

Community Legal



Interpreter Bank

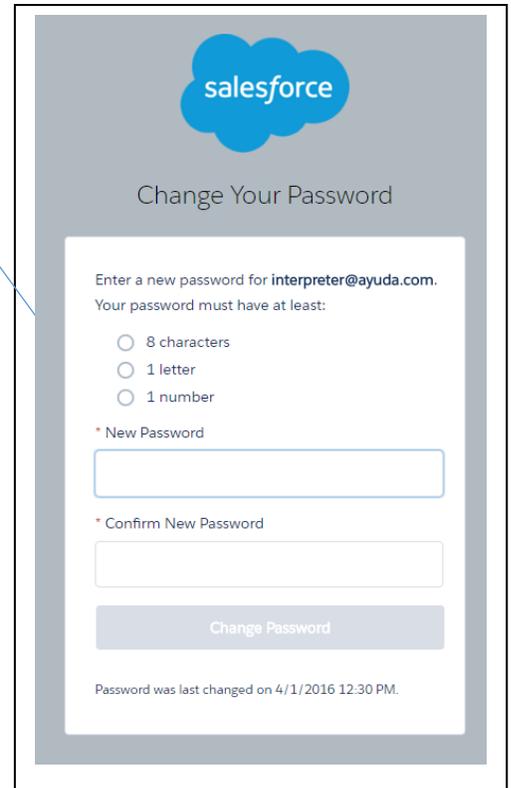
Step-by-Step Guide to Using Salesforce (<https://interpreterbank.force.com>) For Contract Interpreters

Getting Started

Login Credentials

- Your username is your preferred email address. This is the email address that you provided to Ayuda.
- If you are new to the Bank, 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 [<interpreterbank@ayuda.com>](mailto:interpreterbank@ayuda.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

Victims Bank Requests

Available Assignments

Showing 0 to 0 of 0 entries

Accepted Assignments

Showing 0 to 0 of 0 entries

Completed Interpretations

Actions	Case Number	Languages required	Time and Date of Session	Actual Hours	Location (for interpreter to show up)	Short Description of Session	Status
View / Upload Voucher	00027379	ECHOLanguage	2/14/2017 2:40 PM	0.20	Specifics 2/14-2	Description 2/14-2	Awaiting Staff Approval
View / Upload Voucher	00027374	ECHOLanguage	2/10/2017 3:50 PM		Specifics 2/10-4	Description 2/10-4	Awaiting Staff Approval
View / Upload Voucher	00027373	ECHOLanguage	2/10/2017 3:35 PM	0.08	Details 2/10-3	Description 2/10-3	Awaiting Staff Approval

Showing 1 to 3 of 3 entries

Legal Bank Requests

Available Assignments

Actions	Case Number	Requesting Organization	Languages required	Short Description of Session	State	Meeting Date Time	Estimated Meeting Duration in Minutes	Nearest Cross streets	Sign Translation Required?	Status
Conflicts Check Decline	00027413	ECHO Requester	ECHOLanguage	Description 123	DC	3/7/2017 3:00 PM	60	Cross Street 123		Pending

