



# STATE OF MONTANA Office of State Public Defender

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## eScribers Audio Transcript Request Instructions

All attorneys representing OPD clients may utilize OPD's exclusive contract for audio/video transcription with eScribers. To obtain a transcript is a three-step process: 1) preparing your audio/video files for upload, 2) submitting a pre-approval for transcription services, and 3) uploading your files to eScribers.

### Prior to Obtaining a Pre-Approval for an Audio Transcript

Before you submit a pre-approval for a transcript request, please take the following steps:

1. First, confirm you are able to play the audio or video file on your own computer; and,
2. Next, locate all necessary source audio/video and player files:
  - a. If you are using Nero 2000 to play the file(s) you need to ensure you have located all audio/video files that contain audio for transcription.
  - b. If you are using a proprietary player to play the file(s), such as WatchGuard, FTR, Av3, or any player that is not Nero 2000, ensure you have located the entire contents of the folder containing the player and files, as you will need to include all these files when uploading. Typically, the player files and audio/video files are on the same disc or in the same folder, and usually you can just zip that entire folder for upload.
3. Prepare the source audio/video files for upload:
  - a. If only uploading a **single file** that you are able to play with Nero 2000, you may proceed to the next step.
  - b. If you are uploading multiple files, including propriety player files, you will need to zip all necessary files into a compressed folder prior to uploading. To do so, selected all files and/or folders, then right click on the selection and select "Send to", and then select "Compressed (Zipped) Folder."

***If your files require a propriety player to play properly, please ensure you have included the entire contents of the disc and/or folders to avoid a delay with your transcript request.***

4. Once you have all necessary files ready for upload you are ready to submit a pre-approval.

## Obtaining a Pre-Approval for an Audio Transcript

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

Home / My Pre-Approvals / Pre-Approval

New

**General**

Requesting Attorney \* [Search] x Q

Service Provider Type \* [Transcriptionist] v

Task Provider \* [eScribers Transcription Services] Q

Case \* [Search] x Q

Date \* [8/20/2019] [Clear]

Audio Transcript? \* [Yes] v

Next Court Date [Clear]

eScribers will be automatically selected as provider

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

**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](mailto: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 and you may now proceed to uploading the source audio/video files for transcription.

## Submitting Source Files to eScribers

Once your pre-approval has been approved and you have your source audio file(s) ready to upload, 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:

The screenshot shows a web form with three main sections, each with a numbered red circle indicating a step:

- 1. Your Email & Phone**: Includes a text input field for "Enter your email address: (required)" containing "brett.schandelson@mt.gov" and a blue "Remember Me" button.
- 2. Assignment Description**: Includes three input fields:
  - "Brief description of assignment (e.g. case name and date): (required)" containing "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:" 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.

1. Your email address;
2. The case name and date of recording;
3. Select “Montana Public Defenders” from the dropdown list;
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 source audio file(s) by dragging and dropping the file(s) or click to select zipped folder to upload. Once it has completed uploading , you are 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.

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](mailto:opdclaims@mt.gov).