



eScribers Dictation Suite



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

User Manual
v3.0
January 2024



About the Dictation Suite

eScribers in partnership with the Virginia Department of Social Services is proud to present a custom-built dictation suite for Family Service Specialists.

The system is built to accommodate dictations by telephone and interviews by online upload.

The system is accessible from all devices and is easy to navigate.

For additional questions or support, please contact DSSHelp@escribers.net

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I. Dictate your notes via telephone dial-in



Dictate your notes via telephone dial-in

Dial +1 828 373 3332

Find your telephonic access code on your online portal

Phone Prompts:

1. Enter your telephonic access code, followed by #
2. Speak/Say Case Name
3. Proceed with your Dictation
4. When finished, hang up to submit your Dictation
5. You will see the completed recording in your Client Portal



Phone Options (while dictating):

Press #8 - Help Menu

- 1 - Playback recording (from beginning)
- 2 - Start recording and overwrite at current position
- 3 - Start recording and insert at current position
- 4 - Go to the end of the recording and start recording
- 5 - Go to beginning of recording and stop (no playback)
- 6 - Go to end of recording and stop (no playback)
- 7 - Rewind
- 8 - Pause Recording
- 9 - Fast Forward

II. Review your recordings and transcripts online



Review your dictations and transcripts online

eScribers secure client portal

All pending and transcribed dictations can be securely viewed online in your personal Client Portal on TABula.

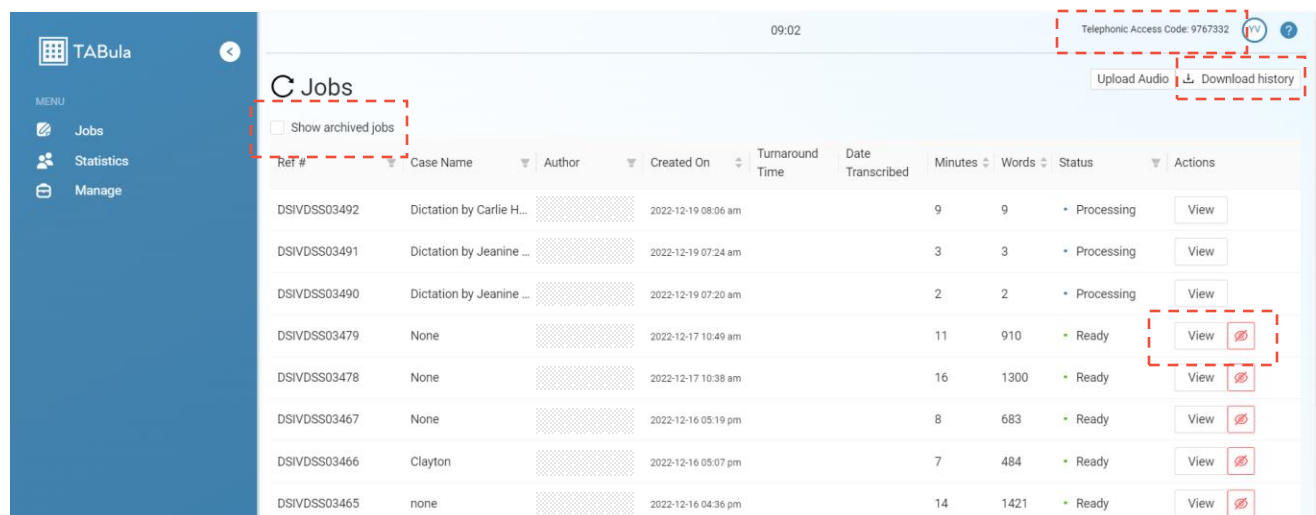
Login to your personal Client Portal in TABula using your unique eScribers username and password. Your username and password for the new system have not changed and are the same as in the prior system.






<https://tabula.escribers.net/>



Upon logging in, you arrive at the Jobs page where you can see all sent recordings.

