

Victim Services



Interpreter Bank

Step-by-Step Guide to Using Salesforce (<https://interpreterbank.force.com>) to Request an Interpreter

Getting Started

Login Credentials

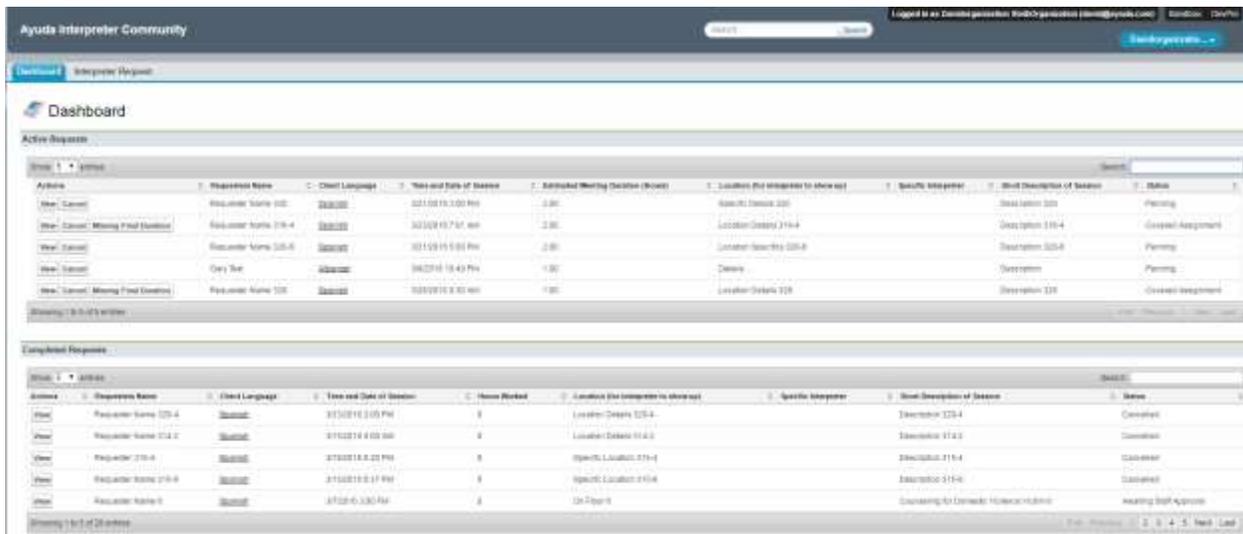
- To sign into Ayuda’s interpreter scheduling system, please visit the following URL: <https://interpreterbank.force.com>
- Your username is interpreter@[whatever your organizational emails say after the @ sign].

EX:

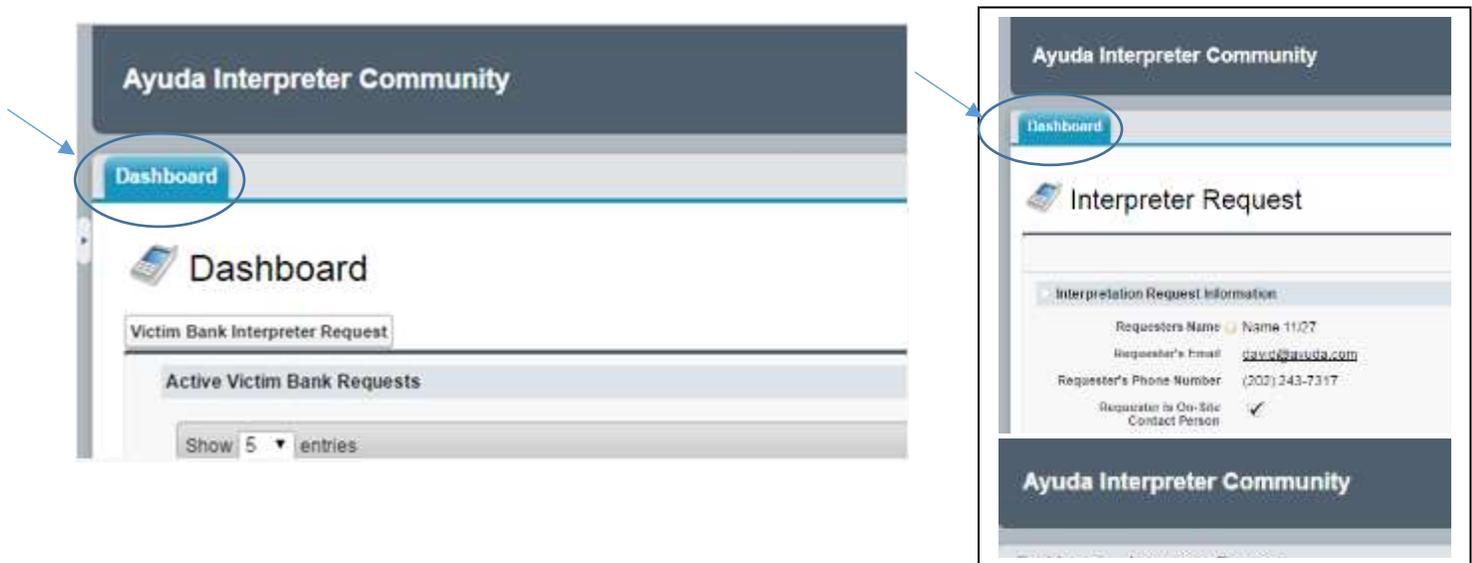
- interpreter@wendtcenter.org
- interpreter@dcfne.org
- interpreter@safeshores.org
- Everyone at your organization will share the same username and password
- If you do not know the password for your organization, please contact your co-worker who serves as the liaison to the Victim Services Interpreter Bank. Ayuda can tell you who that person is, if you are not sure.
- If your organization ever needs to reset your shared password, please use the “Forgot your Password” link on the sign-in page. If you continue to have problems, please contact Ayuda.

