

Community Legal



Interpreter Bank

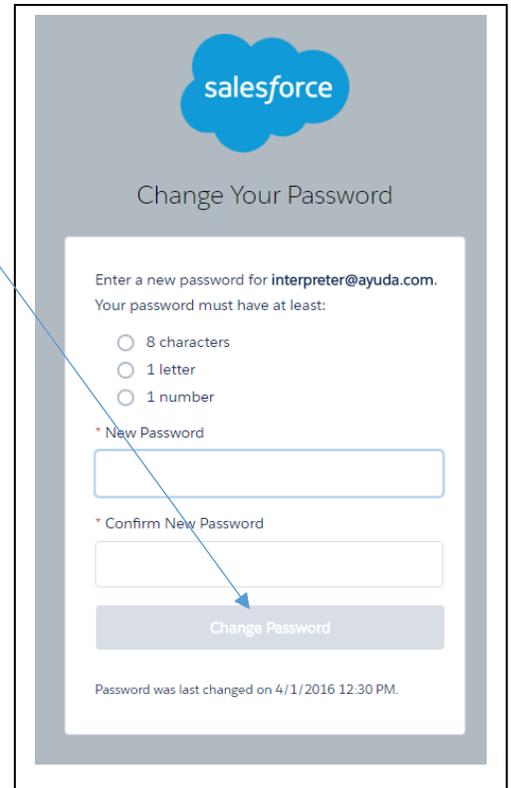
## **Step-by-Step Guide to Using Salesforce (<https://interpreterbank.force.com>) For Contract Interpreters**

### Getting Started

#### *Login Credentials*

- Your username is your preferred email address. This is the email address that you provided to Ayuda.
- The link to create a password will be emailed to you by Salesforce in an introductory email.
  - The introductory email will come from Ayuda Interpreter Community <[dev-ayuda@echots.com](mailto:dev-ayuda@echots.com)>, and the subject will be “Welcome to Ayuda Interpreter Community.”
  - The introductory email will state the following:
    - Hi [First Name], Welcome to Ayuda Interpreter Community! To get started, go to [LINK]  
Username: [Your Email Address]  
Thanks, Ayuda

- You should click on the link in the introductory email, create a password per the listed guidelines, and click on “Change Password.”
- Please take note of your password somewhere secure, as you will need it to log into the system going forward.
- Once you click “Change Password,” the system will open your dashboard.
- In the future, to sign into Ayuda’s interpreter scheduling system, please visit the following URL: <https://interpreterbank.force.com>
- If you ever need to reset your password, please use the “Forgot your Password” link on the sign-in page. If you continue to have problems, please contact Ayuda.