- Your telephonic access code appears at the top right corner of the screen
- Filter, sort, or search for jobs by using the columns listed on the dashboard
- Job status will appear as 'Processing' until the audio recording has been transcribed
- Click 'View' to play the audio recording at any time; view Transcript here once it is status 'Ready'
- Archive transcribed jobs by clicking the red eye icon beside the job's 'View' button; view archived jobs by clicking 'Show archived jobs' at the top left of the jobs list
- Download a csv export of the data listed on this page by clicking 'Download history'

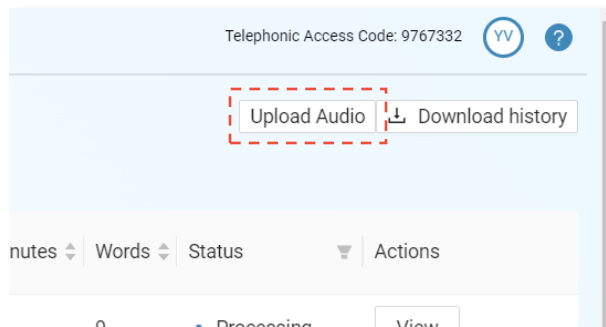
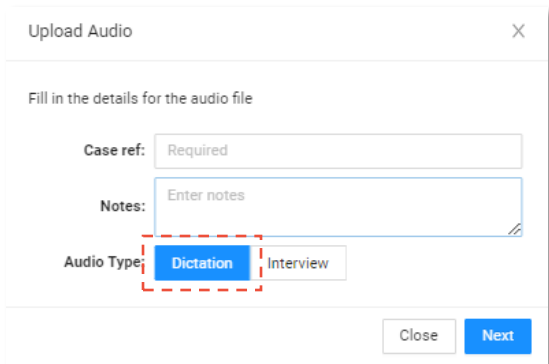


Ref #	Case Name	Author	Created On	Turnaround Time	Date Transcribed	Minutes	Words	Status	Actions
DSIVDSS03492	Dictation by Carlie H...		2022-12-19 08:06 am			9	9	Processing	View
DSIVDSS03491	Dictation by Jeanine ...		2022-12-19 07:24 am			3	3	Processing	View
DSIVDSS03490	Dictation by Jeanine ...		2022-12-19 07:20 am			2	2	Processing	View
DSIVDSS03479	None		2022-12-17 10:49 am			11	910	Ready	View 
DSIVDSS03478	None		2022-12-17 10:38 am			16	1300	Ready	View 
DSIVDSS03467	None		2022-12-16 05:19 pm			8	683	Ready	View 
DSIVDSS03466	Clayton		2022-12-16 05:07 pm			7	484	Ready	View 
DSIVDSS03465	none		2022-12-16 04:36 pm			14	1421	Ready	View 

Review your dictations and transcripts online

Upload audio through the secure online client portal

Upload an audio recording online by logging into your secure client portal and clicking 'Upload Audio' at the top right corner of the screen.

Upload Audio

Fill in the details for the audio file

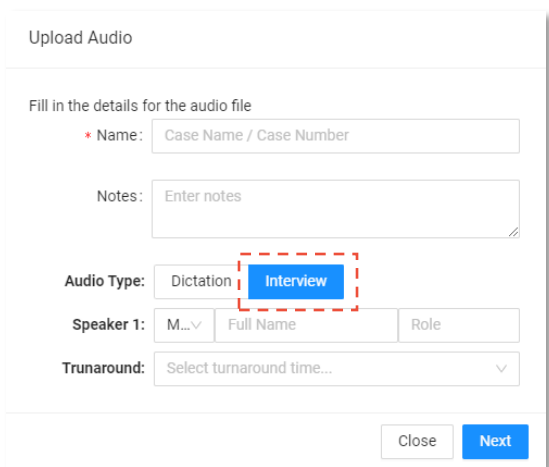
Case ref:

Notes:

Audio Type: Dictation Interview

Upload a Dictation

- Add Case Reference name
- Add Notes, such as hard to spell names



Upload Audio

Fill in the details for the audio file

* Name:

Notes:

Audio Type: Dictation Interview

Speaker 1:

Turnaround:

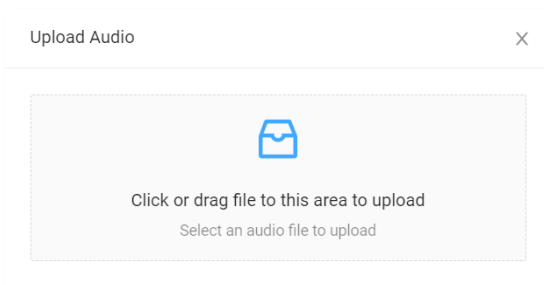
Upload an Interview

If your Agency has enabled Interviews for its users, you will have the option to upload multi-speaker audio here:

- Under Audio Type, click INTERVIEW
- Add Case name
- Add Notes, such as hard to spell names
- Add Speakers present in the interview, including Title, Full Name, and Role.
- Select your desired delivery time by choosing an option from the Turnaround dropdown

Click or drag audio file

Click or drag audio file to create your Dictation or Interview job in your Client Portal. The Client Portal accepts all file types.



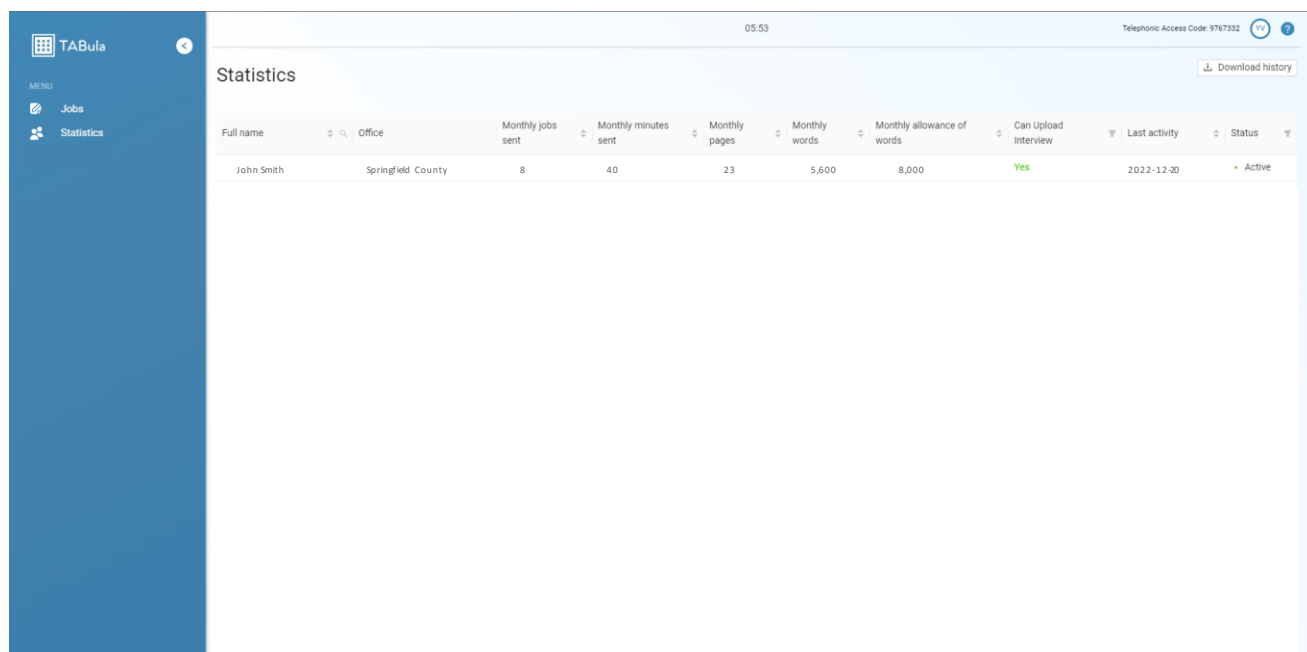
Review your dictations and transcripts online

View your monthly statistics

View your personal monthly statistics by clicking Statistics in your Client Portal Menu on the left.