Familiarizing Yourself with Salesforce

Dashboard

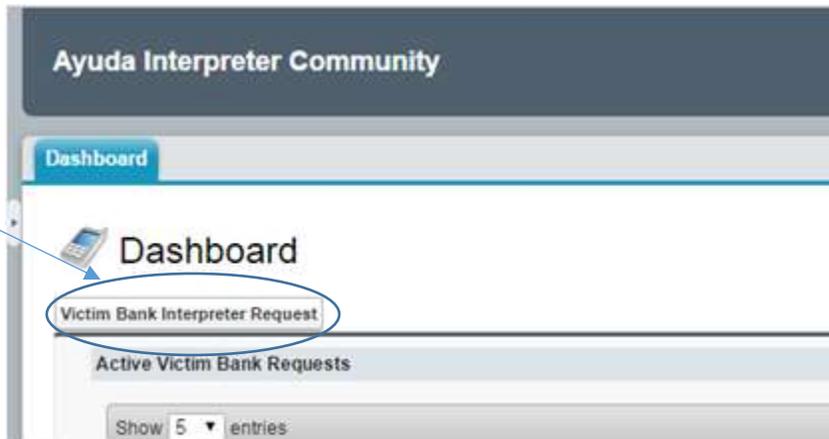


When you log onto Salesforce you will be taken to your dashboard. On the dashboard, you will see a summary of interpreter requests that you have made and their statuses. You can always reach the dashboard by clicking on the dashboard tab on the upper left corner of any screen.