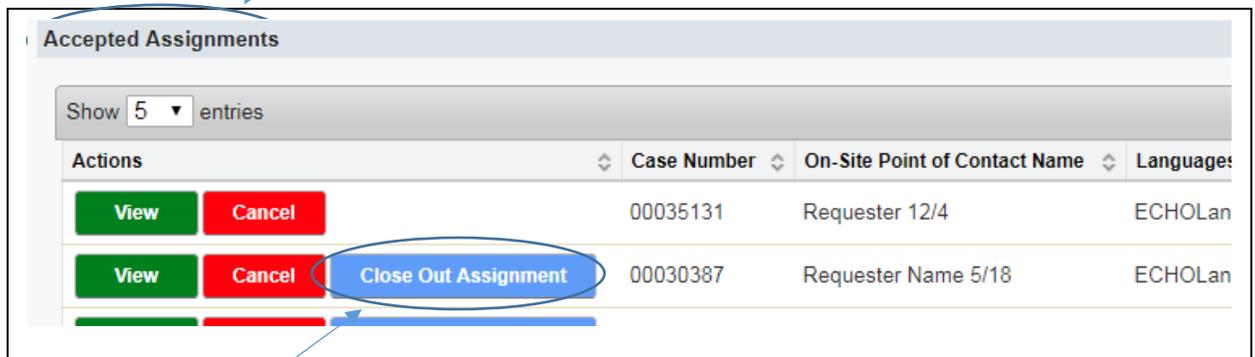
Showing 1 to 1 of 1 entries

Accepted Assignments

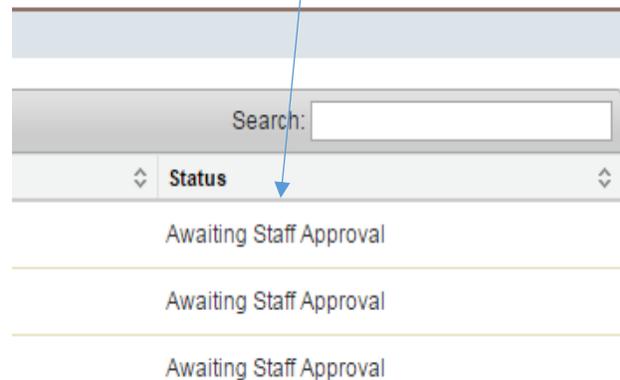
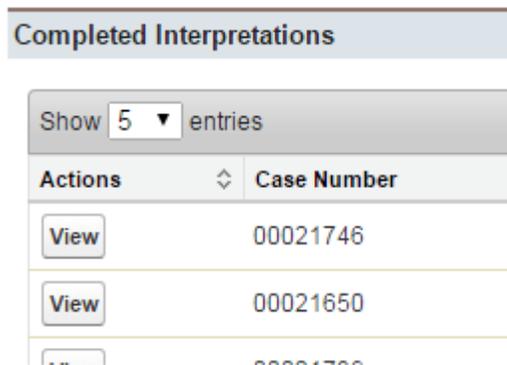
Actions	Case Number	On-site Point of Contact Name	Languages required	Meeting Date Time	Estimated Meeting Duration in Minutes	Location (for interpreter to show up)	Short Description of Session	Status
View / Cancel Missing Final Duration	00027409	Requester 3/4-5	ECHOLanguage	3/4/2017 7:25 PM	60	Specifics 3/4-5	Description 3/4-5	Covered Assignment
View / Cancel Missing Final Duration	00027408	Requester 3/4-4	ECHOLanguage	3/4/2017 7:20 PM	60	Details 3/4-4	Description 3/4-4	Covered Assignment
View / Cancel Missing Final Duration	00027406	Requester 3/4-2	ECHOLanguage	3/4/2017 7:00 PM	60	Specifics 3/4-2	Description 3/4-2	Covered Assignment

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 Form, enter the actual start and end times of an assignment, request payment; 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 indicates the user is logged in as 'Test Interpreter (dgsteib@yahoo.com)'. The dashboard is divided into two main sections: 'Victims Bank Requests' and 'Legal Bank Requests'. Each section has sub-sections for 'Available Assignments', 'Accepted Assignments', and 'Completed Interpretations'. A blue arrow points from the 'Completed Interpretations' table in the Victims Bank section to the 'Legal Bank Requests' section.