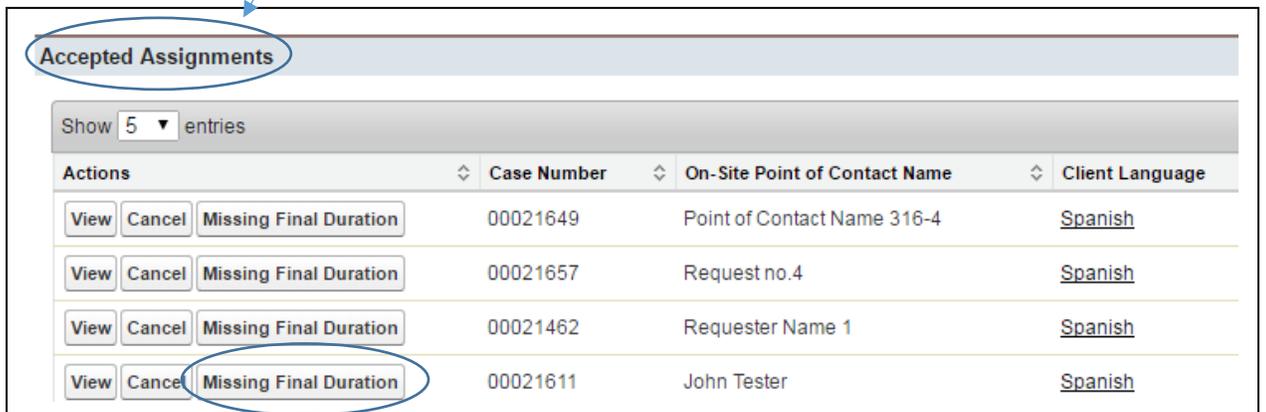
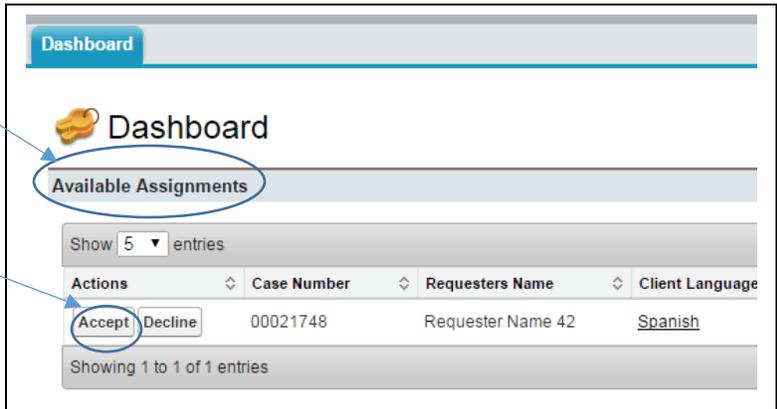


## Familiarizing Yourself with Salesforce

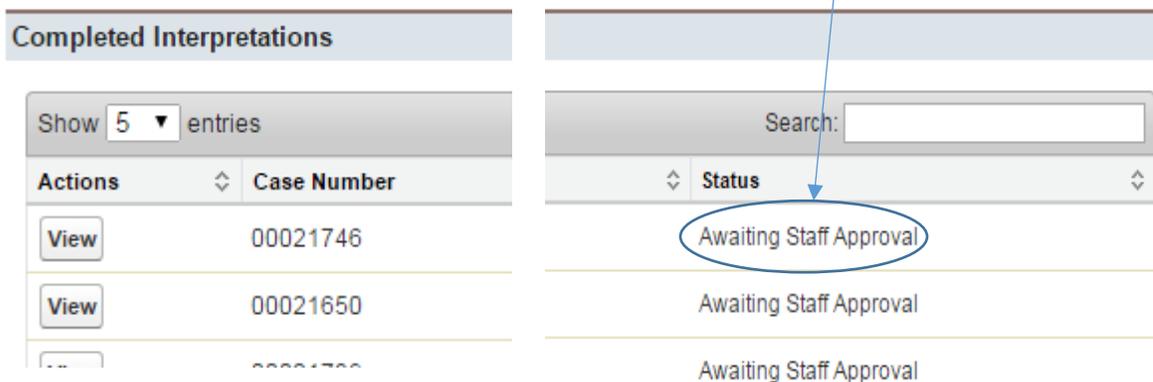
### *Dashboard*

When you log onto Salesforce, you will be taken to your dashboard. From the dashboard, you will be able to:

- Review available assignments and accept one should you choose to do so;
- Review any upcoming assignments that you have already accepted;



- Upload Point of Contact Signature Forms and Invoices, and enter the actual start and end times of an assignment; and
- Track whether an assignment has been processed for payment.



- **IMPORTANT NOTE:** *If you are an interpreter in both the Victims Services Bank and the Legal Bank, you must scroll down to the lower half of your screen to access your Legal Bank assignments. Your dashboard will look like this:*

