

# Alrite

## Users' Guide

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## Registration and login

### 1. How can I register?

You can register to the Alrite© speech recognition application **without credit card for free** [on our website](#), or in the Alrite© mobile application. For each user registering to Alrite© we offer 1-hour free time credit to the **monthly renewal Starter package**. **The nature of use** (Private, Business) **determines the type of account and the available subscription packages**.

- **Individual use:** every non-business-related use
- **Business use:** the purpose of use is connected to any business-related activity

*Follow these 2 easy steps for a quick registration:*

1. **Enter your e-mail address and your name**, then accept the statements of our data processing policy and the terms of use.
2. To activate your Alrite© account, **click on the 'Confirm registration'** button in the automatically sent e-mail, you can now sign into the application. The activation can be made within 72 hours. In case, the 'Forgotten password' button can be used to set a new password.

### 2. How can I log into the Alrite© speech recognition application?

- to our web application (from browser): via the <https://alrite.regens.com/login> link, or
- to the free mobile application: you can download the Alrite© mobil application from [GooglePlay](#) and from the [App Store](#) for free, then you can log in clicking on the Sign in button after entering your registered e-mail address and password.

## Mobile application

### 3. Is there a mobile application version of Alrite©?

Yes, you can download the application for free, for iOS devices from the [App Store](#) and for Android devices from the [Google Play](#).

## Subscription

### 4. How does the monthly auto- renewable *Starter* credit system works?

Each user is entitled to use the monthly renewal free *Starter* package with a **1-hour free time credit** [by registering](#) to the application.

*The free Starter package:*

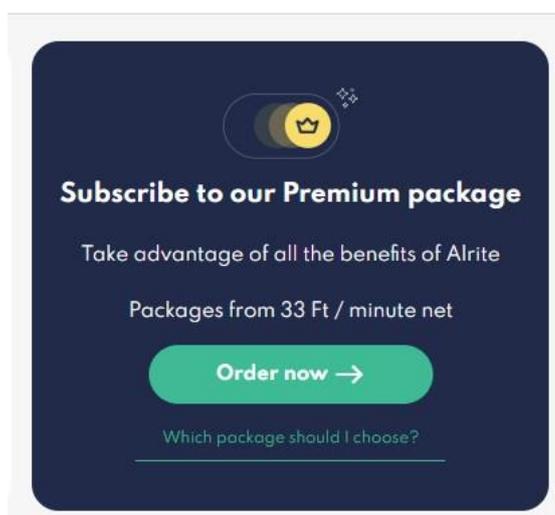
- can be used for 1 hour transcribing of audio or video materials and captioning of maximum 2 minutes of each upload.
- The time credit of the free *Starter* package is automatically **renewed in the first day of each month** in case it has been used. (If a user decides to switch back to the *Starter* package, the current package and the remaining time credit will be lost)
- Files uploaded in the free *Starter* package are stored for 7 days in the user's Alrite© account.

### 5. How can I subscribe to the Alrite© speech recognition application?

All new users get the monthly renewal free *Starter* package after their account is activated. Furthermore, users can any time subscribe to a subscription package directly from the application.

*New subscription can be initiated:*

- From the Overview menu by clicking on the **'Increase time credit'** or on the **'Order now' button** in the banner,
- In the Profile menu by clicking on **the 'New order' button** or
- On any of the subscription banners on the **'Order now'** button



The desired time credit can be selected from the given options, or you can give a custom time credit by entering the number of hours in the Custom field. The fee is changing proportional by increasing or decreasing the number of hours.

**We provide quantity discount over 100 hours of order.**

The billing information can be provided during the checkout process or in the 'Profile' menu.

*Subscription packages:*

- **For our business users** can choose from the *Prime* package with basic functions, the higher category *Premium* package that offers extended facilities and the customized *Professional* packages.
- **For the individual users** we offer the *Lite* package with basic functions and the *Plus* package with extended functionality.
- **If a business user has special requests, or requirement for additional services** can select from the extra services listed or can choose our *Professional* package. In this case **the ordering process continues as a request for quotation**, not a direct subscription. The request for quotation can be indicated from the application or directly via e-mail to [business@alrite.io](mailto:business@alrite.io).

*Ordering in case of existing subscription package:*

- **In case there is remaining time credit** at the time of the new subscription, the new time credit will be added to the currently available and will extend the expiration date of the subscription. (1 year)
- **If your current package is different from the new subscription package**, the present time credit changes in proportion and adds up with the time credit of the new subscription.

Before making the payment for the subscription, you will need to accept the [General Terms and Conditions](#), the [privacy policy](#) and the [terms of use](#) statements.

*Ordering platforms:*

- Payments can be made **from the web application** via bank card on the SimplePay online payment webpage, or via PayPal.
- Initiating an order **from the mobile application** is made via the respecting mobile application store.

## 6. How can I gain free time credit?

If a user you have invited - **via your invitation link from the Invite friends menu - subscribes the first time to one of our subscription packages** (Lite, Plus, Prime, Premium or Professional), we reward both of you with a **free time credit of 1 hour each**, at the same when the order is made.

## 7. What are my payment options?

To balance the subscription fee in the selected currency (HUF/EUR/USD/GBP) can be made.

1. **By credit card** on the SimplePay (HUF) platform or
2. via **PayPal** (HUF/EUR/USD/GBP)
3. From the **mobile application**, (available for individual users) the payment is made through the related mobile application store.

