

TTY-PASS Technical Memorandum #1

4/05

Issue: How to “copy” the TTY-PASS test script received on your TTY terminal and “paste” it into the TTY-PASS web page for scoring purposes.

Solution: Cut and Paste captured text into a text file and move the file to a position with Internet access. Often the Supervisor’s position has this capability.

Procedure: Most Call Center positions have the capability to electronically “Cut and Paste” text from the terminal’s monitor however, this capability varies by equipment manufacturer and model. The following procedures should be tried before contacting the manufacturer for assistance.

Use Your Mouse. Use your mouse to highlight the captured text and then “right-click” and select “copy”. If your position allows this process, save the copied text into a word processing program such as Microsoft Word or NotePad. Name the file and “Save As” Plain Text.

Right-Click Disabled. If the mouse right-click is disabled, highlight the text and then use the keyboard, “Control-C”. This copies the text. Then open a Microsoft Word or NotePad file, place your cursor in the open field and use the keyboard keys “Control-V” to paste the text. Name and Save the file in ‘Plain Text’ format so you can later export the file.

Save the Text to a File. Once pasting is complete, name the file (i.e. TTY Pos A Test 4 28 05 etc.) and “Save As” using the “Plain Text” format.

Export the File. If your Call Center position does not have Internet access, which most do not, after saving the Word or NotePad file, save or copy the text file to a removable memory device such as a floppy disk, memory stick, “thumb / jump” drive. Once on the removable memory device, insert it into a computer that has Internet access, login to the TTY-PASS website, open the text file, copy the text and “paste” the text into the scoring window and hit the score button. You will see your score within seconds.

Note: Some positions allow communications via an intranet connection. If your position has such capability, it would save time to send the text file to the Supervisor’s position (Internet capable) using this process.