Victims Bank Requests - Completed Interpretations Table:

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

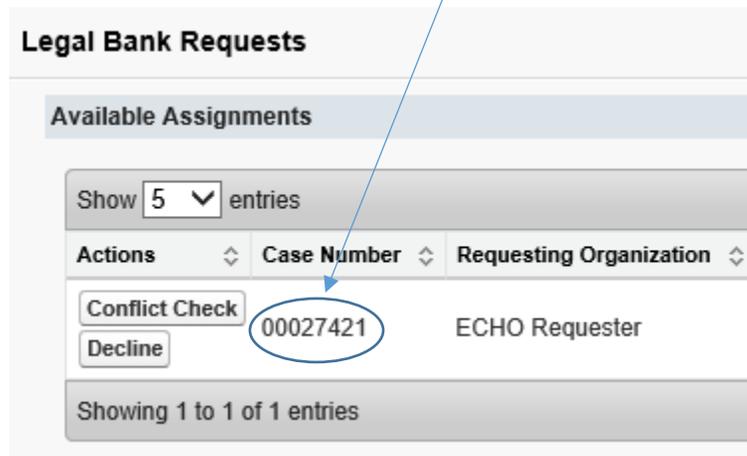
Legal Bank Requests - Available Assignments Table:

Actions	Case Number	On-site Point of Contact Name	Languages required	Meeting Date Time	Estimated Meeting Duration in Minutes	Location (for interpreter to show up)	Short Description of Session	Status
View Cancel	00027413	client	ECHOLanguage	3/7/2017 3:00 PM	60	Upstairs	Description 123	Covered Assignment
View Cancel Missing Final Duration	00027409	Requester 3/4-5	ECHOLanguage	3/4/2017 7:25 PM	60	Specific 3/4-5	Description 3/4-5	Covered Assignment
View Cancel Missing Final Duration	00027408	Requester 3/4-4	ECHOLanguage	3/4/2017 7:20 PM	60	Details 3/4-4	Description 3/4-4	Covered Assignment

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.



languages required	Short Description of Session	State	Meeting Date Time	Estimated Meeting Duration In Minutes	Nearest Cross Streets	Sight Translation Required
ECHOLanguage	Description 5/29	DC	5/29/2017 11:20 AM	60	Cross Street 5/29	<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 (IN MINUTES): 60

State in Which the Assignment Will Occur: DC

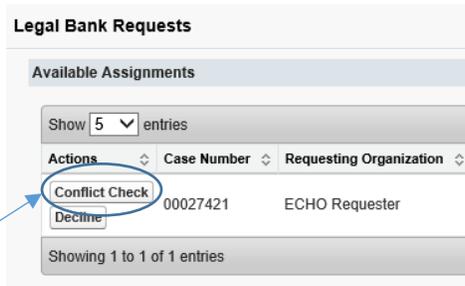
Approximate Location: Willow and Maple

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

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

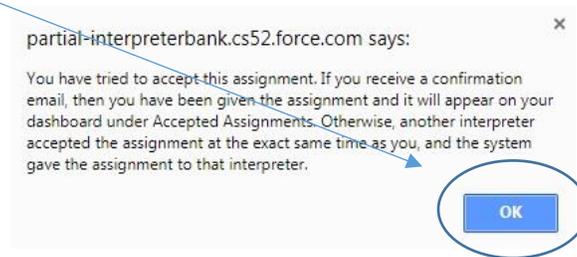


- Click “Conflict Check.”
- The names of any parties involved will appear in the box. If there is no conflict, you may accept the case by clicking “Confirm No Conflict.”



- Once you “Confirm No Conflict,” you will see a message alerting you to the fact that you must check your email (and look at the “Accepted Assignments” portion of your dashboard) to ensure that the assignment has been given to you. Because interpreters sometimes try to accept a single assignment at the exact same time, it is best to check for confirmation to ensure that the assignment has been given to you.

- Click “OK” to acknowledge that you have read the message.



- 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 60 minutes.

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

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.