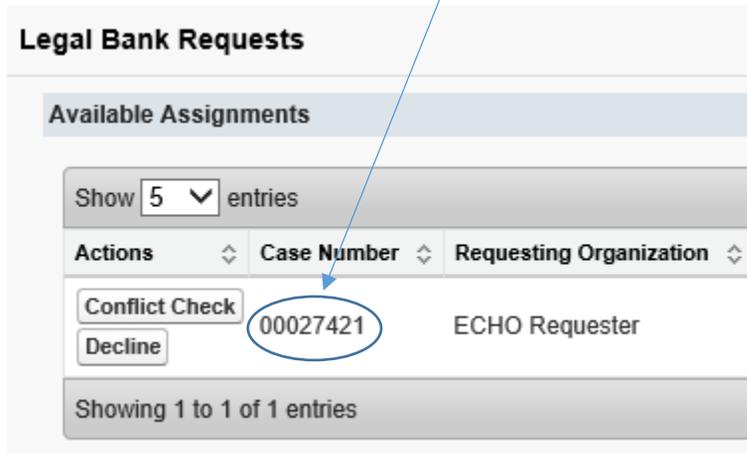
The screenshot shows the 'Ayuda Interpreter Community' dashboard. At the top, it says 'Logged in as Test Interpreter (dgsteib@yahoo.com)'. The main content is divided into two sections: 'Victims Bank Requests' and 'Legal Bank Requests'. Each section has sub-sections for 'Available Assignments', 'Accepted Assignments', and 'Completed Interpretations'. The 'Completed Interpretations' table in the Victims Bank Requests section is highlighted with a blue arrow. The table has columns for Case Number, Languages required, Time and Date of Session, Actual Hours, Location (for interpreter to show up), Short Description of Session, and Status.

Actions	Case Number	Languages required	Time and Date of Session	Actual Hours	Location (for interpreter to show up)	Short Description of Session	Status
<a href="#">View</a> <a href="#">Upload Voucher</a>	00027378	ECHOLanguage	2/14/2017 2:40 PM	0.20	Specifics 2/14-2	Description 2/14-2	Awaiting Staff Approval
<a href="#">View</a> <a href="#">Upload Voucher</a>	00027374	ECHOLanguage	2/10/2017 3:50 PM		Specifics 2/10-4	Description 2/10-4	Awaiting Staff Approval
<a href="#">View</a> <a href="#">Upload Voucher</a>	00027373	ECHOLanguage	2/10/2017 3:35 PM	0.08	Details 2/10-3	Description 2/10-3	Awaiting Staff Approval

## Accepting Available Assignments

- You will be alerted by email when an assignment is available in your language. **Please do not reply to the email.** Log onto Salesforce if you want to accept the assignment.
- If the assignment in the email has not been accepted already by another interpreter, you will find it listed under “Available Assignments” on your

dashboard. You can find it by the case number that was included in the email.



Time and Date of Session	State	Estimated Meeting Duration (Hours)	Nearest Cross Streets	Sight Translation Required?
4/2/2016 9:35 PM	VA	1.00	Cross Street 42	<input type="checkbox"/>

- The dashboard will provide you with all the same information that was in the initial email concerning the assignment. Below is a sample email and above is a picture of the dashboard:

Dear Interpreter,

I hope this message finds you well. Ayuda's Community Legal Interpreter Bank just received a request from Test Organization for a Spanish interpreter. The assignment information is as follows:

Description of the Assignment (if any): Meeting with client to prepare for naturalization interview

Date and Time: 4/2/2016 4:30 PM

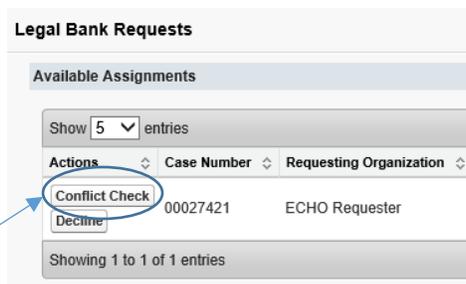
Estimated Length (Hours): 1.00

State in Which the Assignment Will Occur: DC  
Approximate Location: Willow and Maple

