

Victim Services



Interpreter Bank

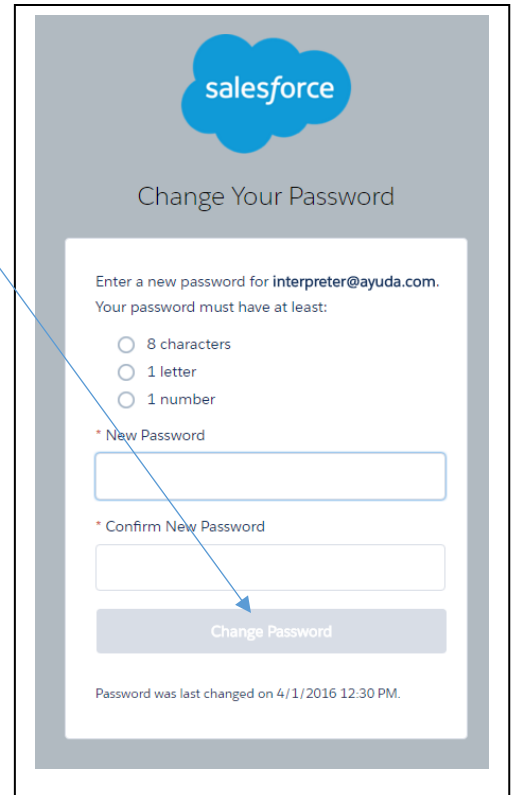
Step-by-Step Guide to Using Salesforce (<https://interpreterbank.force.com>) For Contract Interpreters

Getting Started

Login Credentials

- Your username is your preferred email address. This is the email address that you provided to Ayuda.
- 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 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

Ayuda Interpreter Community

Logged in as David@organization (David@ayuda.com) Sandbox: DevPro

Dashboard Interpreter Request

Dashboard

Active Requests

Actions	Requester Name	Client Language	Time and Date of Session	Estimated Meeting Duration (Hours)	Location (for interpreter to show up)	Specific Interpreter	Short Description of Session	Status
View Cancel	Requester Name 320	Spanish	3/21/2016 3:00 PM	2.00	Specific Details 320		Description 320	Pending
View Cancel Missing Final Duration	Requester Name 315-4	Spanish	3/23/2016 7:01 AM	2.00	Location Details 315-4		Description 315-4	Covered Assignment
View Cancel	Requester Name 320-6	Spanish	3/21/2016 5:00 PM	2.00	Location Specifics 320-6		Description 320-6	Pending
View Cancel	Gary Test	Albanian	3/8/2016 10:49 PM	1.00	Details		Description	Pending
View Cancel Missing Final Duration	Requester Name 328	Spanish	3/28/2016 9:30 AM	1.00	Location Details 328		Description 328	Covered Assignment