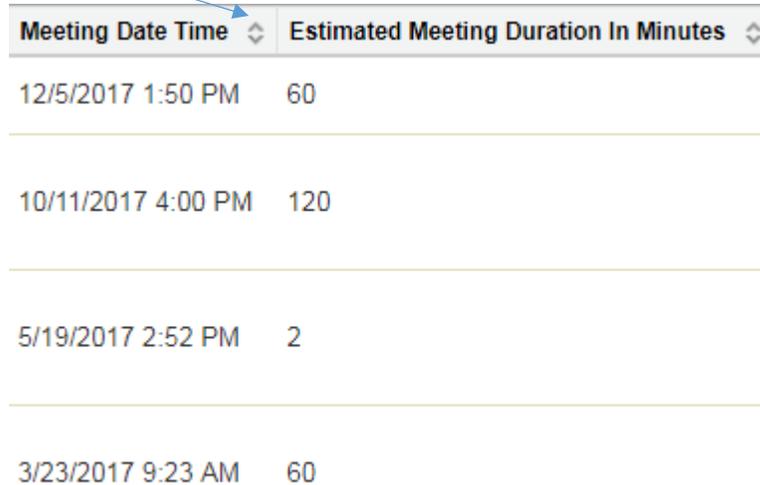
Regards,
Ayuda's Language Access Program

- 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	Languages required	Meeting Date Time
View Cancel	00035131	Requester 12/4	ECHOLanguage	12/5/2017 1:50 PM
View Cancel Close Out Assignment	00034103	Echo Requester	ECHOLanguage	10/11/2017 4:00 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 “Meeting Date Time.”



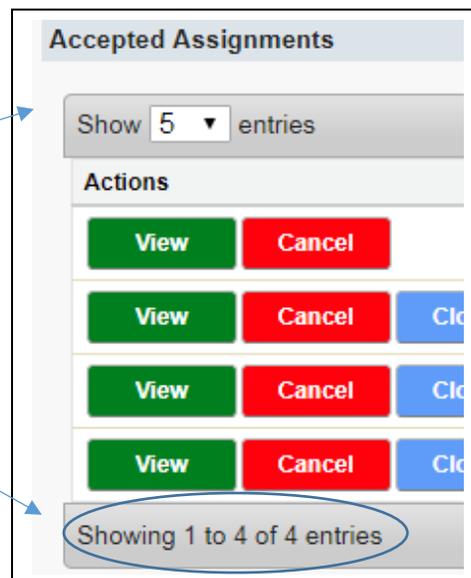
A screenshot of a dashboard table. The table has two columns: "Meeting Date Time" and "Estimated Meeting Duration In Minutes". Both headers have a small downward-pointing arrow to their right, indicating they are clickable for sorting. A blue arrow points from the text "Meeting Date Time." in the preceding list item to the arrow on the "Meeting Date Time" header. The table contains four rows of data, separated by horizontal lines. The data is as follows:

Meeting Date Time	Estimated Meeting Duration In Minutes
12/5/2017 1:50 PM	60
10/11/2017 4:00 PM	120
5/19/2017 2:52 PM	2
3/23/2017 9:23 AM	60

- **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

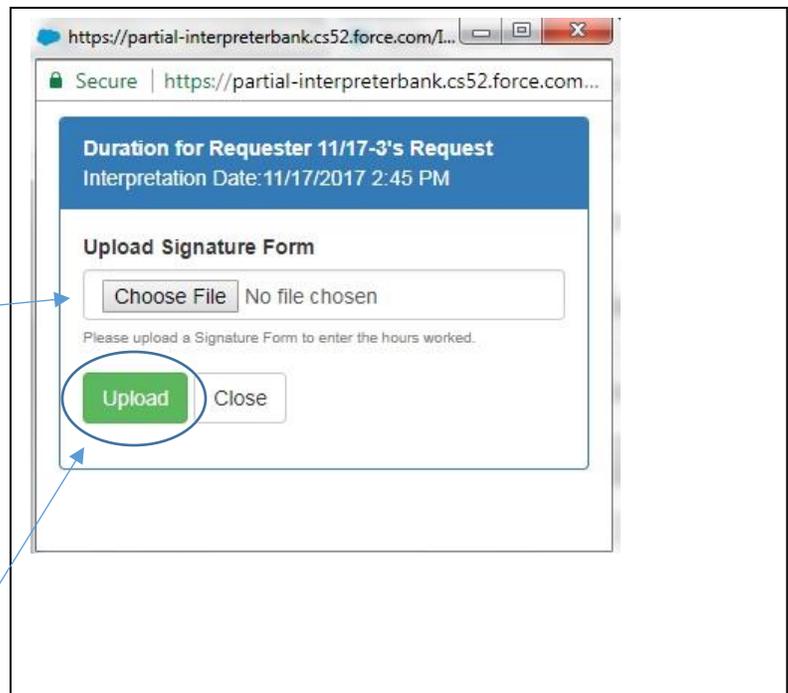
- If you accept an assignment and later must cancel, you must go onto Salesforce to indicate your change in availability.
 - Find the assignment on your dashboard under “Accepted Assignments”



