

Victim Services



Interpreter Bank

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

Getting Started

Login Credentials

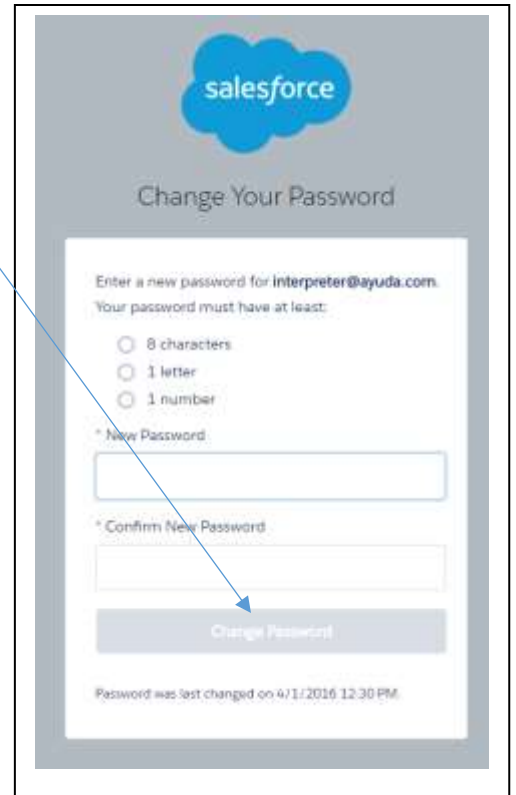
- Your username is your preferred email address. This is the email address that you provided to Ayuda.
- The link to create a password will be emailed to you by Salesforce in an introductory email.
 - The introductory email will come from Ayuda Interpreter Community <dev-ayuda@echots.com>, and the subject 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 according to the listed guidelines, and click on “Change Password.”

- Please take note of your password somewhere secure, as you will need it in order 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

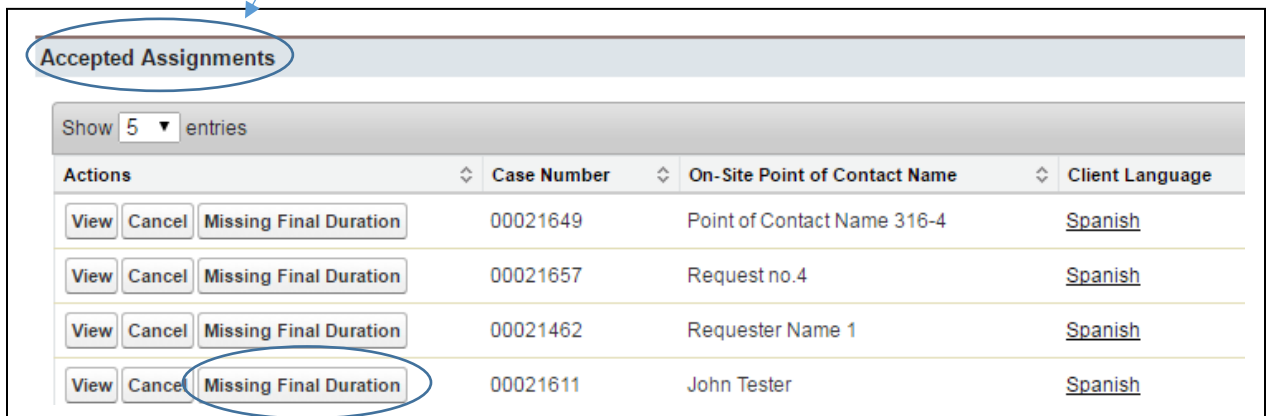
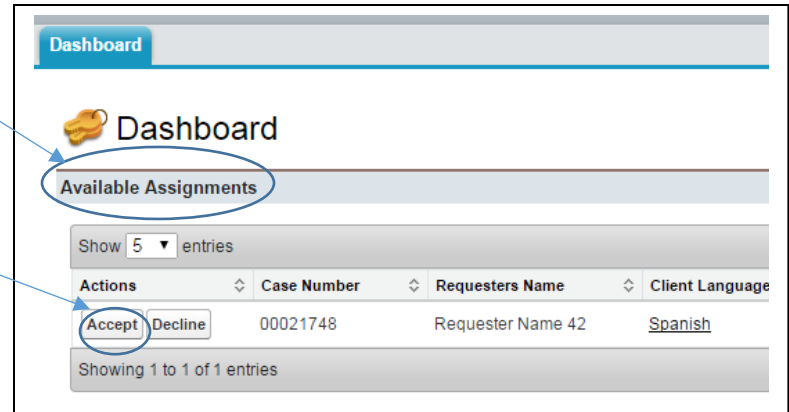
Dashboard