Here you can view your usage for the current calendar month.

Export the data to a csv for your records by clicking 'Download history'.



The screenshot shows the 'Statistics' page in the TABula client portal. The page has a blue sidebar menu with 'Jobs' and 'Statistics' options. The main content area displays a table with the following data:

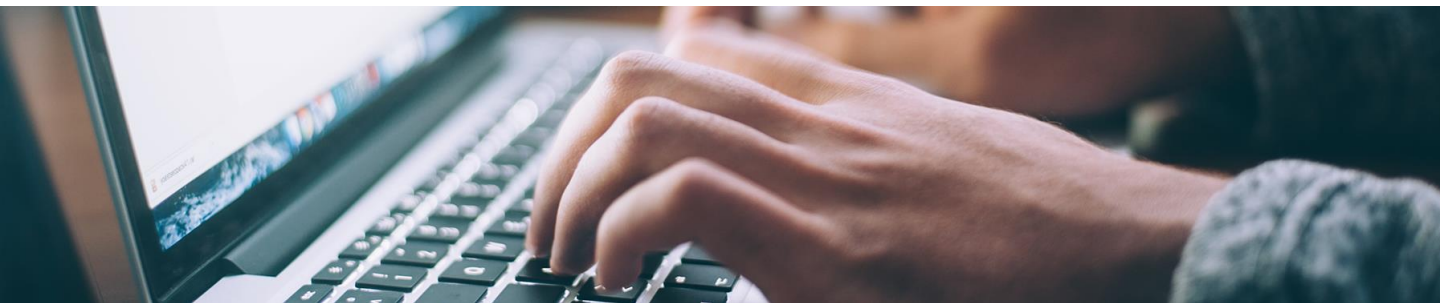
Full name	Office	Monthly jobs sent	Monthly minutes sent	Monthly pages	Monthly words	Monthly allowance of words	Can Upload interview	Last activity	Status
John Smith	Springfield County	8	40	23	5,600	8,000	Yes	2022-12-30	Active

At the top right of the statistics section, there is a 'Download history' button.

IV. Appendix



Frequently Asked Questions



Where do I find my username and password for the Client Portal?

User credentials and system information is delivered to users via email. The email sender is eScribers Dictation DSSHelp@escribers.net. If you are not seeing the email in your inbox, please make sure to check your 'Spam' or 'All Mail' folders.

How long should I expect for my recording to be transcribed?

Dictation recordings will be transcribed and returned to the client within 8 hours. Interview recordings range depending on requested turnaround time (Daily, 3-day, 5-day, 10-day, 20-day) which is elected by the user upon upload.

How long should I expect for a response from eScribers Support?

eScribers customer support strives to answer all quality support emails within 1-2 hours on regular business days. eScribers IT support strives to answer all IT support emails within 1-2 hours and commits to resolving any user technical issues within 1 business day.

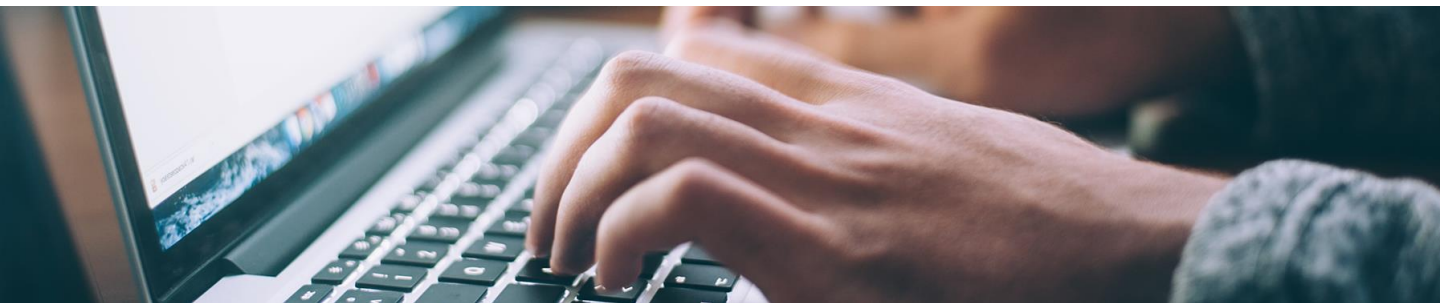
How can I know that my recording was successfully uploaded?