## 8. Where can I find the status of my order?

- All previous, and currently in progress orders can be found within the **'Orders'** menu.
- In the **'Pending orders'** section you can see the started but not yet finished, in
- the **'All orders'** section you can see all orders and their statuses. The details of the selected row can be viewed by clicking on it.

**All orders**

[New order](#)

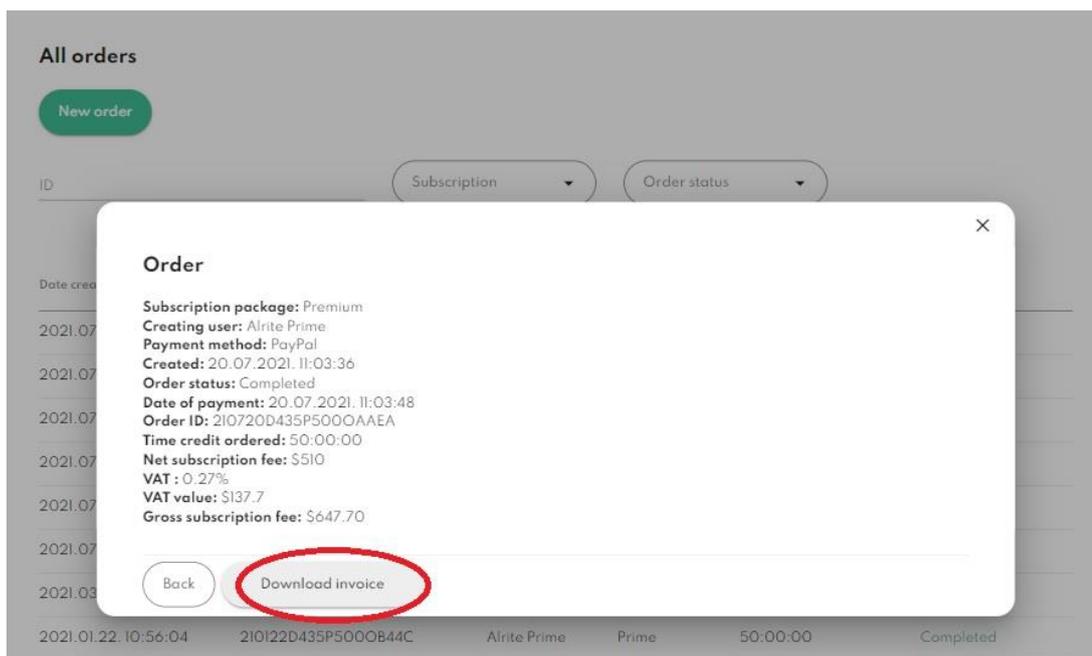
ID  Subscription  Order status

Date created	ID	Creating user	Subscription	Time credit ordered	Order status
20.07.2021. 11:03:36	210720D435P5000AAEA	Alrite Prime	Premium	50:00:00	Completed
20.07.2021. 10:46:41	210720D435P50004150	Alrite Prime	Prime	50:00:00	Completed
20.07.2021. 10:36:12	210720D435P500060C3	Alrite Prime	Prime	10:00:00	New
14.07.2021. 16:10:23	210714D435P500082EC	Alrite Prime	Prime	50:00:00	Rejected

## 9. How can I view and download the invoice of my order within the application?

When the order indicated from the web application is successfully completed, we send the invoice in an automatic message to the e-mail address associated with the profile.

- After finalizing the payment, the invoice will also be available to **view or download anytime from the application.**
- Invoices can be viewed and downloaded of the subscriptions with completed statuses within the **'Orders'** menu. In the section of **'All orders'** you can select the order you would like to view the details and invoice of by clicking on the selected row. To click on the 'Download invoice' button automatically downloads the document in .pdf format.
- An invoice related to an order initiated from our mobile application will be issued within the respective mobile store (App Store or GooglePlay) and will be available among the other receipts of previous purchases.



## 10. What else is important to know about the invoicing?

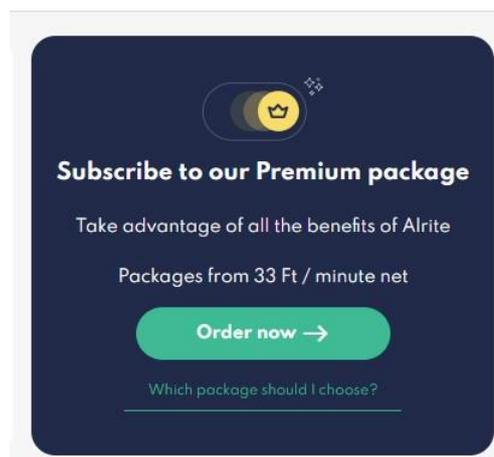
- In case of orders made by **users with an account for private purposes** (Lite, Plus), **we can only issue an invoice containing the user's name and address.**
- By making the order from the mobile application (available for private users), the invoice is issued by the relevant mobile application store.
- **In case our business users** by ordering one of our subscription packages, (Prime, Premium, Professional) **the invoice will be issued with the data of the company's name, address and tax number given in the profile or during the checkout process.**

## 11. How can I extend my Alrite© subscription?

In case your 1-year subscription has not expired yet but the full-time credit has been used, you can extend your subscription. **To extend your subscription, you will need to initiate a new order from the application.**

**New subscription** can be initiated:

- From the Overview menu by clicking on the **'Want more time' button** in the banner,
- In the Profile menu by clicking on the **'New order' button** or
- On any of the subscription banners on the **'Order now' button**



The desired time credit can be selected from the given options, or you can give a custom time credit by entering the number of hours in the Custom field.