Showing 1 to 5 of 5 entries

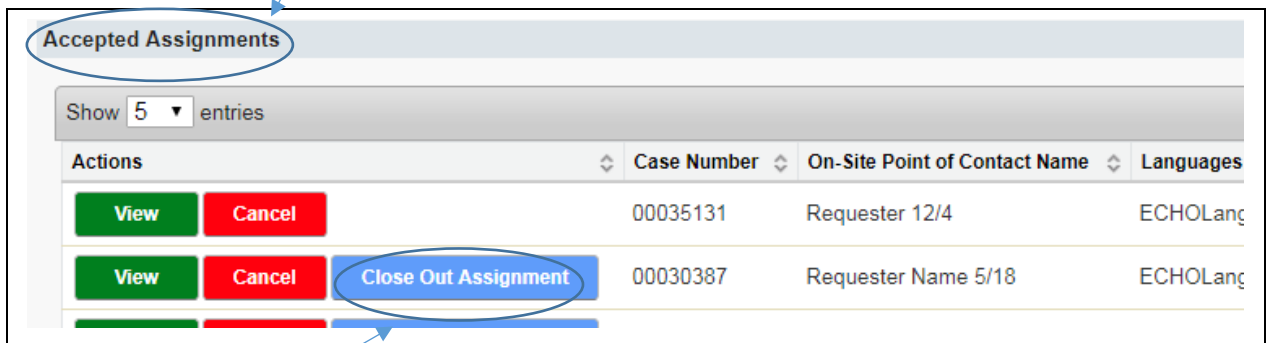
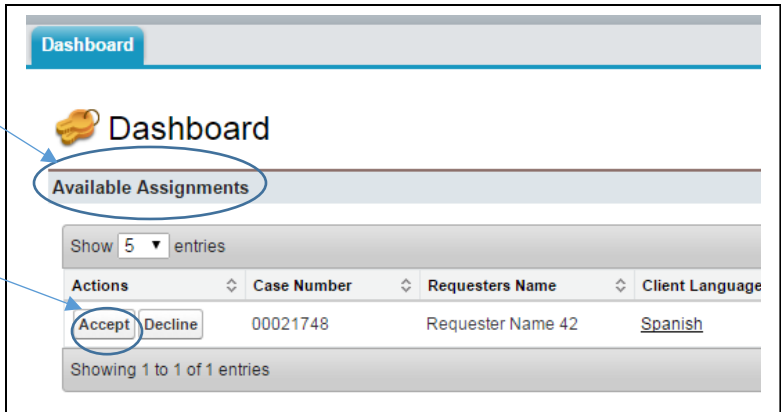
Completed Requests

Actions	Requester Name	Client Language	Time and Date of Session	Hours Worked	Location (for interpreter to show up)	Specific Interpreter	Short Description of Session	Status
View	Requester Name 320-4	Spanish	3/23/2016 2:00 PM	0	Location Details 320-4		Description 320-4	Cancelled
View	Requester Name 314-2	Spanish	3/15/2016 9:00 AM	0	Location Details 314-2		Description 314-2	Cancelled
View	Requester 315-4	Spanish	3/18/2016 8:20 PM	0	Specific Location 315-4		Description 315-4	Cancelled
View	Requester Name 315-6	Spanish	3/15/2016 8:37 PM	0	Specific Location 315-6		Description 315-6	Cancelled
View	Requester Name 6	Spanish	3/7/2016 3:00 PM	0	On Floor 6		Counseling for Domestic Violence Victim 6	Awaiting Staff Approval

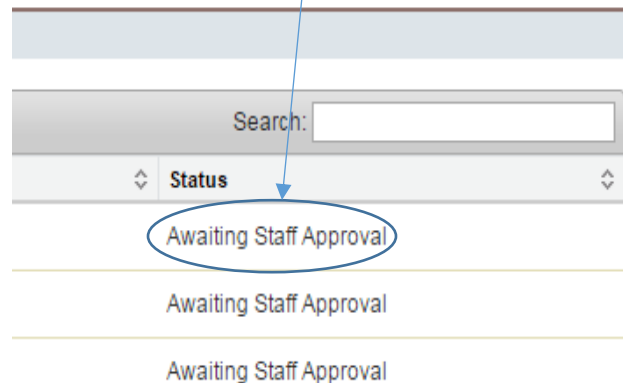
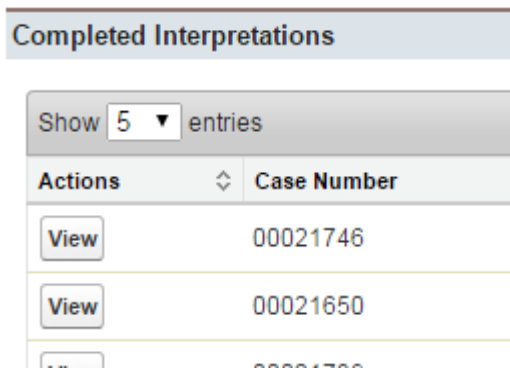
Showing 1 to 5 of 28 entries

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 a particular 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:*

Ayuda Interpreter Community Logged in as Test Interpreter (dgsleb@yahoo.com) Sandbox: partial

Search...

