



Completing the Test Audio

Software and Formatting Set-Up

Step 1 – Installing Express Scribe

If you already have transcription software installed and set-up, please jump right into transcribing!

Download Express Scribe from this link - <http://www.nch.com.au/scribe/> and install it.

Step 2 – Setting Up Express Scribe

Set up your foot pedal or hot keys to control Express Scribe – link to video tutorial –

<https://www.dropbox.com/s/dbkstns97uyecfu/SettingUpHotKeys.mp4?dl=0>

Transcribing the Audio

1. Only transcribe the **first five minutes** of the audio file provided.
2. We provide verbatim transcripts to our clients, however, we do not include ‘um’ and ‘uh.’
3. Please format your transcript to match the “Sample Template.”
4. Save it .docx format. Be sure to review the information provided on the sample template, as it contains key things we will look for in your transcript.
5. Submit the transcript via email (to alison@24-7transcripts.com) with the following in the subject line: [Your name]/[Date].

Frequently Asked Questions

Can I abbreviate words like o.k.?

Always spell out “okay.”

“All right” should be used versus “alright.”

What if I can’t understand what the person is saying?

Rewind the audio several times to try and make out the word(s) being said. If the word is something crucial to the sentence, type [inaudible] to replace the word.

Example:

I went to the store at Las Vegas Blvd and [inaudible] Street.

If the missing word makes no noticeable difference in the sentence, just omit it.

What if someone interrupts someone else when they are talking?

Always try to type as much as possible of what is being said. Indicate that a person was interrupted by adding an en dash to the end of a sentence, and then type the next person’s response.

Example:

I went to the store –

Yeah, I went to the store, too.

What if several people are talking at one time and I can’t make out what everyone is saying?

Always do your best to type all that is being said using the above method to indicate interruptions. If there is a small amount you can’t make out that is not crucial to the response that is being given, just leave out the small part you couldn’t hear and continue on. If there’s a part that you can’t hear that is crucial to the response, and they are all talking over each other type [Crosstalk]

Example:

I love that store.

Yeah, me too. I went there –

I went there as well the –

[Crosstalk]

I love that store also.

*Note: Do not use [Crosstalk] as a replacement for typing the actual conversations.

Hints and Tips:

1. Correct formatting will be checked. Please make sure to include “Moderator is indented.” as the first line and that all instances of “Sample Template” have been changed to match the audio file name.
2. We are looking for both correct grammar and accurate spelling. This includes spelling of brand names, cities/towns, etc. If you are unsure of spelling, part of the transcription process is researching (Google will become your best friend!).
3. If you do not have previous transcription experience, five minutes of audio may seem like it will take forever. Being completely transparent, there is a learning curve! Transcription is more than being a fast typist, and this test file will give you a glimpse into what the work is like.

If you have any questions while completing the test audio, please do not hesitate to reach out!