The fee is changing proportional by increasing or decreasing the number of hours.

By extending the subscription, **the new subscription will be valid for 1 year** from the time of the activation.

## 12. How can I change my subscription package?

**In case you would like to change your current package**, it is possible to do so by **initiating a new order from the application.**

- If you **have remaining time credit** at the time of the new purchase, the current and the new credit will add up.
- If your current subscription package is different from the new one, the original time credit will **decrease in case of upgrading the package to a higher category or will increase if in case of downgrade**, that will add up with the new subscription's time credit.

- During the ordering progress, you will be able to view the calculation of the time credit conversion.
- **The processed files retain the properties of the package despite of ordering a different package**, so when switching from a lower-level subscription package to a higher one (*Lite to Plus or Prime to Premium*), the captions of the files uploaded in the previous package will not be automatically generated, only of new uploads after upgrading.

## Functionality

### Live Stream

#### 13. What is the Live Stream function for?

In the Live Stream menu, you **can watch various channels, and test how Alrite© creates real-time captions** on different media platforms, on live broadcasts in English, Hungarian, German and Spanish.

We are continuously developing this function as well, aiming to extend the available languages and channels.

Above these, Live Stream feature gives the opportunity and **supports the accessibility** to the streaming programs for those who need help understanding the heard speech.

### File upload, recording

#### 14. How can I generate transcripts and captions of existing audio and video files with Alrite©?

1. **You can upload an existing audio-or video files** in the Upload menu by clicking on the File upload or on the Browse icon and search in the file system of your device or by dragging a particular video or audio to the surface is also a perfect solution. The

supported formats of the uploaded files: .wav, .mp3, .m4a, .ogg, .mp4, .webm, .mov., .opus

- **With business account:** Subscribers with business profile can upload files with a **maximum 1 GB size**. There is no restriction regarding the length.
  - **With an account for private use** (*Lite* and *Plus*), the maximum length of files to upload is **3 hours and the maximum file size is 1 GB**. In case of longer file, the system automatically processes the first 3 hours.
2. **Give an optional title to the resulting file and select the language of the speech heard** in the upload, then choose whether to display the **captions in 2 or 3 lines**. (the option is available in the *Plus* package for our private users and in the *Premium* and *Professional* packages in case of business account)

**File name**

Please enter the name of the resulting file!

File name:  
Meeting 07.2021

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Language used in file:

English
  Hungarian
  German
  Spanish

Captions shown in:

2 lines  
 3 lines

3. When the file upload is completed successfully, **transcribing and captioning will start immediately**. This may take a few minutes depending on the size of the file and the speed of the internet.
4. Once the transcription process is successfully completed, **the system automatically redirects you to the individual data sheet of the uploaded file**,
5. where you can listen to or view the file. You can also **read, copy, edit, and translate** the associated transcript on the file data sheet.

**All subscription packages include the transcribing function, the time coded captions are generated of the first 2 minutes of each file** (*free Starter* package; private subscription

package: *Lite*; business subscription package: *Prime*) **or of the whole file** (private package: Plus, business package: Premium or Professional), depending on the type of subscription.

## 15. What is the maximum size and length of the uploaded audio- or video file?

- **With business account:** Subscribers with business profile can upload files with a **maximum 1 GB size**. There is no restriction regarding the length.
- **With an account for private use** (Lite and Plus), the maximum length of files to upload is **3 hours and the maximum file size is 1 GB**. In case of longer file, the system automatically processes the first 3 hours.

## 16. How can I record an audio file (do dictation) and generate transcript within the application?

To use the function, you need to allow access to the microphone in the pop-up window, or in the browser settings.

### 1. Test your microphone!

By clicking on the 'Dictation' menu, before you start recording audio, you can check the intelligibility of the speech spoken by using the 'Test Microphone' function.

### 2. Filename, language, start!

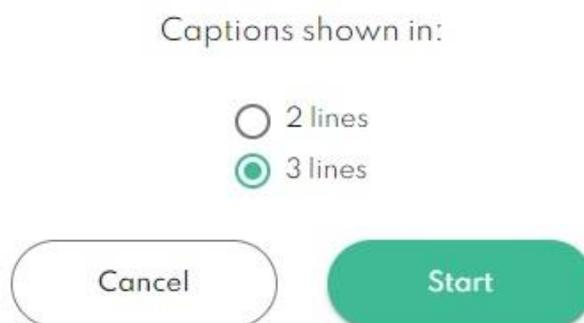
Click on the microphone icon and enter a name of your resulting file, then select the language of the speech heard in the file.

! It is important to select the right language, otherwise the file will be uploaded but the transcribing will not be successful.

### 3. 2 or 3 lines of captions?

- Business users with **Premium** and **Professional** packages, and private users with the **Plus** package can select before all dictation and file upload, whether to display the **captions in 2 or 3 lines**.

- In case of the monthly renewable free **Starter** package, the **Prime** business package, and the **Lite** package for private users, the captions are generated in 3 lines. These packages do not include the captioning function, as a trial, the captions are generated of the first 2 minutes of each file.