Action	Requester Name	Client Language	Time and Date of Session	Hours Requested	Location for interpreter to work at	Specific Interpreter	Short Description of Session	Status
View Details	[REDACTED]	Spanish	02/10/16 1:00 PM	2.00	Location: [REDACTED]	[REDACTED]	Description: [REDACTED]	Pending
View Details	[REDACTED]	Spanish	02/10/16 7:00 AM	2.00	Location: [REDACTED]	[REDACTED]	Description: [REDACTED]	Covered Assignment
View Details	[REDACTED]	Spanish	02/10/16 4:00 PM	2.00	Location: [REDACTED]	[REDACTED]	Description: [REDACTED]	Pending
View Details	[REDACTED]	Spanish	02/10/16 10:48 PM	1.00	[REDACTED]	[REDACTED]	Description: [REDACTED]	Pending
View Details	[REDACTED]	Spanish	02/10/16 8:30 AM	1.00	Location: [REDACTED]	[REDACTED]	Description: [REDACTED]	Covered Assignment

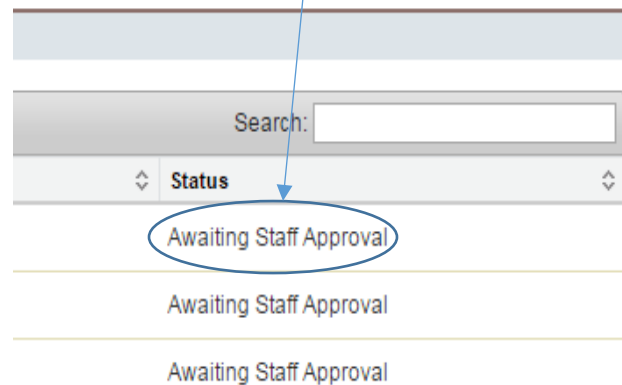
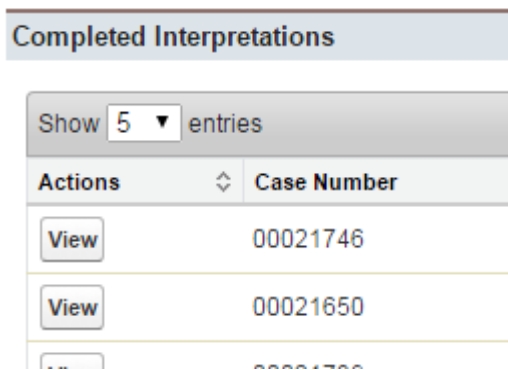
Action	Requester Name	Client Language	Time and Date of Session	Hours Requested	Location for interpreter to work at	Specific Interpreter	Short Description of Session	Status
View Details	[REDACTED]	Spanish	02/10/16 3:00 PM	0	Location: [REDACTED]	[REDACTED]	Description: [REDACTED]	Cancelled
View Details	[REDACTED]	Spanish	01/20/16 6:00 AM	0	Location: [REDACTED]	[REDACTED]	Description: [REDACTED]	Cancelled
View Details	[REDACTED]	Spanish	01/20/16 8:30 PM	0	Location: [REDACTED]	[REDACTED]	Description: [REDACTED]	Cancelled
View Details	[REDACTED]	Spanish	01/20/16 8:57 PM	0	Specific Location: [REDACTED]	[REDACTED]	Description: [REDACTED]	Cancelled
View Details	[REDACTED]	Spanish	01/20/16 1:00 PM	0	On Floor 0	[REDACTED]	Description for Contact: [REDACTED]	Waiting Self-assess

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 enter the actual start and end times of an assignment; and
- Track whether a particular assignment has been processed for payment.



