



STATE OF MONTANA Office of State Public Defender

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eScribers Audio Transcript Request Instructions

Obtaining a Pre-Approval for an Audio Transcript

As with all other client costs ([see OPD Policy 125](#)), audio transcript requests must be pre-approved through OPD's online portal. Please see the [Claims Portal User Guide](#) for more information about how to submit pre-approvals through the portal.

1. After creating a new pre-approval, select "Transcriptionist" as the Service Provider Type.
2. Select "Yes" to "Audio Transcript?" field.
3. eScribers will automatically be selected as the Task Provider.
4. Complete and submit your pre-approval as you normally would. Please use the following [rates](#) to determine the total pre-approval amount:

	<u>Turnaround Time</u>	<u>Rate</u>
<u>Expedited Request</u>	24 Hours	\$4.25/minute of audio
<u>Standard Request</u>	Up to 10 days	\$2.85/minute of audio

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New

General

Requesting Attorney * [Dropdown]

Service Provider Type * [Dropdown: Transcriptionist] **1**

Task Provider * [Dropdown: eScribers Transcription Services] **eScribers will be automatically selected as provider**

Case * [Dropdown]

Date * [Text: 8/29/2019]

Audio Transcript? * [Dropdown: Yes] **2**

Next Court Date [Text]

NOTE: If submitting a request for **Expedited Transcript (over \$200)**, you must notify the supervising attorney immediately, so they can approve your pre-approval request in a timely manner. If the supervising attorney is not available to approve your Expedited Transcript request, please email opdclaims@mt.gov with the OPD CaseID# so your request may be elevated.

Once your pre-approval request is approved you will receive an approval email from the portal – **save this approval email as you'll need it in the next step.**

Submitting Source Files to eScribers

Once your pre-approval has been approved and you have your source audio file(s), click the link below or navigate to <https://escribers.net/> and selected “Upload Files” from the top banner.

[eScribers File Upload Portal](#)

Enter the following information on this page:

1. Your email address;
2. The case name and date of recording;
3. Select “Montana Public Defenders” from the dropdown list; and,
4. Indicate if your request is an **Expedited Request** and briefly describe the recording, including any relevant or necessary information about the recording that *isn't* apparent in the recording or pre-approval documents, such as the identification of the speakers or the location of the speakers.
5. Upload your pre-approval email and your source audio file(s). To upload multiple files you will need to zip them into a compressed folder by selecting the files, right clicking on them, selecting “Sent to” and then “Compressed (Zipped) Folder.” Then drag and drop or click to select zipped folder to upload. Once it’s completed uploading , you’re done!

NOTE: To ensure your request was received, especially an **Expedited Request**, you may call eScribers Customer Service at 1-800-257-0885 to confirm.

You will receive your transcript as a PDF via the email entered above when it’s completed.

The screenshot shows a web form with three main sections:

- 1. Your Email & Phone:** Includes a text input field for "Enter your email address: (required)" with the value "brett.schandelson@mt.gov" and a "Remember Me" checkbox.
- 2. Assignment Description:** Includes three input fields:
 - "Brief description of assignment (e.g. case name and date): (required)" with the value "State v. John Doe, 7/1/19".
 - "Please indicate the type of court or agency (required):" with a dropdown menu showing "Montana Public Defenders".
 - "Assignment-related instructions for eScribers:" with a text area containing "EXPEDITED REQUEST Interview of witness Jane Smith at Cascade County Detention Center by Sheriff's Deputy Roy Rodgers and Great Falls Police Detective Shirley Temple 45 minutes".
- 3. Drop files here or click to select:** A large empty area for file uploads, indicated by a red circle with the number 5.

If you have any questions or concerns or have feedback about the process or quality of work performed by eScribers, please email opdclaims@mt.gov.