**4. Click on the Start button, and you can begin the recording.**

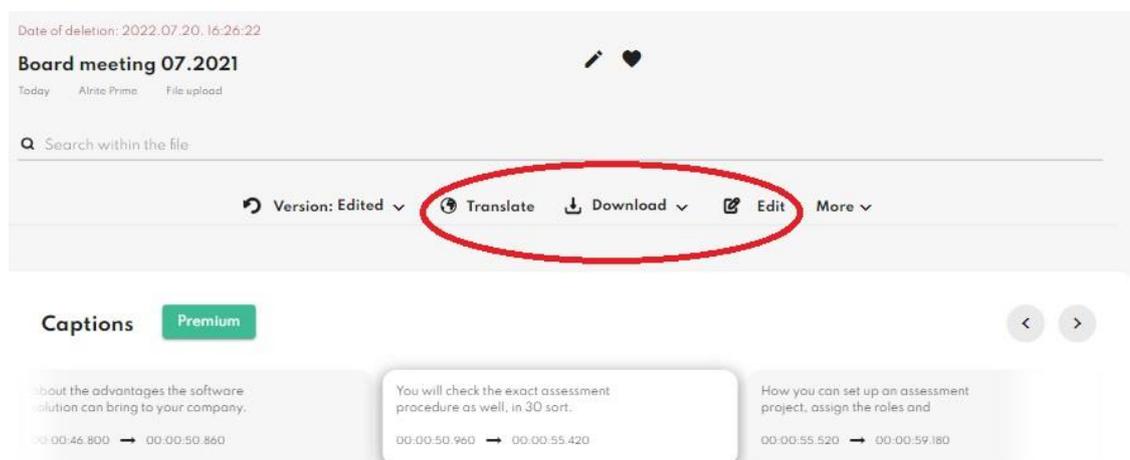
Click on the 'Start' button to start dictating. The minimum length of recording is 3 seconds, the maximum can be 3 hours of each recording.

**5. Pause/ Stop**

The dictation can be paused by the 'Pause' button and finished by clicking on the Stop button.

**6. Edit, translate, download**

The generated transcript can be edited, the recorded or uploaded file and the related text versions (transcript and caption) can be downloaded from the 'File data sheet'.



## 7. Share

**The file data sheets:** the audio file and the related text versions **can be shared with others via a public sharing link**. In case of editing, the modified version, in case of translation, the translated versions will be available on the shared file data sheet as well.

If the upload of the dictation is interrupted due to a network failure, the dictation will not be lost, and the time frame will not be deducted.

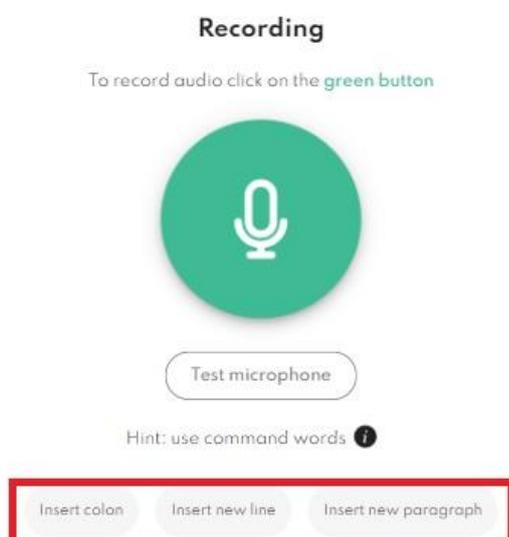
The audio file can be downloaded in .mp3 format from the pop-up window that appears when the upload fails, so you can upload it any time later.

## 17. What are the command words and how can I use them?

In addition to the existing automatic punctuation, using command words, you can edit the transcript of your dictation, **controlled by your voice**.

The function allows you to format and personalize the text layout at the same time as dictation.

1. Start dictating in the **Record** menu!
2. **Use the following command words** to insert characters and format the transcript:
  - "Insert colon"
  - "Insert new line"
  - "Insert new paragraph"



3. After the recording is finished, to display formatting, **click on the 'Change command words'** option in the More menu on the file data sheet.

If these command words are said commands are said meanwhile the dictation, they appear first as text in the transcript.

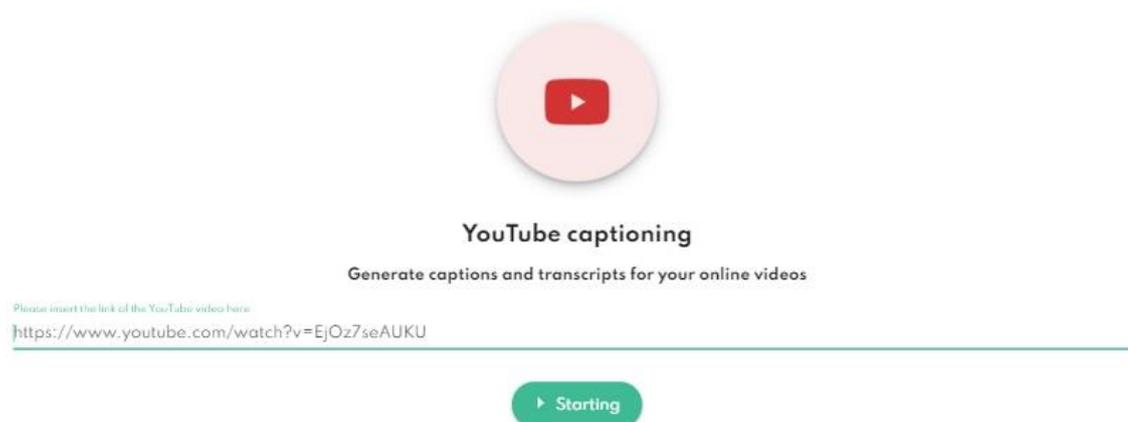
## Online video captioning (YouTube, Facebook, TikTok)

### 18. How can I generate transcript and caption of online videos with the app?

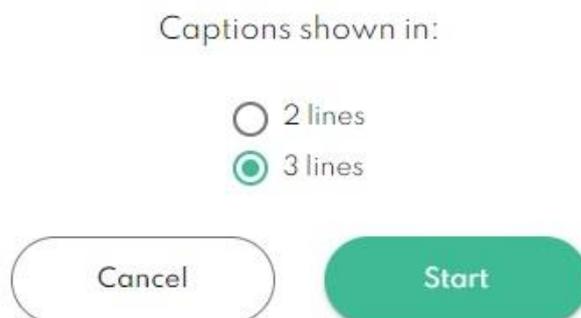
In addition to dictation and file upload, the app also provides the feature to directly transcribe and caption online videos (YouTube, Facebook, TikTok) in the *Social Media* menu.