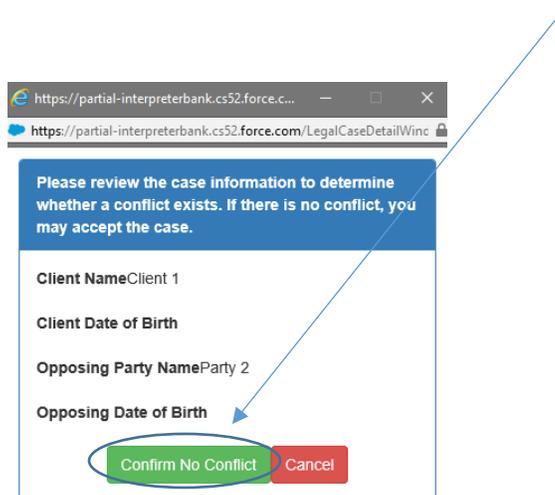
Please log onto Salesforce in order to accept this assignment and click ACCEPT next to Case # 00021748, and direct link to Salesforce is: <https://devpro-interpretbank.cs22.force.com>

Regards,  
Ayuda's Language Access Program

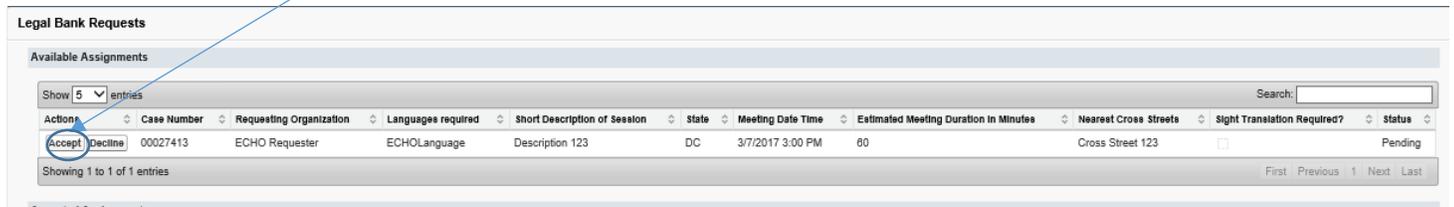
- Once you log in to Salesforce, you must perform a Conflict Check.



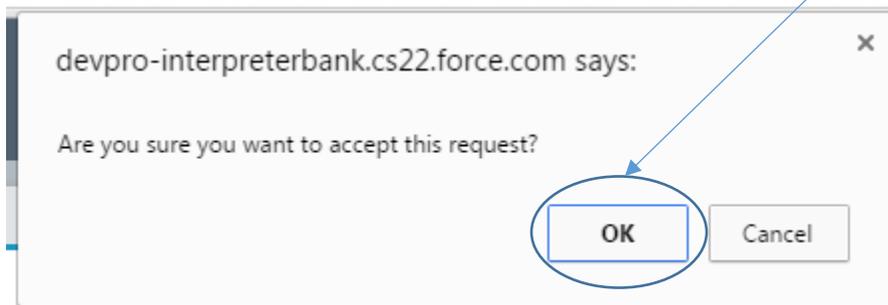
- Click “Conflict Check.”
- The names of any parties involved will appear in the box. If there is no conflict, you may accept the case by clicking “Confirm No Conflict.”



- Once you “Confirm No Conflict,” you will see the following screen. You must click “Accept” as the final step to accept the assignment.



- The system will ask whether you are sure that you want to accept the assignment. Click “OK” if you would like to accept the assignment.



- If you have been given the assignment, you will receive a confirmation email, like the one below:

Dear Interpreter and John Smith,

This email from Ayuda's Community Legal Interpreter Bank is to confirm an interpretation assignment for Test Organization on 4/2/2016 4:30 PM.

The interpreter will arrive 15 minutes before the start of the meeting. The meeting is expected to last 1 hours.

The address of the assignment is: 6925B Willow Street, NW; Washington, DC 20012

Blue Awning

Description of the Assignment (if any): Meeting with client to prepare for naturalization interview

Assignment number: 00021748

Contact person: John Smith

Contact phone number: (202) 243-3424

Contact email: [jsmith@testorganization.com](mailto:jsmith@testorganization.com)

Interpreter name: Gloria Rebollo

Interpreter phone number: (202) 250-7868

Interpreter email: [interpreter@yahoo.com](mailto:interpreter@yahoo.com)

Client name: Jose Mariscal

Client date of birth, if available: 10/14/1980

If the interpreter recognizes any potential conflict in working with this client, the interpreter should call or email the contact person above as soon as possible.

