours' column. A red box highlights the 'SERVICE' menu item.

- **Service:** Enables you to view* your captioned minutes
*Enables you to select the date range from Jan 1, 2021, to the previous day.

The screenshot shows the 'HISTORY - SERVICE' page. It includes a search filter for dates from 2023-12-01 to 2024-02-21. Below the filter is a table with 11 search results. The table has three columns: Service Start, Service End, and Service Minutes.

Service Start	Service End	Service Minutes
2023-12-08 8:02:25am	2023-12-08 9:04:14am	1.8
2023-12-08 8:00:52am	2023-12-08 8:02:05am	1.2
2023-12-08 8:59:42am	2023-12-08 8:00:33am	0.9
2023-12-08 8:58:49am	2023-12-08 8:59:05am	0.3
2023-12-08 8:57:22am	2023-12-08 8:58:30am	1.1
2023-12-08 8:56:34am	2023-12-08 8:57:00am	0.4
2023-12-07 11:05:26am	2023-12-07 11:06:18am	0.9
2023-12-07 7:47:34am	2023-12-07 7:48:26am	0.9
2023-12-07 7:46:08am	2023-12-07 7:47:20am	1.2
2023-12-07 7:44:36am	2023-12-07 7:45:55am	1.3
2023-12-07 7:43:43am	2023-12-07 7:44:05am	0.4

- **Login** Enables you to view* your login, logout time, logout causes, KA Fails, and RT Time. *Enables you to select the date range from Jan 1, 2021, to the previous day.



Login]	First Join]	Logout]	Logout Cause]	IP Address]	# of KA Fail]	RTD/ Peak(msec)]
2024-03-10 3:55:35am		2024-03-10 3:55:44am		78.171.243.222	0	181 / 214
2024-03-10 1:28:52am		2024-03-10 1:28:55am			0	138 / 212

What is RT time (Round Trip Time)?

Round-trip (RT) time is the time (in milliseconds, (MS)) it takes for a packet to go from the sending endpoint to the receiving endpoint and back. RT is an important metric in determining a connection's health and diagnosing the speed and reliability of network connections. RT time can change, and other factors such as network congestion can affect the overall transit time. Real-time calls (captioning) can be negatively impacted by low bandwidth and high RT time. High RT time will affect the quality of call audio, caption delays, freezing, and more.

What is a good RT time (for non-gaming)?

Anything under 200 MS (average) is acceptable.

How to check my RT time?

1. CA Scheduler Web > History > Login > Select the date (or date range up to yesterday) > Search.
2. Check the column RTD/Peak (msec)
3. The number (e.g., 185 (milliseconds)) on the left shows your average RT time (during login and logout time), and the number on the right (e.g., 345 (milliseconds)) shows the peak when it was the highest (milliseconds)

User Rating

Enables you to view* the user ratings.

*Enables you to select the date range from Jan 1, 2021, to the previous day.

REPORT – USER RATING

Date : From ~ To

Period: 2019-07-01 ~ 2021-01-07

Rating Value	Count
1	1
4	1
5	6
Total	8

Average

Number of service	Sum of Rate Score	Average of Rate Score
8	35	4.38

REPORT – USER RATING

Date : From ~ To

Period: 2022-06-07 ~ 2022-06-07

Rating Value	Count
Total	0

Average

Number of service	Sum of Rate Score	Average of Rate Score
0	0	0

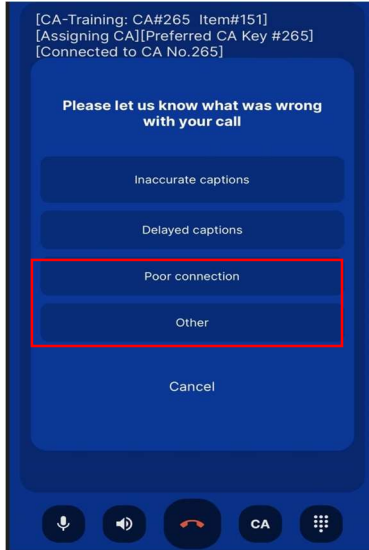
List

Rating Value	Cause
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Click to view your monthly average.