To create the transcript and the caption of your online video, just follow these easy steps:

1. **Paste an online video (YouTube, Facebook, TikTok) link** that you would like to caption and transcribe.



2. **Click on the 'Starting' button.**
3. **Select the language of the video and the resulting filename.** It is important to select the language of the speech heard in the video, otherwise the transcription will not be successful.
4. Select the to display the layout of the captions: **2 or 3 lines** (The eligibility is available in the higher category packages)



5. Click on the 'Start' button to begin the upload.
  - Users with the **Premium** and **Professional** business packages, and our private users with the **Plus** package can select the **layout of the captions: 2 or 3 lines.**
  - In case of the monthly renewal free **Starter**, the business **Prime** and the private **Lite** packages, the captions layout is not eligible, the captions are displayed in **maximum of 3 lines in a block by default.** These packages do not include the captioning function, the **captions are generated of the first 2 minutes of each upload as a trial.**

While the video is being uploaded, the system processes and converts the video to the appropriate format, and then creates the corresponding transcript and caption, which is available on the 'File data sheet' after a redirect.

**The files can be downloaded from the file data sheet in the following formats:**

- The original, the modified in case of editing and the translated **transcript versions can be downloaded separately** from the file data sheet in .docx format.
- **The captions versions can be downloaded in .srt format** and be easily fitted on the video in an external player
- or **can be burnt on the video and be downloaded** in .mp4 format after customizing the layout, the font type, size and the colour of the text, outline, and background. The function is only available in the higher-level subscription packages (*Plus, Premium and Professional*). The video file converted with the application **does not retain its original quality.**
- The **video in .mp4, the audio in .mp3** format can be downloaded.

*Downloading:*

1. Select the text version you wish display and download at the **Version** menu on the file data sheet. (original, edited, translated)
2. Click on the Download button and select the file.

## Burned-in captions

### 19. How to create burned-in captions with Alrite?

*The burn-on feature is only available in higher subscription packages (Plus, Premium and Professional)*

1. Upload your video file to Alrite or simply paste an online video link (TikTok, YouTube, Facebook) in the Social Media URL field.
2. Edit your transcript in-app if needed
3. Click **Download** and select *Video with burned-in captions*
4. Customize the burned-in captions, enjoy the wide variety: you can select from multiple layouts, font type, color, outline and background options
5. Click **Start** to add burned-in captions,
6. **Download** and watch your video with personalized captions

## Editing

### 20. How can I edit the transcript of the uploaded file?

The text of the transcribed or captioned speech may need to be corrected afterwards, but editing is possible directly on our interface.

- By default, the text is in reader mode.

- To be able to edit it, **you need to switch to edit mode**, which you can do in two ways: **by clicking in the text box or on the 'Edit' icon.**
- After that, instead of the **'Edit'** button, **a Save and a Cancel button** will be visible, indicating that the edit mode is active.
- **All versions of transcript (original and translated) can be edited**, and as soon as you have made the necessary changes in the transcript and click the Save button to save them, the edited parts in **the captions will also be updated automatically.**
- If you want to discard the changes or cancel them, click the **Cancel** button. By saving the modifications, the latest version of it will be available to view, edit and download.

*Tooltip: Pasting text into the transcript may impair the quality of the captions' timing. For optimal results please perform all your edits inside the application.*

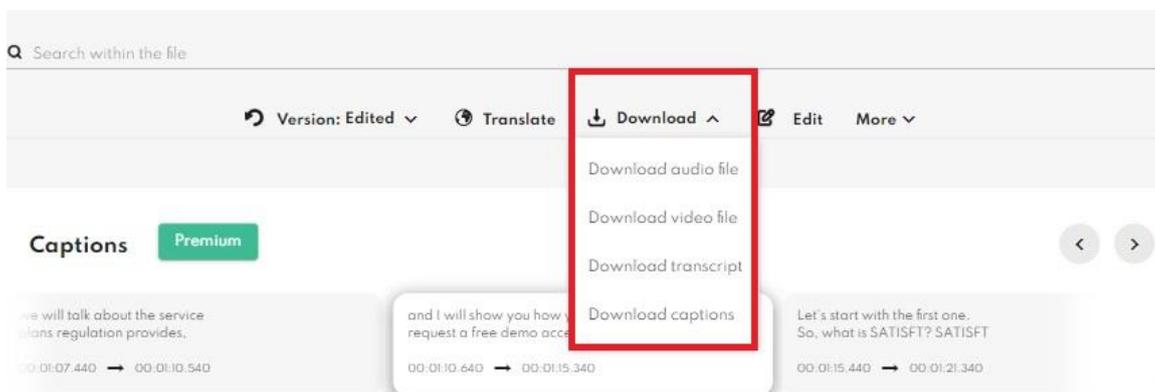
## 21. How can I edit the generated caption?