Accepting Available Assignments

- You will be alerted by email and text when an assignment is available in your language. **Please do not reply to the email or text.** Log onto Salesforce if you want to accept the assignment.
- If the assignment in the email/text 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.

Available Assignments

Show 5 entries

Actions	Case Number	Requesters Name	Client Language	Short Description of Session
Accept Decline	00021748	Requester Name 42	Spanish	Description 42

Showing 1 to 1 of 1 entries

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 of 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 Victim Services 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): Counseling with a victim of

trauma

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

Estimated Length: 1

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-interpreterbank.cs22.force.com>

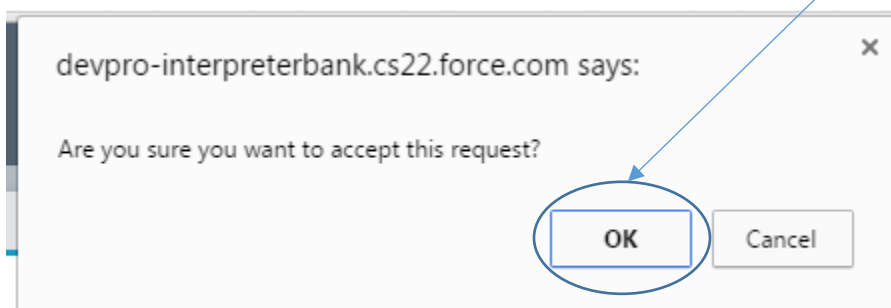
Regards,
Ayuda's Language Access Program

- To accept the assignment, click on the button labeled “accept”

Actions	Case Number	Requesters Name	Client Language	Short Description of Session
<input type="button" value="Accept"/> <input type="button" value="Decline"/>	00021748	Requester Name 42	Spanish	Description 42

Showing 1 to 1 of 1 entries

- 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 Victim Services 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): Counseling with a victim of trauma

Assignment number: 00021748

Contact person: John Smith

Contact phone number: (202) 243-3424

Contact email: jsmith@testorganization.com

Interpreter name: Gloria Rebollo

Interpreter phone number: (202) 250-7868

Interpreter email: 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 with regard to 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”

Accepted Assignments

Show 5 entries

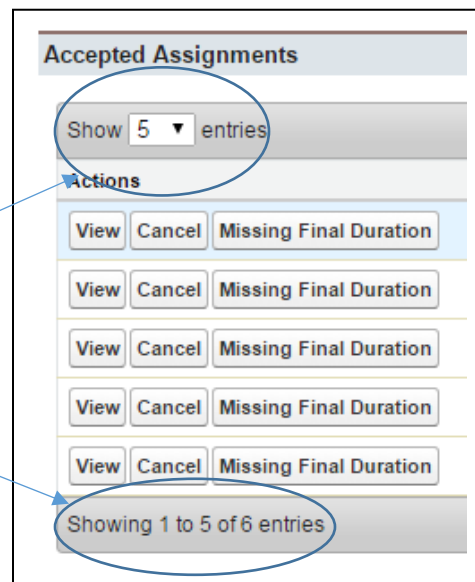
Actions	Case Number	On-Site Point of Contact Name	Client Language	Time and Date of Ses
View Cancel Missing Final Duration	00021748	Requester Name 42	Spanish	4/2/2016 9:35 PM

- You can click on the “view” button in order to see all of 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 little arrows to the right of “Time and Date of Session.”

