

## Contents

<b>Introduction</b>	<b>2</b>
Contact Us	2
<b>Registration Information</b>	<b>3</b>
<b>Cheating &amp; Fraud</b>	<b>4</b>
<b>Pre-Exam Preparations</b>	<b>5</b>
<b>Exam Interface</b>	<b>6</b>
<b>Legal Prequalification Exam</b>	<b>9</b>
<b>FAQs</b>	<b>9</b>

## Introduction

**Hello and welcome!** Thank you for your interest in joining **TranscribeMe!**

The following instructions will guide you through the first steps to becoming a member of our **Legal Phoenix team**, where our diligent workers produce high-quality transcripts for various clients in the legal space.

## The Legal Phoenix Journey

- 1. The Legal Prequalification Exam.** This first exam will teach you the foundational skills from the **Clean Verbatim for Legal Style Guide** that you will need to progress onward.
- 2. The Legal Entrance Exam.** This second exam will expand upon the CVL Style Guide's building blocks with our **Basic Style Guide** and will prepare you to meet client requirements for live files.
- 3. Probationary Status.** Probation on the Legal Phoenix team will be your first access to our WorkHub file editor. You will utilize all the knowledge and skills you developed over both legal exams to prove yourself on at least **two complete transcriptions**.
- 4. Full Team Status.** If you meet our quality expectations with your probationary work, the world of Legal Phoenix will be open to you, including our **busy queue of client files** needing processed!

### **NOTE**

This document contains guidance specifically for taking the **Legal Prequalification Exam**. Please make sure you are **ALWAYS** following the correct documents for any exams or work you are completing. Do **NOT** refer to any documents attached to **other** exams, as the expectations and policies may be very different.

The general information presented herein with regard to account upkeep and cheating or fraudulent conduct, however, is universally applicable. Make sure to **carefully read the entirety of these instructions** before attempting the exam.

## Contact Us

If you have questions about something not covered in the documentation or need further assistance, you may reach out to us in a couple of ways. You may **submit a ticket** to our Help Desk via the **purple beacon** at the bottom right of the WorkHub screen, or **email** us at [training@transcribeme.com](mailto:training@transcribeme.com). Please be patient while you await a response, particularly over the weekend!

Also keep in mind that we may not be able to directly answer some questions if it would result in providing cheating or cheating-adjacent solutions to exam content. It is **your responsibility** to study the relevant guides and pass the exam **by yourself**.

## Registration Information

It is imperative that all the account information on your [My Profile](#) page be valid and correct. Failure to adhere to **ANY** of our rules may put your account status in jeopardy. Carefully check and verify each item mentioned in this section to avoid any issues.

- **Age.** You must be **18 years of age or older** to work with us.
- **Name.** You must provide your **legal first and last name** as they appear on your government-issued ID. Do **NOT** use a nickname, initials, fabricated name, or someone else's name.
- **Email.** You must provide a valid and unrestricted **email address** by which we can contact you. Be sure to **regularly check** all your email folders, including Spam or Promotional in case your inbox filters our communications.
- **PayPal.** You must provide a valid and functional **PayPal address** in order to receive compensation for your work. We do **NOT** process payments through any other platforms.
  - Once entered, you **cannot** manually edit the PayPal address associated with your account. You must [contact us](#) and request a change.
  - We do **NOT** allow TranscribeMe users to **share** a PayPal address. Each account must have its own, unique PayPal address.
- **Photo ID.** You must upload an **official photo ID**, such as a driver's license, passport, or national ID. The ID must **NOT** be expired. Your **full legal name** and **birthdate** must be visible. Other information may be obscured if you wish. Be sure to click **Save** on the upper right after uploading your ID.
  - If you do **NOT** see your ID appear on the page, you may have to do some troubleshooting. Hover your cursor over the question mark bubble next to **Attach your Photo ID** and verify that your image meets the listed requirements. You may also try resizing the image, using a different file type, or uploading it via another device such as a smartphone or tablet.

## Cheating & Fraud

Remember to read and follow **ALL** rules and expectations carefully. Violations of our policies, whether willful or accidental, may result in your account being **blocked** and, consequently, the loss of any future opportunities to work with us. Our system is designed with automated checks and filters to flag fraudulent activity, so if you ever think you **may** have broken **any** regulations, [contact us](#) immediately!

### ● IMPORTANT ●

If you are caught cheating in **any way**, you will **NOT** be allowed to progress to the Legal Entrance Exam, even if our system initially stated that you passed the Legal Prequalification Exam.