- You cannot edit the caption directly, but **all modifications made in the transcript automatically updates** and makes the changes in **the caption as well.**
- You can always view and download to your device the original, the edited and the translated versions from the file's individual data sheet.

## 22. How can I view and download the version of the generated transcript and caption?

1. Click on the **Version menu** of the individual file data sheet.

2. **Select the version** you would like to view and download (original, edited, translated).



3. Click on the **Download** submenu, then **on the downloadable file type**.

The original, the edited and the translated transcript and captions can be saved in .docx format and the caption in .srt format.

## Automatic translation

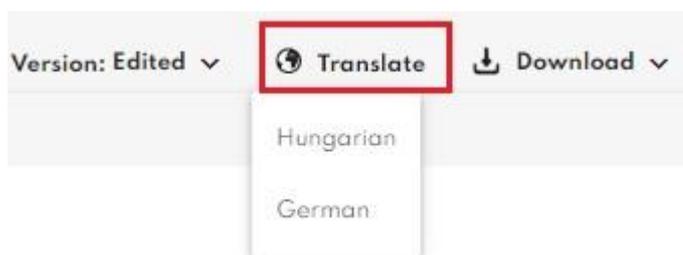
### 23. Which package includes the translation function?

- **Besides of the monthly renewable free *Starter* package, the translation function is available in all subscription packages. (*Lite, Plus, Prime, Premium* and *Professional*).**
- **By translating the transcript, the captions are translated at the same time**, that you can display on the player in the application, or on an external player in case of download.

### 24. How can I translate the transcript and the captions with Alrite©?

- The translation function is available on each upload's file data sheet. Alrite© can translate transcripts and captions automatically **to English, Hungarian and German languages**, each direction.

- The translation function is available **on the file data sheets** of recordings and uploads.



- When the translation is ready, you will see the translated version of the transcript and caption on the screen. If you would like to view another translation or would like to display the original or to the edited version, you can reach the selected version from the 'Version' submenu.

*Tooltip: Before proceeding with the translation, it is recommended to make the necessary edits in the transcript, to get a more precise translated version.*

## Downloading

### 25. How can I download the files recorded in Alrite©?

When the recording is finished and the file upload is completed successfully, the system automatically directs you to the individual data sheet of the recorded file, where you can listen to, view, or download the file.

1. To download the file, click on the Download menu, then
2. click on the '**Download audio file**' option, that automatically downloads the audio file in .mp3 format.

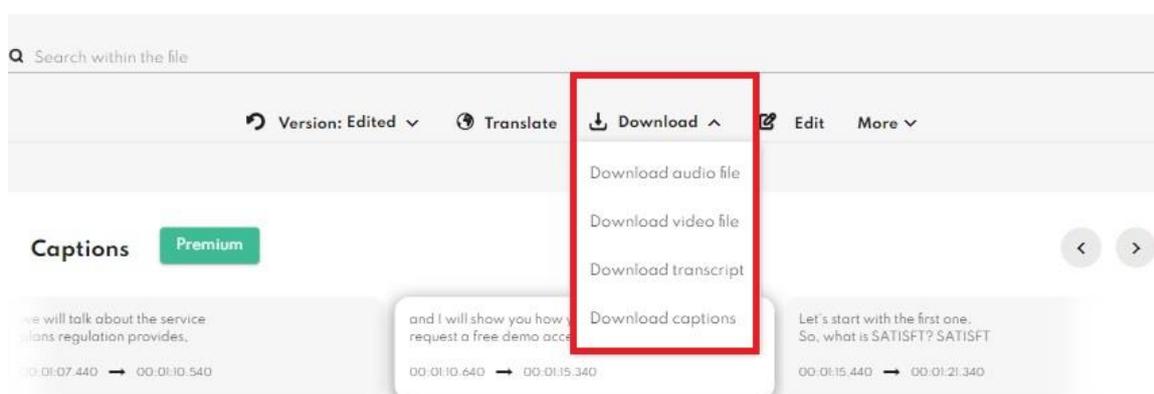
## 26. How can I view and download the captioned video?

Recorded and uploaded, also converted online videos (YouTube, Facebook, TikTok) are stored in the application and can be reached at the 'Files' menu.

- Amongst the processed files by clicking on the selected row, you are navigated to **the individual data sheet** of the uploaded video file. You can watch the captioned video by clicking on the 'Play' button.
- You can download the video file by clicking on the **Download** submenu then selecting the '**Download video file**'. **Videos can be downloaded in .mp4 format.**
- **The captions can be downloaded separately in .srt format by clicking on the 'Download captions' option.**
- Captions **can be burnt on the video and be downloaded** (*Plus, Premium and Professional*) in .mp4 format after customizing the layout, the font type, size and the colour of the text, outline, and background. The function is only available in the higher-level subscription packages. The video file converted with the application **does not retain its original quality.**

The captioned videos will be available in the application for the duration of time based on the type of subscription, but for maximum 1 year, furthermore it will be available on the device in case of download.

When opening the downloaded video file from your computer, you can add the generated and then downloaded captions to the video by searching for it in the video player app you are using.



## Searching

### 27. How can I search for a word or expression within the transcript?

1. Open the file data sheet from the Files menu.
2. Enter the word or expression in the **search field**.
3. **The searched word will be highlighted in the transcript.**
4. You can **jump to the next word** by pressing Enter.