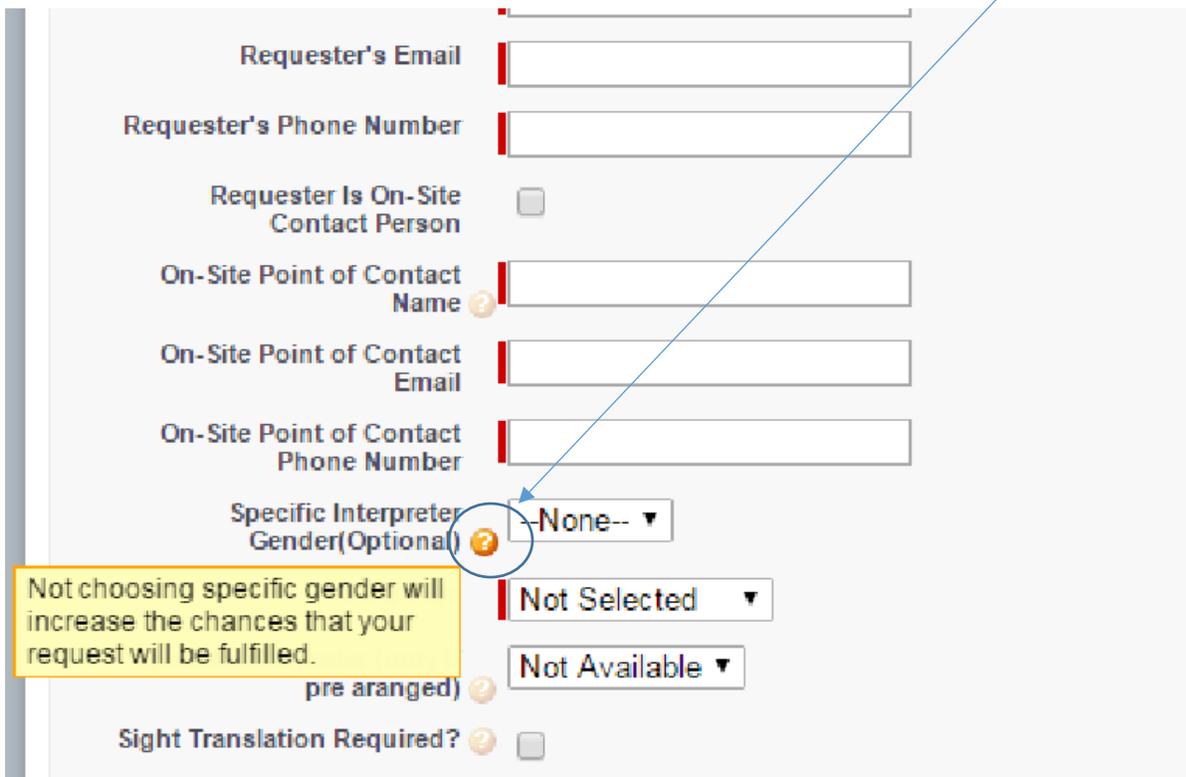


Submitting a request

From the dashboard, click on the Victim Bank Interpreter Request tab:

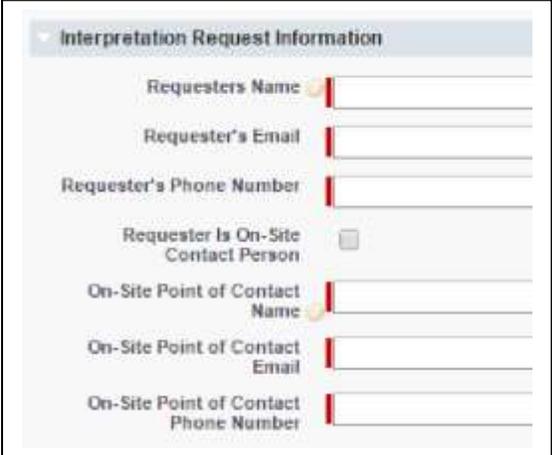


On the interpreter request form, hover over the little question mark icons with your cursor to get further instructions about how to fill out the form:

A screenshot of the interpreter request form. The form contains several fields: 'Requester's Email', 'Requester's Phone Number', 'Requester Is On-Site Contact Person' (checkbox), 'On-Site Point of Contact Name', 'On-Site Point of Contact Email', 'On-Site Point of Contact Phone Number', 'Specific Interpreter Gender(Optional)', and 'Sight Translation Required?'. A blue arrow points from the text above to a question mark icon next to the 'Specific Interpreter Gender' field. A yellow tooltip box is overlaid on the form, containing the text: 'Not choosing specific gender will increase the chances that your request will be fulfilled.' The dropdown menu for 'Specific Interpreter Gender' shows options: '--None--', 'Not Selected', and 'Not Available'. Other question mark icons are visible next to the 'On-Site Point of Contact Name', 'pre arranged)', and 'Sight Translation Required?' fields.

Remember:

- Whoever is filling out the form is the “Requester”
- The “On-Site Point of Contact” (OSPOC) is the person that the interpreter can call and/or email if there are last minute problems or difficulty in finding each other on the day of the assignment.
 - List appropriate email address and phone number for the OSPOC.
 - Provide a cell phone number if the OSPOC will be away from his or her desk at the start time of the appointment.