Month	Number of service	Sum of Rate Score	Average of Rate Score
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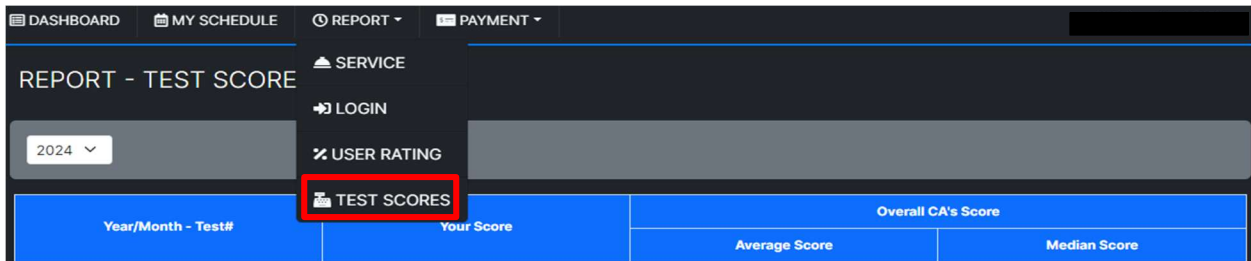
Click this section to select the year.



Note: The user rating excludes the following.

1. Handover calls
2. Calls under 30 seconds.
3. **Poor connection** (Applies to 1 ~ 2-star ratings)
4. **Other** (Applies to 1 ~ 2-star ratings)
5. No explanations (1 – 2-star ratings and the user did not indicate the reason)

Test Scores



Year/Month – Test #: Test Date and Script #

Your Score: CA’s Accuracy Score

Overall CA Average Score: Average Score from CAs (Average is calculated by adding up all the values and dividing by the total number of CAs assessed)

Overall CA Median Score: Median Score from CAs (Median is the middle value when the scores are arranged in order from lowest to highest)

What is counted and not counted?

1. Uppercase, lowercase, and punctuation errors are not counted.
2. Contractions and expanded phrases are considered interchangeable (e.g., “You are” and “You’re,” “Ok” and “Okay,” and “Alright” and “All Right”), “star” and “*” (e.g., Press *), “pound” and “because” and “cuz/cause.”
3. Abbreviations that have periods between letters are considered valid (e.g., “FDIC,” and “F.D.I.C.”) and others including month (e.g. January and Jan), State (e.g.” California” and “CA”), Directions (e.g. “West” and “W”, “North” and “N”), Titles (e.g. “Doctor” and “Dr.”), Address (“Boulevard” and “Blvd”, “Avenue” and “Ave.”).
4. Numbers may be spelled out or numeric are all considered equivalent (e.g., “Press one” and “Press 1”). Per our protocol:
 - House numbers: Use numbers, except "One."
 - Street names: Use words for numbers under ten (e.g., "First Street") and numbers for ten and above (e.g., "13th Street").
 - Basic numbers: Use numerals for numbers above 10 (e.g., 17) and spell out numbers below ten (e.g., three).
5. Phone numbers may take on different formats and are deemed valid, such as 2135551212, (213) 555-1212, 213 – 555 -1212, and 213 555 1212.
6. Disfluencies and filler words (“ah,” “Um,” and “mm”) are not counted. The filler words (e.g., “um,” “ah”) will not be considered extra words. Due to the complexity of accurately calculating filler words, our system explicitly marks them with a unique code [/filler]. This is why you do not see most filler words in the transcript.
7. URLs that contain extra spaces or spell the words “forward slash” or “dot” are considered invalid (e.g. “www.chase/account” and “www dot chase forward slash account”).
8. Concatenated words are considered correct if the word has the same meaning as the individual words (e.g., “video games” and “videogames”).
9. Words that contain spaces in between letters are considered valid (“Humbling” and “H u m b l l n g,” “FDIC” and “F D I C”).
10. The system does not flag errors for using descriptive captions, and any buttons utilized on the CA Agent software during calls (e.g., [Ringing], [background noise], [muffled voice], [inaudible], [indiscernible], or [Muffled voice]), but If you encounter a word that you cannot understand or hear and you choose not to caption it, it will be marked as a missing word.
11. Truncated versions of a vital word are not considered valid alternatives (e.g., "examination" and "exam", and "chemotherapy").