There are two indicators that a recording was successfully sent to eScribers:

- (1) Users will receive an automated email confirming the job was received
- (2) The job will appear in your online client portal

If you did not see either of these indicators, please contact eScribers support.

Frequently Asked Questions (continued)



Can I upload interviews from the telephone dial-in?

Recordings sent from the telephone dial-in will automatically process into the Client Portal as dictations. Interviews can be created via the Client Portal Upload utility.

Is there a limit to the number of speakers for an interview recording?

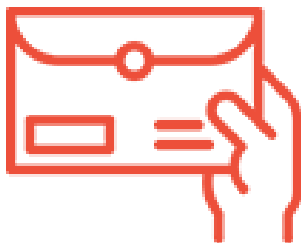
No, there is not a limit to the number of speakers for an interview recording. We ask that you please provide the names and roles of each speaker when you are uploading the recording in the online Client Portal.

How do I know if my agency has interview upload permissions?

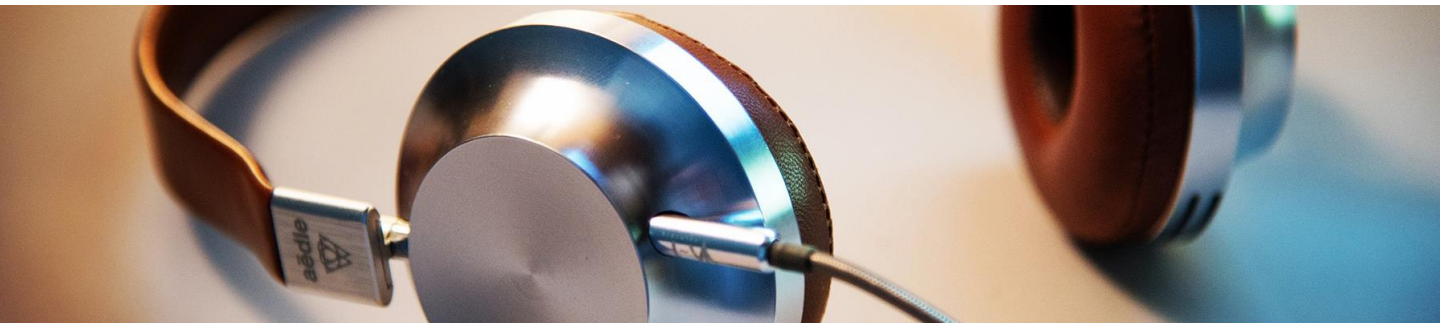
Please contact your managing supervisor to ask if your agency holds an MOU with eScribers. If your agency does not but is interested in offering this feature to its users, please contact eScribers business development team at rweiser@escribers.net

How long will my dictation remain in the Client Portal?

User dictations and interviews are accessible in the Client Portal for 30 days.



Best Practices when Dictating



Make the audio sound better by:

- Avoiding background noise
- Dictating in a quiet place
- Holding the phone headset to your ear/mouth

Ensure every word is captured by:

1. Speak slowly and enunciate your words.
2. Feel free to take a pause (2, 5, or 10 seconds is okay!)
3. Consider making or following a pre-made outline of what to say.
4. If you forgot to mention something earlier, say “time out”.
5. It’s okay to start over. Press 8 to pause, 5 to go to the beginning of the recording, and 2 to restart recording.
6. As you edit your final transcripts, think about the edits you are making - consider changing the way you dictate!