- 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 first 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 your 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, a JPEG, or other format).
 - Visit your dashboard using the Chrome browser.
 - Find the assignment under “Accepted Assignments.”
 - Click on the “Close Out Assignment” 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.
- Select from the dropdown menu whether the client was present or whether the client was a “no-show.”
- Once you are done, click the “Save” button.
- A second window will now appear that asks for you to accept or decline the Salesforce-automated invoice.

- Check to make sure that “Total Duration for Payment Purposes,” “Payment Rate,” and “Total Amount Due” are correct.

11/29/2017
Ms. Test Interpreter 2
6271 South Street
Washington, VA 20001

Record Number	Organization	State Location of Session	Date of Session	Beginning Time of Session	End Time of Session	Total Duration for Payment Purposes	Payment Rate	Total Amount Due
00028256	ECHO Requester	VA	11/09/2017	02:45 PM	03:30 PM	2	30.00	60.00

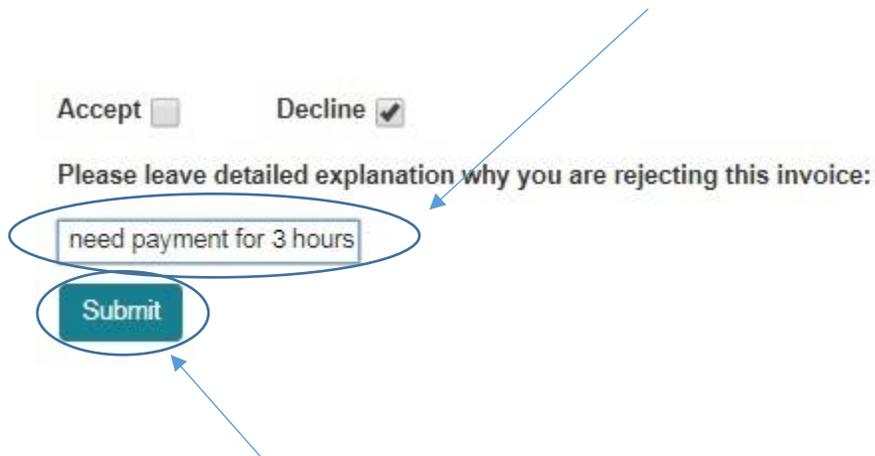
Accept Decline
Submit

- If the invoice is an accurate reflection of what you are charging to Ayuda, click the “Accept” box and then the “Submit” button.
- The assignment will move from “Accepted Assignments” to “Completed Interpretations” on your dashboard. See page 15.

- After your payment calculation is approved by Ayuda staff and an Ayuda supervisor, Ayuda will pay you based on the accurate invoice.
 - If payment calculations are incorrect, click the “Decline” box.