Interpretation Request Information

Requester's Name

Requester's Email

Requester's Phone Number

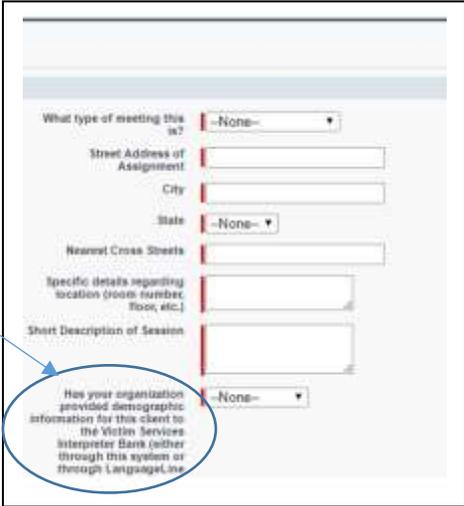
Requester is On-Site Contact Person

On-Site Point of Contact Name

On-Site Point of Contact Email

On-Site Point of Contact Phone Number

- You will be asked to respond to the following question: “Has your organization provided demographic information for this client to the Victim Services Interpreter Bank (either through this system or through LanguageLine prompts) already this quarter?”



What type of meeting this is?

Street Address of Assignment

City

State

Nearest Cross Streets

Specific details regarding location (room number, floor, etc.)

Short Description of Session

Has your organization provided demographic information for this client to the Victim Services Interpreter Bank (either through this system or through LanguageLine)

- The funder for the Bank, the DC Office of Victim Services and Justice Grants, needs this information
 - You must keep track in your client files whether or not you have used the Bank already this quarter for a particular client.
- Once you are done filling out the form, press “Save.”

Choosing (or not choosing) specific interpreters

Sometimes, you will have reason to want a particular interpreter to cover an assignment. You may use the system to give the assignment to a particular interpreter, but only if you have already received confirmation from the interpreter that he or she will accept the assignment, set to occur at a pre-arranged time that works for you, your client, and the interpreter.

On-Site Point of Contact Phone Number | (202) 256-7317

Language | ECHOLanguage ▾

Specific Interpreter Gender(Optional) | --None-- ▾

Specific Interpreter (only if pre arranged) | Not Available ▾

Do you want to exclude any specific interpreter(s) from being notified?

Sight Translation Required?

Not Available

ASL EchoInterpreter1

Echo Interpreter

Interpreter1 Echo1

Test Interpreter

If you use this feature, only the interpreter chosen will be alerted to the assignment.

Other times, you may decide that an assignment is not appropriate for a particular interpreter. You may exclude an interpreter(s) from the list of those who will receive notice of an assignment, meaning that the interpreter will not know about the assignment and will not be able to accept the assignment.

1) Click on the button to indicate that you want to exclude an interpreter.

2) Use the “add” button to indicate the interpreters that you want to exclude, moving them to “Excluded Interpreters”

Do you want to exclude any specific interpreter(s) from being notified?

Exclude interpreter/s

Interpreters

Not Available

ASL EchoInterpreter1

Interpreter1 Echo1

Add

Remove

Excluded interpreters

Echo Interpreter

Test Interpreter

Up

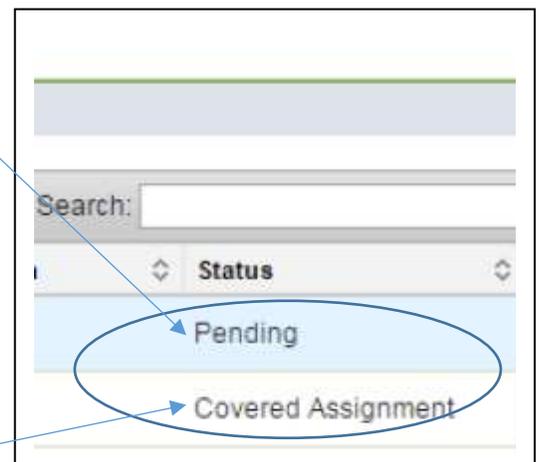
Down

Checking on the status of your request

- Visit your dashboard
 - You will see all of the requests that you have placed
 - The dashboard is set to only show you 5 assignments at a time. You can change this setting to show you more assignments.
 - The dashboard will indicate how many total assignments you have (which will let you know whether some are hidden).



- If an active request has a status of “pending,” then you do not yet have an interpreter assigned to the case.
- Once an interpreter has been assigned to your case, you will receive a confirmation email to the email addresses that you entered for the Requester and the Point of Contact. In addition, the status of the case will change to “covered assignment.”