Dashboard

Victims Bank Requests

Available Assignments

Show 5 entries Search:

Actions

No data available in table

Showing 0 to 0 of 0 entries First Previous Next Last

Accepted Assignments

Show 5 entries Search:

Actions

No data available in table

Showing 0 to 0 of 0 entries First Previous Next Last

Completed Interpretations

Show 5 entries Search:

Actions	Case Number	Language required	Time and Date of Session	Actual Hours	Location (for interpreter to show up)	Short Description of Session	Status
<input type="button" value="View"/> <input type="button" value="Upload Voucher"/>	00027376	ECHOLanguage	2/14/2017 2:40 PM	0.20	Specifics 2/14-2	Description 2/14-2	Awaiting Staff Approval
<input type="button" value="View"/> <input type="button" value="Upload Voucher"/>	00027374	ECHOLanguage	2/10/2017 3:50 PM		Specifics 2/10-4	Description 2/10-4	Awaiting Staff Approval
<input type="button" value="View"/> <input type="button" value="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 First Previous 1 Next Last

Legal Bank Requests

Available Assignments

Show 5 entries Search:

Actions

No data available in table

Showing 0 to 0 of 0 entries First Previous Next Last

Accepted Assignments

Show 5 entries Search:

Actions	Case Number	On-site Point of Contact Name	Language required	Meeting Date Time	Estimated Meeting Duration in Minutes	Location (for interpreter to show up)	Short Description of Session	Status
<input type="button" value="View"/> <input type="button" value="Cancel"/>	00027413	client	ECHOLanguage	3/7/2017 3:00 PM	60	Upstairs	Description 123	Covered Assignment
<input type="button" value="View"/> <input type="button" value="Cancel"/> <input type="button" value="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
<input type="button" value="View"/> <input type="button" value="Cancel"/> <input type="button" value="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 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	Requesting Organization	Languages required	Short Description of Session
Accept Decline	00035135	ECHO Requester	ECHOLanguage	Description 12/4-3

Showing 1 to 1 of 1 entries

Search:

Time and Date of Session	State	Estimated Meeting Duration In Minutes	Nearest Cross Streets	Sight Translation Required?
12/4/2017 3:15 PM	VA	60	Cross 12/4-3	<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:

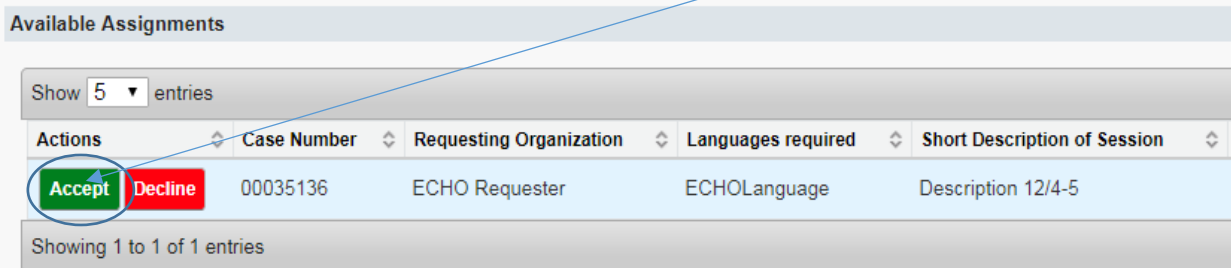
Description of the Assignment (if any): Counseling with a victim of trauma

Date and Time: 4/2/2016 4:30 PM
Estimated Length (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://interpreterbank.force.com/login>