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

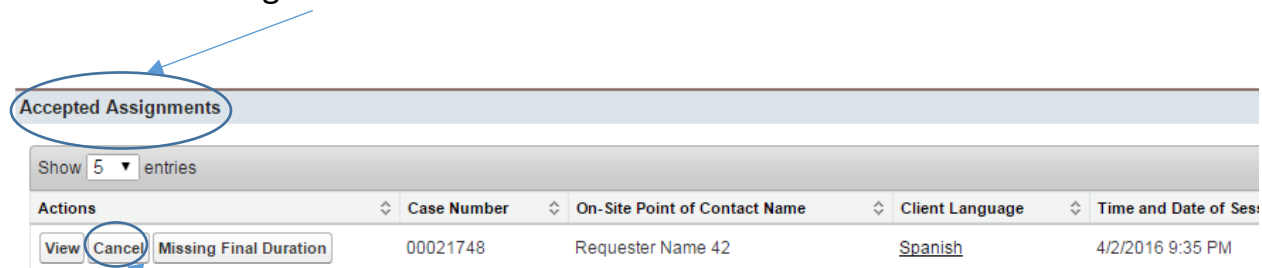
- The dashboard is set to only show you 5 assignments at a time. You can change this setting to show you more assignments.

- 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

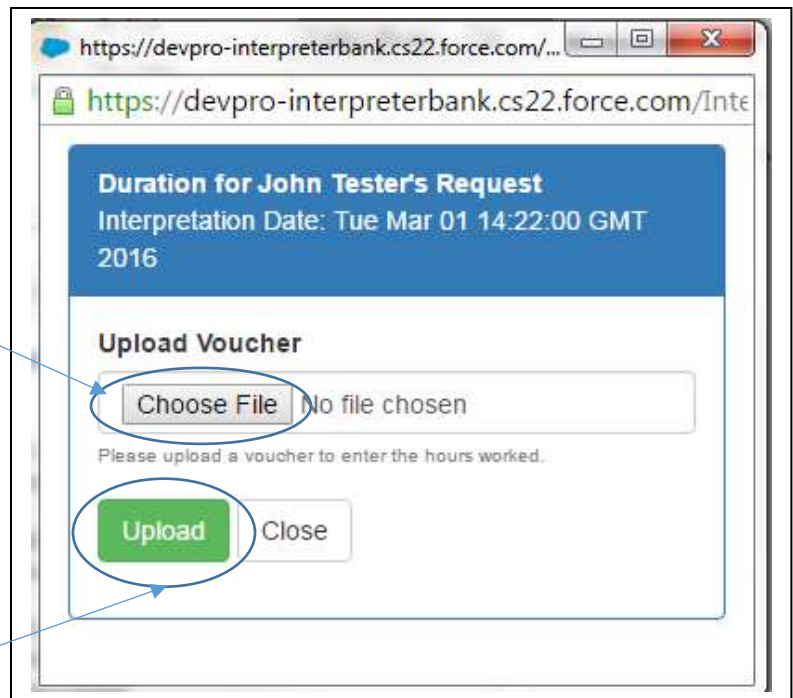
- If you accept an assignment and later must cancel, you must go onto Salesforce to indicate your change in availability.
 - Find the assignment on your dashboard under “Accepted Assignments”



- Click on the “Cancel” button. This will alert the victim 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

- In order to be paid for an assignment, you must upload a Point of Contact Signature Form for the assignment and enter in the time that the assignment started and the time that the assignment ended.
- To upload a Point of Contact Signature Form, follow these steps:
 - Scan or take a picture of your Point of Contact Signature Form; 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 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://devpro-interpretbank.cs22.force.com/>. The page displays a confirmation message: "✓ Voucher Uploaded. Thank!". Below this, the "Current Voucher" is identified as "ayudalogo3.png" with a green "Replace" button. The "Start Time" is set to "03/01/2016 09:22 AM". The "End Time" field is empty, showing a date-time picker format "mm/dd/yyyy -- --". The "Hours" field shows "0.00". A question asks, "Did the client end up receiving interpretation or did the client fail to attend the session?", with a dropdown menu currently set to "Client was present" and "Client no-show" as an alternative option. At the bottom, there are "Save" and "Close" buttons. Blue circles and arrows highlight the "Start Time" and "End Time" fields, the dropdown menu, and the "Save" button.

- After your payment calculation is approved by Ayuda staff and an Ayuda supervisor, an invoice will be generated and given to the Ayuda staff accountant.