- **Account Security.** Safeguarding your log-in credentials, exam answers, and any other **private information** related to your account and your work with TranscribeMe is **your responsibility**. Failure to do so may result in your account being blocked.
- **Duplicate Accounts.** We do **NOT** permit users to create additional accounts. You may have **one account** and one account only for your entire time at TranscribeMe.
  - You may **NOT** share any information across multiple accounts, including names, nicknames, pseudonyms, IDs, emails, or PayPal addresses.
  - If you are aware you have multiple accounts, do **NOT** attempt any exams. **Contact us** to resolve the situation first. If our system flags duplicate information on multiple accounts, **ALL associated accounts will be blocked**.
- **Deleted Accounts.** Requesting that your **one and only account** be deleted is a **PERMANENT** choice. A deleted account cannot be retrieved and you will never be permitted to create any new accounts.
  - If you no longer wish to work with us, you may **contact us** to have your account deleted.
- **Permitted Exam Behavior.** The following covers behavior that is **allowed** and encouraged.
  - Referring to the relevant Style Guide while completing an exam.
  - Referring to this or any other included instructions document while completing an exam.
  - Researching any unfamiliar terms you encounter while completing an exam.
  - Using spell-checkers and grammar tools to catch errors and polish your work.
- **Prohibited Exam Behavior.** The following covers behavior that will result in being **blocked**.
  - Downloading exam audios for any reason.
  - Taking the exam on more than one account.
  - Sharing your answers with anyone else.
  - Searching for cheats or posted answers online.
  - Asking anyone else for answers or trying to trick anyone else into giving you answers.
  - Getting an account deleted and making a new account to take the exam again.
  - Completing an exam with answers that are **not ENTIRELY your own**, including:
    - Using someone else's answers (human or AI) as a base for your transcript.
    - Submitting someone else's answers (human or AI) as your own.
    - Getting someone else (human or AI) to help you with your exam.

## Pre-Exam Preparations

Mishaps and glitches can negatively affect your scores and overall exam experience. The following instructions will help **avoid common problems**. If none of these tips resolve the issue, you may [contact us](#) for assistance.

- **Internet.** Our WorkHub can **ONLY** be accessed via **Google Chrome** or a close variant such as Brave.
  - Make sure your browser is the **latest version**. Check for updates by clicking the menu button (three vertical dots) on the upper right of the browser window. Navigate to **Help > About Google Chrome** and look for "Chrome is up to date."
  - Clear your browser **cache** and **history** before beginning an exam. *Ctrl + Shift + Del* for Windows or *Cmd + Shift + Del* for Mac and choose "All time."
  - Try opening the exam in an **Incognito Window**. *Ctrl + Shift + N* for Windows.
  - Using a **public network** may create problems. Consider a **private network instead** and make sure any firewalls or permissions settings aren't interfering with the WorkHub.
  - Check any settings your **internet router** may have for firewalls and/or permissions as well.
- **Keyboard.** If you use a multilingual keyboard, it **must** be set to **English**. Non-English keyboards may input punctuation or letters that the exam interface **will not recognize** and will harm your scores. This **WILL** cause problems on live files in our WorkHub editor as well.
  - For **Windows** users, go to **Control Panel > Clock, Language, and Region**.
  - For **Mac** users, go to **System Preferences > Language & Region > Keyboard Preferences**.
- **Other Tips.** It's a good idea to refresh **all** of these maintenance steps **every time** you attempt an exam, just in case a setting has reverted or some recurring bug is lurking in your system.
  - **Restart your computer** after changing settings, installing updates, clearing cache, etc.
  - **Set aside plenty of time** to take the exam. It may require several hours in total.
    - You may take breaks if necessary. How to save your progress is discussed later.
  - **Check for any document updates** by reviewing the **Check Exam Info** page.
  - **Undo basic typing mistakes** with *Ctrl + Z* for Windows or *Cmd + Z* for Mac.
  - **Check for misspellings and typos** by copying your answers into Word, Grammarly, etc.
    - If you find errors in your text, do **NOT** make the necessary corrections in the external spell-check page or software and then copy/paste back to the exam. **ONLY** make edits to your text **within** the exam interface itself.
    - Remember that some suggestions from Grammarly or other sources may violate rules from an exam's style guide. **ALWAYS** follow the style guide in the event of conflicts.
    - We do **NOT** recommend installing the Grammarly browser extension for work on our site. It has been known to cause **considerable lag** on WorkHub pages.

## Exam Interface

This section will explain the layout, tools, and processes you can expect to encounter while taking an exam.