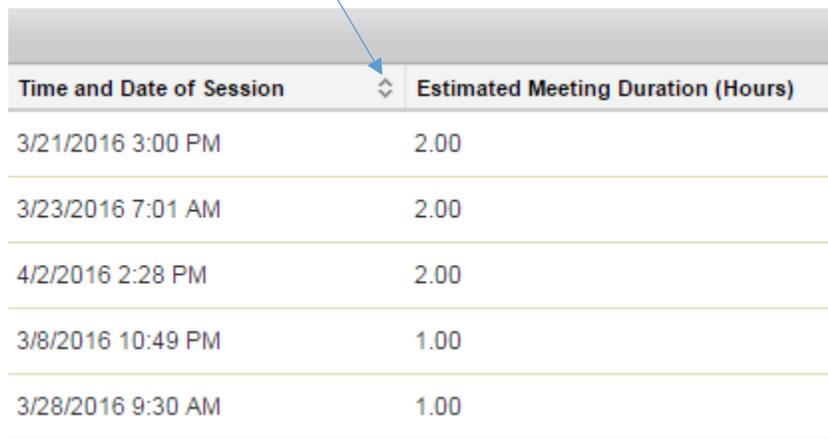
If there are any last-minute changes or questions, please feel free to contact each other directly for prompt resolution.

Regards,  
Ayuda's Language Access Program

- Be sure to check whether you have a conflict about interpreting for the client, and email or call the contact person if you do.
- If you have been given the assignment, it will now appear on your dashboard under "Accepted Assignments"

Actions	Case Number	On-Site Point of Contact Name	Client Language	Time and Date of Ses
<a href="#">View</a> <a href="#">Cancel</a> <a href="#">Missing Final Duration</a>	00021748	Requester Name 42	<a href="#">Spanish</a>	4/2/2016 9:35 PM

- You can click on the “view” button to see all the details of the assignment that were sent to you over email.
- You can organize your dashboard chronologically by the date of upcoming assignments. Simply click on the arrows to the right of “Time and Date of Session.”



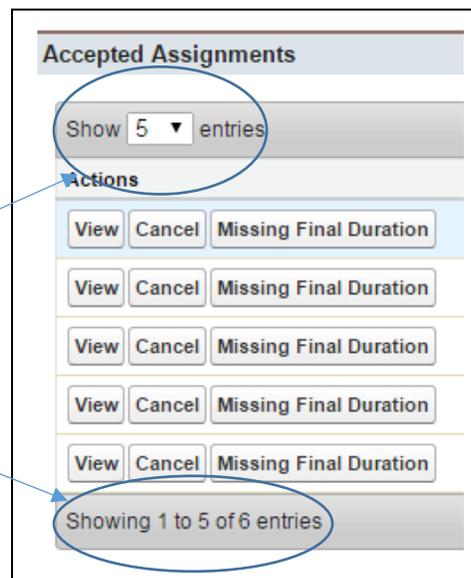
A screenshot of a table with two columns: "Time and Date of Session" and "Estimated Meeting Duration (Hours)". The table contains five rows of data. A blue arrow points to a small double-headed arrow icon located between the two column headers, indicating a sorting function.

Time and Date of Session	Estimated Meeting Duration (Hours)
3/21/2016 3:00 PM	2.00
3/23/2016 7:01 AM	2.00
4/2/2016 2:28 PM	2.00
3/8/2016 10:49 PM	1.00
3/28/2016 9:30 AM	1.00

- **Remember:** If you are an interpreter for both the Victims Services Interpreter Bank as well as the Legal Bank, you must scroll down to the bottom of your dashboard to access your Legal Bank assignments.

- 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).