- Refer to your confirmation email for the interpreter’s name, phone number, and email address. For emergency appointments, call the interpreter right away to discuss arrival time.

- Assignments involving Deaf and hard of hearing clients can be complicated. Sometimes, a Certified Deaf Interpreter is needed in addition to an American Sign Language interpreter. When an assignment lasts 90 minutes or more, we attempt to send two interpreters of each type needed to work in a team.

- When requesting sign language interpreters for scheduled appointments, please contact Ayuda for assistance and guidance.
- When requesting sign language interpreters for emergency appointments, please note the following:

- If a team is needed, but only part of the team has been assembled, the status of the assignment will be “Pending for all interpreters to Accept Assignment.” You can move forward with a partial team, if you have communicated with the interpreter(s) and they agree. Interpreters may determine that it is best not to proceed without a full team.

ption of Session	Status
	Covered Assignment
	Covered Assignment
	Pending for all interpreters to Accept Assignment
	Pending for all interpreters to Accept Assignment
	Pending

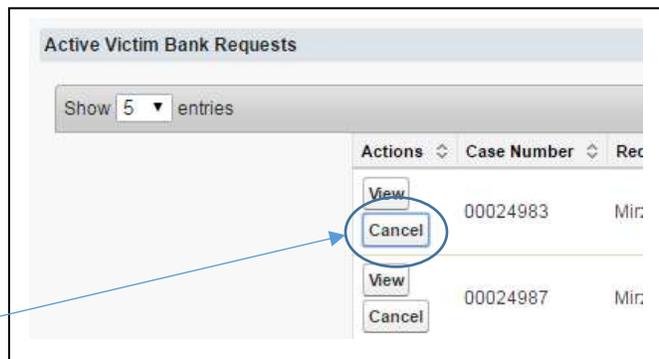
- You will be able to communicate with the interpreter(s) because a confirmation email will be sent to you and to all off the interpreters who have accepted the assignment so far each time a new interpreter accepts the assignment. Keep in mind that for an assignment that lasts 90 minutes or more and requires the assistance of both American Sign Language Interpreters and Certified Deaf Interpreters, the system will attempt to find four (4) interpreters, two (2) American Sign Language interpreters and two (2) Certified Deaf Interpreters.

- You can organize your dashboard chronologically by the date of upcoming assignments. Simply click on the little arrows to the right of “Time and Date of Session.”

Time and Date of Session	Estimated Meeting duration in Minutes
11/21/2016 5:34 AM	90
11/22/2016 10:19 AM	90

How to Cancel an Appointment

- Visit your dashboard
- Find the appointment under “Active Victim Bank Requests”
- Click the “cancel” button



- When asked, “Are you sure you want to cancel this request?,” click “OK”
 - If the assignment was a “covered assignment,” an email will be sent to the interpreter, alerting the interpreter that the assignment has been cancelled
 - Interpreters will be paid for assignments cancelled with less than 24 hours’ notice (48 hours’ notice for American Sign Language interpreters and Certified Deaf Interpreters)

How to Make Changes to an Appointment

- Visit your dashboard
- Look in the “Status” column to determine whether the assignment is “Pending” or a “Covered Assignment”
- For a “Pending” assignment
 - Cancel the assignment (see instructions above)
 - Submit a new assignment with the revised date and time
- For a “Covered Assignment”
 - Contact the interpreter (using the contact information from the confirmation email) to see whether you can agree on a mutually agreeable date and time
 - If so, send an email to interpreterbank@ayuda.com to alert Ayuda of the change and copy the interpreter to ensure that everyone is on the same page about the change in date and time
 - If not
 - Cancel the assignment (see instructions above)
 - Submit a new assignment with the revised date and time
 - Interpreters will be paid for assignments cancelled with less than 24 hours’ notice (48 hours’ notice for American Sign Language interpreters and Certified Deaf Interpreters)

If an interpreter must cancel

- If an interpreter can no longer cover your assignment, you will receive an email alerting you to that fact.
 - The email will inform you that “Your assignment has been sent out to other eligible interpreters, and you will receive a confirmation email if any of them is available to accept the assignment.”
 - On your dashboard, the status of the assignment will have changed from “Covered Assignment” to “Pending.”
 - You must wait for another confirmation email and for the status to change back to “Covered Assignment” to know that an interpreter will be able to assist you on this assignment.