### Example Exam

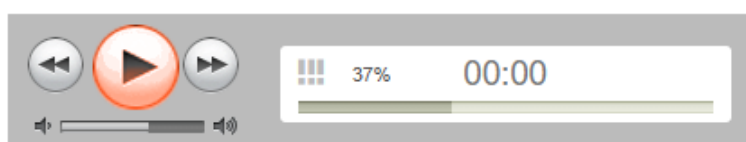
The screenshot shows the TranscribeMe exam interface. On the left is a sidebar with two sections: 'Section 1' with a count of 3 and 'Section 2' with a count of 2. The main area contains section instructions: 'These are the section instructions to guide you on how to properly handle the questions you'll be presented throughout.' Below this is 'Question 1:1' with the text 'This is a question itself. You'll see some further explanation and/or instructions and then the question that you must answer in the box below.' The question is 'What color is the sky?' and the answer box contains the text 'Blue'. Below the answer box is a green 'Check Grammar' button. At the bottom are three buttons: 'Save', 'Cancel', and 'Next'.

- **Sections & Questions.** An exam is divided into sections, which each contain a set number of questions. Typically, an exam will require you to **successfully pass all questions** within a section before you're allowed to move on to the next section. You must **successfully pass all sections** in order to pass the exam as a whole.
  - Always **read and follow ALL instructions**, above and below the Question header. Doing so will prevent errors such as submitting a multiple choice answer as **B)** instead of the instructed **B** with no punctuation, or submitting **TRUE** in all caps instead of **True** with initial cap.
  - Despite the presence of the Save button, we **strongly recommend** at least **completing your current section** before taking a break from an exam. Your results may not save otherwise.
  - Some exams may feature **shuffled questions**, so don't be surprised if you encounter questions presented in a different order or entirely new questions when taking an exam multiple times.
- **Check Grammar Button.** If you wish, the green button below the answer box will open a new tab where you can sign up for Grammarly.
  - You do **NOT** need to purchase a Grammarly subscription (or indeed any other paid software or subscriptions) in order to work with us.

- **Submitting Answers & Finishing Sections.** There is **NO** confirmation prompt when you submit an answer to the exam. Be **absolutely sure** you have entered your best and final answer before you click Next. You will not be allowed to back up to any previous questions.
  - You will encounter some orange pop-ups throughout the exam, including one which reads **You are about to submit this section.** It will prompt you to confirm. This is the **ONLY** double check offered by the exam as you progress. Once you click Submit, you will see that you've either finished the section or (if you're on the final section) that you've completed the entire exam.
  - Remember, it's always best to **complete a section** before leaving the exam to take a break.

## 1 Audio 1:1

Here is the audio you must transcribe according to the rules set forth in the relevant style guide.



[Hotkeys](#)

- **Audio Questions.** Most exams will have at least one or two sections in which you will be expected to transcribe an audio from scratch *or* proofread and edit a provided transcription of an audio. The audio player offers the following features and controls:
  - **Play/Pause:** Pause or play the audio.
    - **Hotkey:** *Ctrl + /*
  - **Forward/Rewind:** Move the audio forward or back 5 seconds.
    - **Hotkeys:** *Ctrl + .* and *Ctrl + ,*
  - **Volume:** Raise or lower the player's volume setting.
    - **Hotkeys:** *Ctrl + ]* and *Ctrl + [*
  - **Time Bar:** See the current timestamp and progress percentage while playing the audio.
    - Click anywhere in the time bar to jump to that point in the audio.
  - **Hotkeys Link:** This list includes the additional **Playspeed Up** and **Playspeed Down**.
    - **Hotkeys:** *Ctrl + '*  and *Ctrl + ;*
  - Note that these are **two-key hotkeys**. The plus symbol indicates that both keys must be pressed together. The hotkey of *Ctrl + (* (plus key) zooms in your screen. You can use the hotkey *Ctrl -* (minus/hyphen key) to zoom out.
- Audio sections are designed to test your ability to listen through a recording and **transcribe** and/or **proofread** the resulting text of the speech therein. We expect your transcriptions in the exam to demonstrate **high accuracy** and **adherence to the attached style guide**.
  - Follow each question's **instructions** carefully to make sure you don't lose points on any unique requirements for the given audio.
  - Audios are intentionally **the most difficult part** of our exams. Take your time, listen carefully (more than once), and try to polish your transcript to its best state before you submit.
  - And remember, transcription is **a skill honed only by practice**. You may have to attempt these same audios multiple times before you achieve a passing score. This is completely normal!