### Indicating that you are no longer available for an appointment

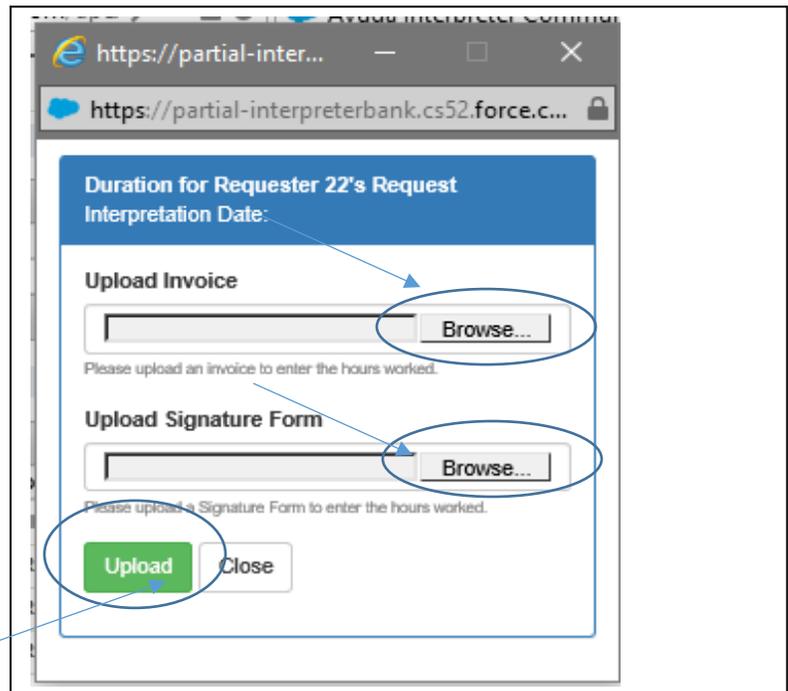
- If you accept an assignment and later must cancel, you must go onto Salesforce to indicate your change in availability.
  - Find the assignment on your dashboard under “Accepted Assignments”



- Click on the “Cancel” button. This will alert the legal services provider that you will not be able to cover the assignment and will alert other eligible interpreters that the assignment is once again available.

## Getting paid for an assignment

- To be paid for an assignment, you must upload a Point of Contact Signature Form and an Invoice for the assignment and enter in the time that the assignment started and the time that the assignment ended.
- To upload your Point of Contact Signature Form and your invoice, follow these steps:
  - Scan or take a picture of your Point of Contact Signature Form and invoice; save the file on your computer (it may be a PDF or a JPEG).
  - Visit your dashboard using the Chrome browser.
  - Find the assignment under “Accepted Assignments.”
  - Click on the “Missing Final Duration” button.
  - Once the window appears, click on the choose file button to upload your invoice and point of contact signature form.
  - Once you have chosen the file, click the “upload” button.



- A window will now appear that asks for the start and end time of the session. Enter these values and the system will automatically calculate the hours (duration).

- If you have problems entering in the times, please be sure that you are using the Chrome browser.

- Click whether the client was present or whether the client was a “no-show.”

- Once you are done, click the “Save” button.

- The assignment will move from “Accepted Assignments” to “Completed Interpretations” on your dashboard.

The screenshot shows a web browser window with the URL <https://partial-interpreterbank.cs52.force.com>. The page title is "Duration for Requester 22's Request" and the sub-header is "Interpretation Date:". A green message box says "Documents Uploaded. Thanks!". Below that, there are two upload fields: "Current Invoice" with "Ayuda Logo.gif" and "Current Signature Form" with "dashboard.PNG". A green "Replace" button is next to the signature form. The "Start Time" and "End Time" fields are empty. Below them is a "Hours: 0.00" field. A question asks "Did the client end up receiving interpretation or did the client fail to attend the session?". There are two radio buttons: "Client was present" (selected) and "Client no-show". At the bottom are "Save" and "Close" buttons. Blue arrows from the text on the left point to the "Start Time" field, the "End Time" field, the "Client was present" radio button, and the "Save" button.

- After your payment calculation is approved by Ayuda staff and an Ayuda supervisor, Ayuda will pay you based on the accurate invoice.