PROPIO ONE - VRI INSTRUCTIONS

Downloading the Propio ONE App

Begin by going to the AppStore on your device. Next, search for "Propio ONE" in the search bar. Click GET to download the app.

Logging In

Tap on the Propio ONE logo on your device

or

Go to:
https://one.propio-ls.com/login

Login with your User Code:
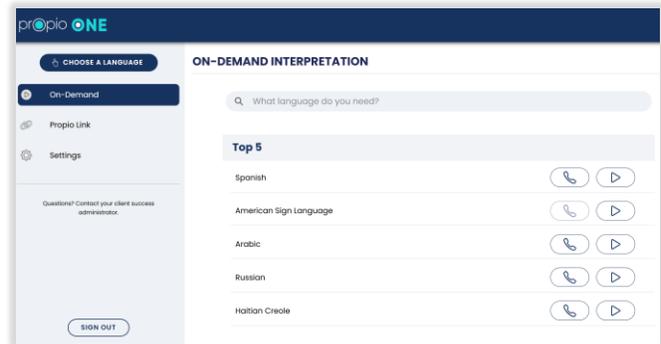
USER CODE: yTezxB

Select your Language

Once logged in, you will be taken to the on-demand interpretation language selection screen. Search for and select your language.

Click the handset icon for audio, and the play icon for video.

Once you've selected a language and call option, you will be taken to the intake questions screen.
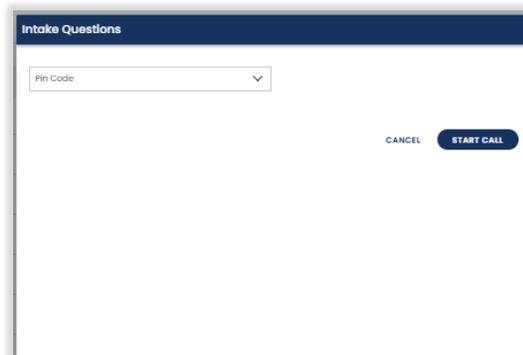

Intake Data

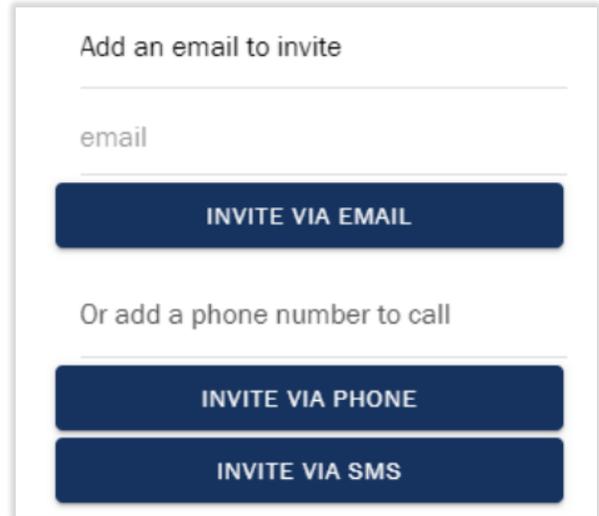Provide the necessary Intake Questions assigned to your account:

1. Select PIN: 0359

Click **Start Call** to be connected with your interpreter.

To Add Additional Participants to your Session:

- Select ⊕ or ••• to expand the menu

- To invite via email: Enter the recipient's email address, click the "Invite via Email" option

- To invite via SMS: Enter the recipient's phone number, no dashes, then click the 'Invite via SMS' option

- The recipients will receive a text message with a one-time link for the video meeting. They **DO NOT** have to download the app.

Add an email to invite

email

INVITE VIA EMAIL

Or add a phone number to call

INVITE VIA PHONE

INVITE VIA SMS

Screen Control Functions

⊕   Add a 3rd Party

🎥   Turn video off/on for privacy

📞   Audio is muted to restrict interpreter's ability to hear

📶   Indicates current bandwidth connection and video quality

Helpful Tips

- Keep your device plugged in and ready when not in use

- Check your WiFi connection and strength before each session

- To test your speaker and microphone: Navigate to the app 'Settings' by selecting the gear icon on the lower left menu of the screen