Dear colleague,

Please make sure to enforce as many of these Guidelines and Best Practices as possible when interpreting on the KUDO platform:

1. You **must** complete KUDO's online onboarding tutorial prior to your assignment and comply with all relevant specifications. You also need to attend at least one supervised practice session or rehearsal on KUDO.

2. Except when noted otherwise, please report for duty at least twenty minutes (20') before an assignment. If you are coming to a KUDO Studio, please allow enough time for traffic, parking, etc. **Promptly notify KUDO of any impediment or circumstance that may affect your punctuality.**

3. Email, SMS and WhatsApp are the preferred means of communication between KUDO and an interpreter. Please take note of the contact info of your focal point in KUDO and share your contact details**. Please make sure you are reachable at all times on event days** and reply promptly to calls or messages.

4. You are **bound by the strictest confidentiality** when you accept an assignment on KUDO and you need to have a **Non-Disclosure Agreement (NDA)** signed on file. Please review the NDA carefully.

5. **If faced with any technical difficulty, reach out to the Operator. Use the Messaging box if needed.** Communicate your issues clearly and closely follow the instructions you receive. Monitor the Messaging box regularly.

Best Practices

- Make sure no other application is running in the background or in the system tray on your computer and please deactivate any notifications that could distract you or create noise. The same applies to applications that involve the use of video, webcam, microphones or speakers (e.g. Skype, Viber, Telegram, Zoom, etc.)

- Be sure to **always use Google Chrome or Fire Fox as the browser for KUDO**. Also, please ensure that you have the latest version installed and regularly updated.

- **Have your headset configured and tested** to work on KUDO before the event. You can use the Media Settings button for that or you can adjust your computer audio settings directly. Keep a spare headset handy, just in case.

- At all times be mindful of your microphone status (On = RED; Off = GREEN). **Never assume that your mic is on/off. Double check at all times and refrain from using inappropriate language in the booth.**

- **Be mindful of your mute button status.** Note the additional mute switch on some mic cables. You can always tell if your voice is going through by the oscillating audio meters. Be sure to check.

- In the unlikely event that your system becomes unavailable, calmly **refresh your browser window**, reconfigure your outgoing languages and resume interpreting.

Additional instructions may be shared on a case by case basis. Thank you for your cooperation.

The KUDO Team