The screenshot shows the Arite interface. At the top, there is a search bar with the text "Datei durchsuchen" and a search icon. The word "software" is entered in the search field and is circled in red. Below the search bar, there are several menu items: "Version: Bearbeitet", "Übersetzung", "Herunterladen", "Bearbeitung", and "Mehr". Below the menu items, there is a section titled "Untertitel" with a "Premium" button. Below the "Untertitel" section, there are two chat bubbles. The first bubble contains the text "For questions, feel free to use the chat on our website," and the second bubble contains the text "and one of our colleagues will answer you right away. Let's start." Below the chat bubbles, there is a section titled "Transkript" with two buttons: "Beschriftungen anzeigen" and "Unsicherheiten anzeigen". Below the "Transkript" section, there is a large text area containing the transcript content. The word "software" is highlighted in blue in the transcript.

*Tooltip: You can search all dictated and uploaded files at the same time as well. This requires entering a word in the search box in the 'Files' menu. The search also takes place in the names and contents of the files.*

### 28. How can I search for a word or expression within the audio or video file?

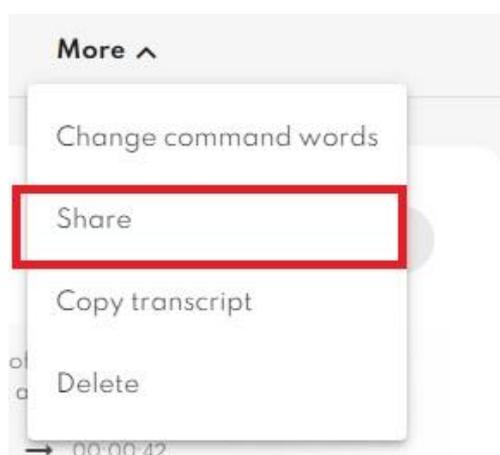
1. Switch to **Editing mode**. (double-click in the transcript/Edit button)
2. **Click on a word in the transcript**, from you would like to continue the video.

3. The player jumps to the exact point where the word is heard in the audio-or video file.

## Sharing

### 29. How can I share the uploaded files from Alrite©?

1. Open the file you would like to share. (Alrite© account is not necessary to view the public file data sheet)
2. Click on the **'More' button** on the file data sheet, then click on the **'Share' button**.



3. **Switch to Public mode** in the pop-up window, then save the changes.
4. Copy- paste the sharing link by clicking on the copy icon **by the end of the URL**.
5. You are free to share the data sheet with others via **SMS, e- mail or other social media platform**.

Audio files (in case of video uploads as well), the text versions (original, edited in case of edited transcript, and the translated versions in case of translation) are available on the shared file data sheets.

The file data sheet **can be switched back to private any time** by clicking on the Share button again but selecting the Private mode this time.

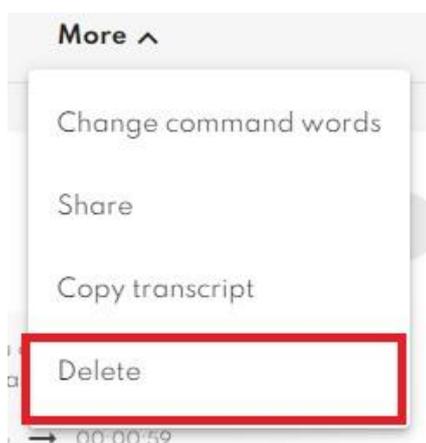
## Deleting files

### 30. How can I delete the recorded and uploaded files and the related text documents from Alrite©?

The subscriber may delete any audio or video material within the Alrite© application, as well as any associated text files. **They will then be permanently eliminated** and can no longer be restored.

*Deleting the selected file:*

1. Open the file that you would like to delete from your account.
2. Click on the '**More**' button then select the '**Delete**' option.



3. Click on the **OK button** in the pop-up window to confirm the deleting. By confirming to delete, the file and the associated transcripts and captions will be permanently eliminated, with this act the time credit will stay unchanged.

### 31. Are the deleted files retrievable in Alrite©?

Deleted files will be permanently eliminated and can no longer be retrieved or restored.

## Profile

### Managing users and accesses

#### 32. Is it possible to add more users to an Alrite© account?

In case of business use, it is possible to add **unlimited number of users** to one the account.

- The users can be managed in the 'Profile' menu.
- The **Company admin is the operator of the users** invited to the user account. The Company admin **can invite or delete users** and can **set the role of them**, also to view and modify their personal data.
- Within the Profile menu it is possible to filter and list the users based on different attributes.

#### Users

Name  E-mail

Role  Status

Name	E-mail	Role
<b>Regens Zrt.</b>	alrite@regens.com	User
<b>Alrite Prime</b>	a.lrite-prime@regens.com	Superuser

< 0/0 >

Add a new user

**For further information about the user roles and authorities**, please read the 'Is it possible to set different roles amongst the users within an account?' question.

#### 33. Is it possible to set different roles amongst the users within an account?

- Users with business profile can **add unlimited number of users**, who can use the same time frame to create transcripts and captions.
- Members invited to an account **can activate their sub-account with their own email address and password** via the automatically sent Alrite© invitation e-mail.

The following role settings are available in the application:

1. On the top there are the **Company admin(s)**. Users with this role **can invite or delete users, set, or modify their role and status**. Furthermore, uniquely the Company admin can view, edit, or delete the files that all users recorded or uploaded within the profile. Changing the subscription or **to start a new order** is also only the Company admin's right.
2. The **Superuser** can view and manage the files uploaded to the application by other users, and **can initiate a new subscription**, although with this role, the invited **user's data and their roles are not accessible** for them.
3. **Users have limited authorities: Users can only manage their own uploads**, they do not have access to other user's files nor their data, they also can't purchase new time credit.