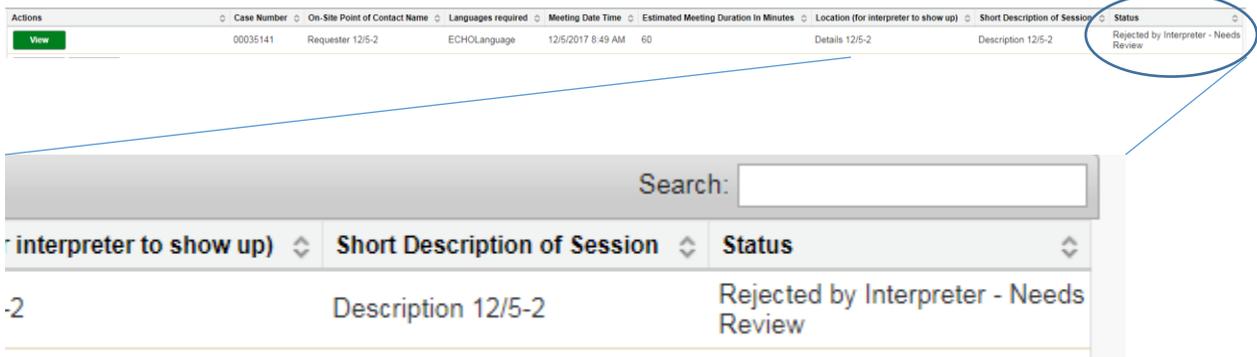


- A box for you to include additional comments will appear.



- Click the “Submit” button when you are ready.

- The assignment will remain under “Accepted Assignments” on your dashboard with a “Rejected by Interpreter – Needs Review” status.



- Ayuda staff will review your invoice and make the necessary changes.
- The status of the assignment will change to “Interpreter Must Revisit Invoice” when the invoice is ready for your review and approval.

Short Description of Session	Status
We are conducting a client interview related to an immigration matter.	Covered Assignment
client interview on immigration case	Covered Assignment
Description 12/5	Interpreter Must Revisit Invoice

View Confirm Invoice 00028565 Requester 12/5 ECHOLanguage 12/5/2017 9:10 AM 60 Detail 12/5 Description 12/5 Interpreter Must Revisit Invoice

View Confirm Invoice 00028565 Requester 12/5 ECHOLanguage

- Click the “Confirm Invoice” button.
- A new window will appear that will ask for you to accept or decline the Salesforce-automated invoice.
 - Check to make sure that “Total Duration for Payment Purposes,” “Payment Rate,” and “Total Amount Due” are correct.

11/29/2017
Ms. Test Interpreter 2
6271 South Street
Washington, VA 20001

Record Number	Organization	State Location of Session	Date of Session	Beginning Time of Session	End Time of Session	Total Duration for Payment Purposes	Payment Rate	Total Amount Due
00028256	ECHO Requester	VA	11/09/2017	02:45 PM	03:30 PM	2	30.00	60.00

Accept Decline
Submit

- If the invoice is an accurate reflection of what you are charging to Ayuda, click the “Accept” box and then the “Submit” button.

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

Completed Interpretations

- The “Upload Revised Form” button under “Completed Interpretations” does not mean that you need to do anything. It is there for use in case Ayuda asks you to upload the Point of Contact signature form again (if it is illegible or corresponds to the wrong assignment).

Actions	Case Number	Languages required	Meeting Date Time
View Upload Revised Form View Invoice	00034103	ECHOLanguage	10/11/2017 4:00 PM
View Upload Revised Form View Invoice	00031646	ECHOLanguage	6/25/2017 6:05 PM

- In general, once an assignment is in the “Completed Interpretations” area, you have done everything you need to do to ask for payment. You will see the status change from “Awaiting Staff Approval” to “Awaiting Supervisor Approval” as payment is being processed.

Time Conflict

- If you see the words “Time Conflict” it means that you cannot accept a particular assignment because you already have another assignment within an hour’s time of the assignment labeled “Time Conflict.”

Actions	Case Number	Requesting Organization
Time conflict Decline	00035143	ECHO Requester

Showing 1 to 1 of 1 entries