Quick Reference Guide
Download and Install Instructions for Fluency Direct On a MAC Desktop

3M M*Modal Fluency Direct is speech to text software that can be used to dictate into various applications and web based Electronic Medical Records (EMRs). Fluency Direct is available, free of charge, to providers who are using Front End Speech Recognition, rather than telephone dictation, for hospital patient reports. A 3M M*Modal ID is required to use the software and your voice profile will continue to be stored in the 3M M*Modal environment. Providers must follow usage conditions outlined in the Terms of Agreement (signed during training). Access to Fluency Direct may be revoked if these conditions are not followed.

User Support

Lower Mainland Health Information Management (LM HIM) and hospital IT staff are not responsible for supporting providers in installing or using the Fluency Direct software on their personal/office computers for non-hospital work. As a courtesy, LM HIM will provide limited telephone support to users. Providers are required to access their own support resources for questions/issues that cannot be easily and quickly addressed through this support.

Hospital Dictation

The Fluency Direct application installed on your personal computer will not work for dictation into hospital systems. Hospital dictation requires using the Fluency Direct application that is installed on the hospital desktops or for Cerner users, the Fluency Direct application available through the Cerner Citrix storefront.

MAC Desktop

Minimum Requirements

- macOS Mojave (10.14) or more recent
- 4GB of memory
- 500 MB of available storage
- Internet Connection

If you are installing Fluency Direct on a MacBook (laptop), it is likely that it does not support USB A connector used by the OM, Philips or other microphone you already own. The MacBook likely only supports USB C ports. In this case you will need to purchase a USB A to USB C Adapter or use the M*Modal Mobile Microphone.
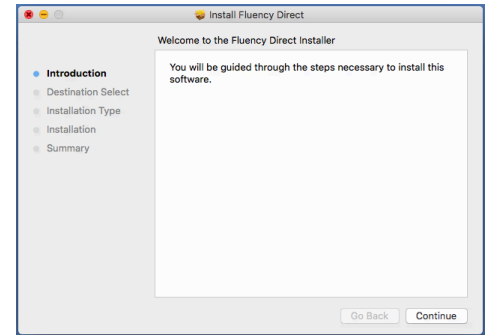

Download Instructions

1. Download the software via the following link: https://tinyurl.com/yapkdebu

2. Once downloaded, double-click on the "MModal Fluency Direct" pkg file. PKG files are macOS installation (setup) packages that contain installer scripts and compressed installation files that are used to install Mac software applications onto a user's hard drive. The "MModal Fluency Direct" PKG file can act as both an upgrade to previously installed versions of 3M M*Modal Fluency Direct and an original installer
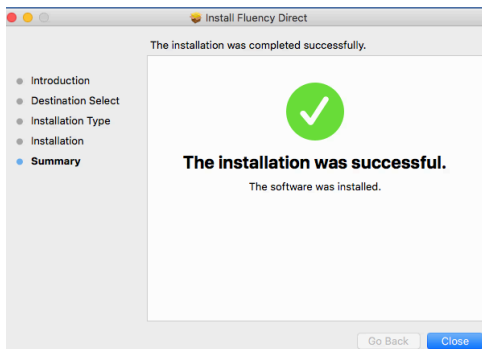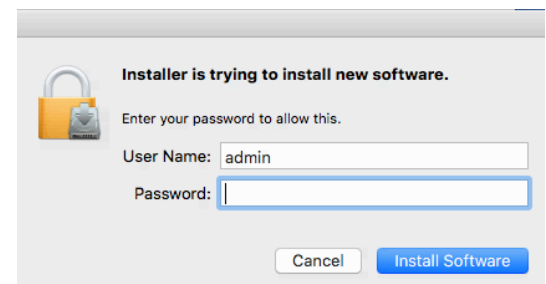

MModal Fluency

Installation Instructions

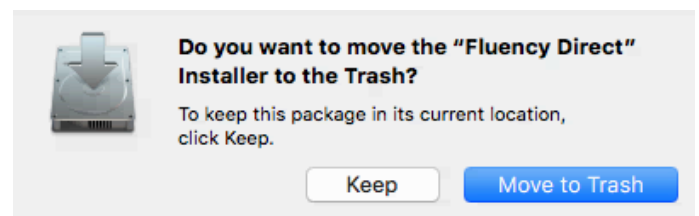3. Walk through the installer by selecting "Continue" and then "Install"

