

The recommendations and best practices below supplement those we have covered in the course and will go a long way ensuring a smooth experience as you work in KUDO. Please make sure to enforce as many of them as possible prior to and during any assignment through KUDO.

1. Always **do a complete reboot of your system** before any session on KUDO. Make sure no application is running in the background or in system tray and please deactivate any notifications that could distract you or create noise.
2. Log out of and **completely close any other applications** that may require the use of your webcam, microphones or speakers (e.g. Skype, Viber, Telegram, Zoom, GoToMeeting, etc.)
3. You must **always use Google Chrome as the browser for KUDO**. Make sure to have the latest version installed (v66 at the time of this writing) and update it regularly.
4. **Avoid the use of HDMI cable for a side monitor**, as this could cause your sound card to direct the audio signal to your monitor instead of your headphone. Go with a DVI cable instead.
5. **Have your headset configured and tested** to work on KUDO before the event. Keep a spare headset handy, just in case.
6. Be mindful of your microphone status (On = RED; Off = GREEN). **Never assume that your microphone is on/off. Double check at all times.**
7. **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.
8. If you have been inactive or on break for a long time, **refresh your screen and reconfigure your languages** before resuming your work.
9. **If faced with any technical difficulty, reach out to the Operator through the Chat box.** Communicate your issues clearly and closely follow the instructions you receive.
10. Always **mute or deactivate your mic when typing chat messages** (unless you're active interpreting).
11. Operators will try to reduce communication to a minimum, but be sure to **monitor the chat box** for incoming messages and instructions during the session.
12. In the unlikely event that your system becomes unavailable, calmly **refresh your browser window**, reconfigure your outgoing languages and resume interpreting.

Thank you for your cooperation.

The KUDO Team