## Managing the account

### 34. How can I change my password?

You can change your password in two different ways:

1. in the **'Profile'** menu by giving your current password and set a new one.

#### Change password

Current password

.....

New password

.....

Confirm new password

The password must contain 8-16 characters with at least one capital letter, one lowercase letter and one number.

Cancel

Save

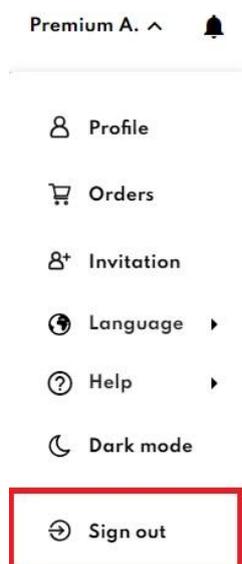
2. By clicking on the **'Forgotten password'** link at the Alrite© log in page and setting a new password with the Create new password link automatically sent to you via e-mail.

### 35. How can I request a new password?

1. Request a new password by clicking on the **'Forgotten password'** link on the Alrite© login page.
2. **Enter your registered e-mail address** and click on the **'Request new password'** button.
3. Open the e-mail automatically sent by us and click on the **'Create new password'** link, then enter your new password and then confirm your choice by entering it again. The password should contain 8- 16 characters with at least one capital letter, one lowercase letter and one number.

### 36. How can I log out from the application?

You can sign out from the application **by clicking on the 'Sign out'** button within the drop-down menu at the account name on the right top of the site.



### 37. Where can I get more information about data management?

You can find more information about data management in our [Privacy Policy statement](#), the acceptance of which is mandatory during registration.



### 38. How can I delete my profile?

You can delete your profile following these steps:

1. Open the Profile menu, then
2. click on the 'Delete profile' button.
3. Confirm the action by clicking on the 'Delete' button.

By deleting your profile, besides of your personal data - **all recorded, uploaded, and associated text files - will be permanently eliminated and can no longer be retrieved or restored.**

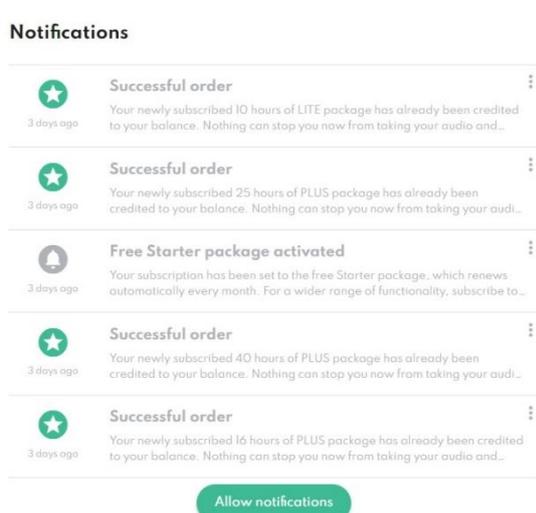
Based on the (1) f) point of the 6th paragraph of the GDPR, after deleting your personal data, we will store your registered e-mail address for 2 years. You can find more information in the [Terms of Use](#) and in the [Information about data processing statements](#).

## Notifications

### 39. What to know about the notifications?

You can individually set and change the type of events connected to your Alrite account at any time.

By enabling notifications, which can be set in the browser and in the application, **you can be notified immediately of changes linked to your account** (time credit quota reduction,



... subscription activation and expiry) and of all other activities in your account (file processing and actions, files about to be deleted) at different priority levels. You can choose to access each notification only from within the application, or you can also enable push notifications in the browser, i.e., external notifications sent by the browser, which you can reset at any time.

Our business subscribers can also be notified of account activities not only for their own account, but also for co-/sub-users linked to the account, according to their role.

## Troubleshooting

### 40. What affects the quality of the transcript?

High quality of the recording and the uploaded file results an estimated 95% punctuality of the transcript.

1. The quality of the transcript and captions mainly depend on the **quality of the recorded or uploaded material**.
2. **The quality of the microphone.** (Mobile or laptop built in microphone, headset, external microphone or other device)
3. The **acoustic features** of the environment: the distance from the microphone, the of the level of background noise, the volume of speech)

Furthermore, it is very important to **select the right language that the recording or the uploaded files will contain** in the pop-up before upload, otherwise the transcription will not be successful.

### 41. How can I ask for assistance regarding Alrite©?

If you have any questions about Alrite, we recommend you review our [Frequently Asked Questions](#) and the [Alrite User Guide](#).

If you do not find the answer to your question, we are happy to help, contact us via the contact form!

1. Contact us in case you need support or have any questions regarding the application, via a contact form from **'Contact us'** menu.

2. If you would like to contact us directly, feel free to send us an e-mail at [support@alrite.io](mailto:support@alrite.io).
3. We provide **telephone assistance for our business users with *Prime, Premium and Professional*** packages.

## 42. How can I ask for support if I encounter a problem processing a file?

- The easiest way to contact the Alrite support team is to select the *Report an error* option on the file's data sheet under '**More**' or
- to browse the file concerned from the list of files by selecting the *Report an error* option within the '**Contact us**' menu.

For the fastest error handling, you can also allow our support specialist to access the file, right before sending the report by ticking the checkbox.

### Contact us

How can we help?

Please select a topic below related to your inquiry and fill out the form!

Report an error

**Selected document:** CLARE - your customs clearan... X

I authorise the administrator to access and view my document

Message

Dear Customer support team!

Cancel

Send