When prompted, enter the password for the current macOS user (this is NOT your Fluency Direct password, but the password you use to access your mac) to supply the Installer with sufficient rights to complete the install\upgrade process
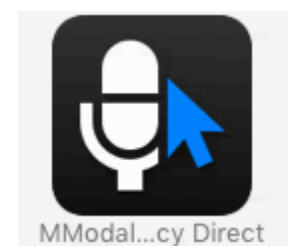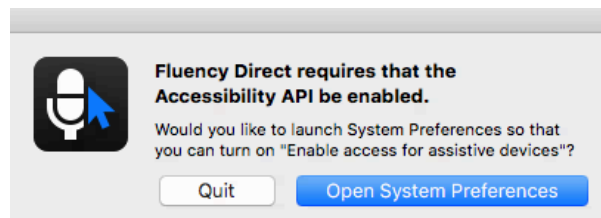

4. Select "Close" when the install is complete

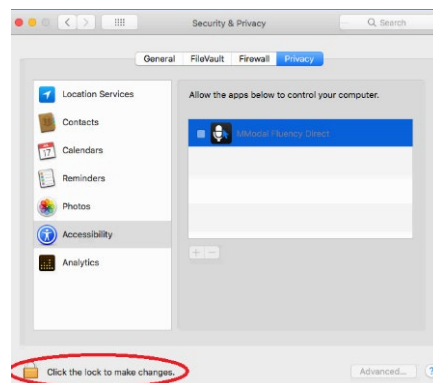5. When prompted, you can optionally move the original pkg file to the trash

6. M*Modal Fluency Direct can be found in the applications folder. You can launch by using a single click on the icon

7. You may be asked to allow microphone access. Once launched, for the first time after an install or upgrade, you will need to give Fluency Direct permissions to use the macOS Accessibility API. The Accessibility API is used for dictating into native macOS applications such as Safari, Notes and macOS specific EHRs. Open System Preferences when prompted. You should not see this prompt again, unless you upgrade Fluency Direct
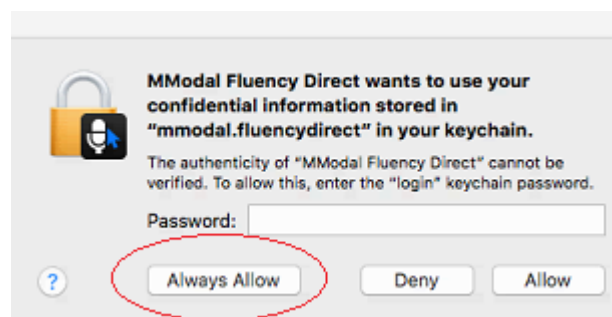
8. You will need to unlock via "click the lock to make changes" and present your password again when prompted. The system is NOT asking for your Fluency Direct password, but the password you use to access your Mac

9. Once unlocked, select the checkbox next to "MModal Fluency Direct". You can close this screen once this is done. You should only need to do this after initial install\upgrade

10. When prompted give permission to use the keychain storage by selecting "Always Allow". Enter your current macOS account password. You should not see this prompt again, unless you upgrade Fluency Direct. This bypasses the Fluency Direct sign-in step for each time you launch the app

Note: If you are using macOS 10.14 (Mojave) and above, you will have an additional prompt to allow the application to grant access to your microphone. The system is NOT asking for your Fluency Direct password, but the password you use to access your mac. You should not see this prompt again, unless you upgrade Fluency Direct.

11. Once Fluency Direct is launched. Shift+ Click on the Fluency Direct Control Bar to launch the "Advanced Sign In" dialog to make sure Fluency Direct is pointing to the correct Base Endpoint and Location.

Enter Fluency Username_Company ID and Password

Enter Base endpoint and Location as shown

This will allow Fluency Direct for macOS to link to your speech profile. You should only need to do this step once.

AWS Configuration Change for MAC Users

➢ Shift + Click on Command bar to get advanced…

➢ Change the Base Endpoint to new URL below, then sign in with username and password

User will be redirected, and the config change will point them to the AWS environment on subsequent login's

Note: If this is the first time you are installing Fluency Direct on your macOS device, Fluency Direct may need to download a recognizer (system data required to translate speech into text). This can take up to 5 minutes.

Questions or Support

Reach out to your Education Specialist or Transcription Services for support:

Email: fesrsupport@vch.ca
Phone: 604 806-9696