



TECHNICAL BULLETIN

Order Site Confirmation Emails updated to include additional information

Product	VITAC ICS Ordering Site: order.vitac.com
Bulletin #	ICS.19
Date Issued	30 October 2019
Severity	0 – Upgrade

Overview:

Clients ordering Internet Captioning Services (ICS) through VITAC’s order site, order.vitac.com, will receive more detailed confirmation emails, effective immediately. New information includes:

- Event Title
- Event Notes (as entered by the orderer)
- Duration
- Conference call information

These fields will allow VITAC clients to double-check information provided when booking, forward information to meeting hosts, and ensure captioner connectivity.

Opt-Out Options

Clients that do not wish to see this information in their confirmation emails, perhaps for confidentiality reasons, may select the following when ordering:

- Omit Event Title, Notes, Duration and Conference Call information from confirmation email

Contact

For more information, contact VITAC Realtime Technical Services at 1-800-590-4203 or ccsupport@vitac.com.