Section	Questions	Result	Retries of maximum possible	Retry
Audio 1	1	Passed	1 of 1	
Section 1	2	1 of 2 Failed	1 of 2	<a href="#">Retry</a>
Section 2	1	Passed	1 of 1	

[Complete Exam](#)
[Back to Exams](#)

- Results & Retries.** During the course of an exam, you will be presented with the **Results** page, where you can see a summary of your **Passed** or **Failed** questions within any given section. You must pass all questions and all sections in order to pass an exam.
  - Taking an exam is referred to as an **attempt**. Taking each section is known as a **try**. If you fail a section, you may be allowed to **Retry** it in the Results page. You can begin a retry by clicking the link on the right. If you use all potential retries and still cannot pass the section, you must begin an **entirely new attempt** at the exam.
  - We encourage you to **use any retries** if you fail a section. Remember that:
    - Any question** may have been wrong. Your results do not specify. Be very careful about assuming which one(s) you should try answering differently.
    - Answer **every question** carefully and thoughtfully. Your answer in a retry will **override any previous answer**. Do **NOT** skip questions or give non-answers like, *"I already did this one."* or *"I don't want to type that again."*
    - Some questions may be **new** or **shuffled** into a different order.
  - If you fail all tries at a section, it is then impossible for you to pass that attempt. Your exam will be **automatically finished**. If you have retries remaining but wish to give up on the exam prematurely, you may use the Complete Exam button.
  - To maintain the integrity of our exams, we do **NOT** provide specific feedback as to how you can improve. You will **NOT** see any details or comparisons on which questions you passed or failed.
- Completion.** If you pass, your Results page will be **all green Passed sections**, and the system will display a congratulations message. Well done! If you fail, you may have **further attempts** at the exam. Once you have used all available attempts, there will be a **waiting period** before the exam resets and you may begin further attempts.
  - Failing is normal! Each time through the exam is a learning experience. Don't despair. Take a break, review all documentation, and try again when you're able. Most people have to take our exams **multiple times** before they pass.
  - If you have remaining attempts, you will see an Attempt the Exam link on the Exams tab.

Completed: 06-May-2019 [Failed](#)

Completed: 07-May-2019 [Failed](#)

[Attempt the Exam](#)



## Legal Prequalification Exam

This section will cover policies for the Legal Prequalification Exam as of this document's most recent update.

- **Attempts & Retries.** You are allotted **two overall attempts** of this exam. Each section may be tried twice, meaning an initial try and then **one retry** should you fail the section.
- **Sections.** You must complete each section before progressing to the next. Should you **fail both tries** of a section, you must start an **entirely new attempt** at the exam.
- **Waiting Period.** If you are unsuccessful in both attempts, you must **wait 14 days**. The exam will reset and you will have access to another two attempts.
- **Passing & Review.** Once you pass all questions in all sections, you will have successfully passed the exam! Our admin team will now manually review your results and your account status. Please be patient, as this process may take about **3-5 business days**.
- **Next Steps.** If you are verified to be free of cheating or other fraudulent activity, you will receive an **email** announcing that the **Legal Entrance Exam** is now available to you! Navigate to the [Legal Entrance Exam main page](#) to begin studying the advanced style guide and other documents provided.

## FAQs

- **Is there a time limit on the exam?** Nope. You can finish a section, take a break, and come back whenever you'd like. Don't stay away for, say, a *month*. But other than that, take your time!
- **Is the exam going to close?** The LPE is currently the only exam open to new TM workers. We have no plans to close it at this point.
- **Can I use my footpedal?** Footpedals may not work with the exam interface. You're welcome to try, but we can't make any promises. Workers do use footpedals with our WorkHub once they leave probation. Others get by just fine controlling the audio via keyboard shortcuts.
- **Should I do paragraph breaks in the audio sections?** The exam will not score you specifically on where you break your paragraphs. But it's still good to practice the rules for the future!
- **Should I insert speaker IDs?** Nope! You're not being tested on speaker identification with this exam. Do follow the SG's instruction to create a new line for every new speaker turn in the conversation.
- **May I get extra attempts?** Generally, no. The exam is built as it is for a reason. We know it's hard to wait and do everything over again, but the rules are the rules.
- **An exam question just contradicted the SG!** Unlikely. Make sure to read the entire question and the entire SG. If the SG says something like "XYZ is cool to know for the future, but you won't be tested on it," then any question referring to that thing may be a trick question. Answer accordingly.

Best wishes on your exams at **TranscribeMe!**