Regards,
Ayuda's Language Access Program

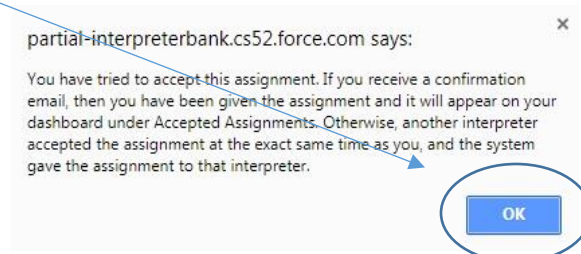
- To accept the assignment, click on the button labeled “accept”



Actions	Case Number	Requesting Organization	Languages required	Short Description of Session
<input type="button" value="Accept"/> <input type="button" value="Decline"/>	00035136	ECHO Requester	ECHOLanguage	Description 12/4-5

Showing 1 to 1 of 1 entries

- Once you click accept, 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 Victim Services Interpreter Bank is to confirm an interpretation assignment for Test Organization on 4/2/2016 4:30 PM.

The meeting is expected to last 60 minutes.

The Interpreter will arrive 15 minutes before the start of the meeting. For emergency appointments, the interpreter will contact you shortly to discuss arrival time.

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

Blue Awning

Assignment number: 00021748

Description of the Assignment (if any): Counseling with a victim of trauma

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

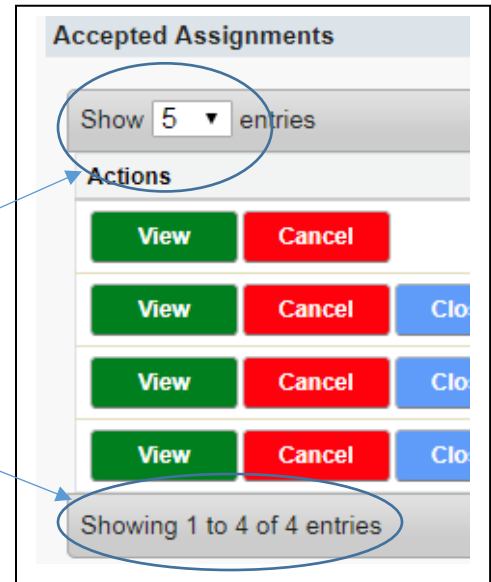
Actions	Case Number	On-Site Point of Contact Name	Languages required	Time and Date of Session
View Cancel	00035136	Requester 12/4-5	ECHOLanguage	12/5/2017 4:50 PM
View Cancel Close Out Assignment	00031994	Requester Name 7/18-2	ECHOLanguage	7/19/2017 7:46 PM

- 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 In Minutes
12/5/2017 4:50 PM	60
7/19/2017 7:46 PM	60

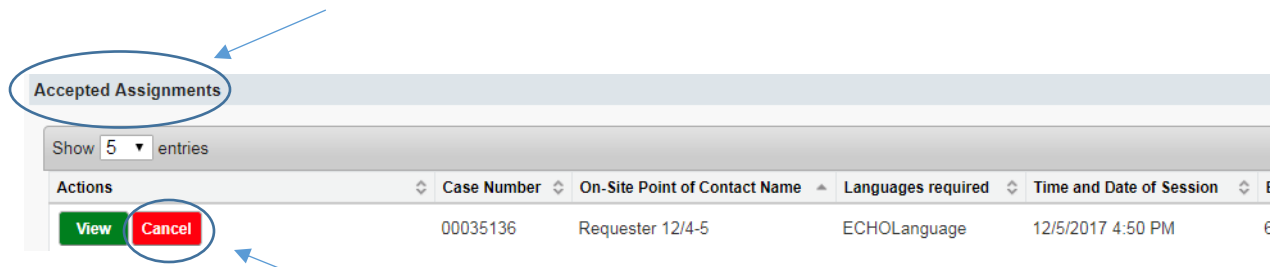
- The dashboard is set to only show you 5 assignments at a time. You can change this setting to show you more assignments.

- 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

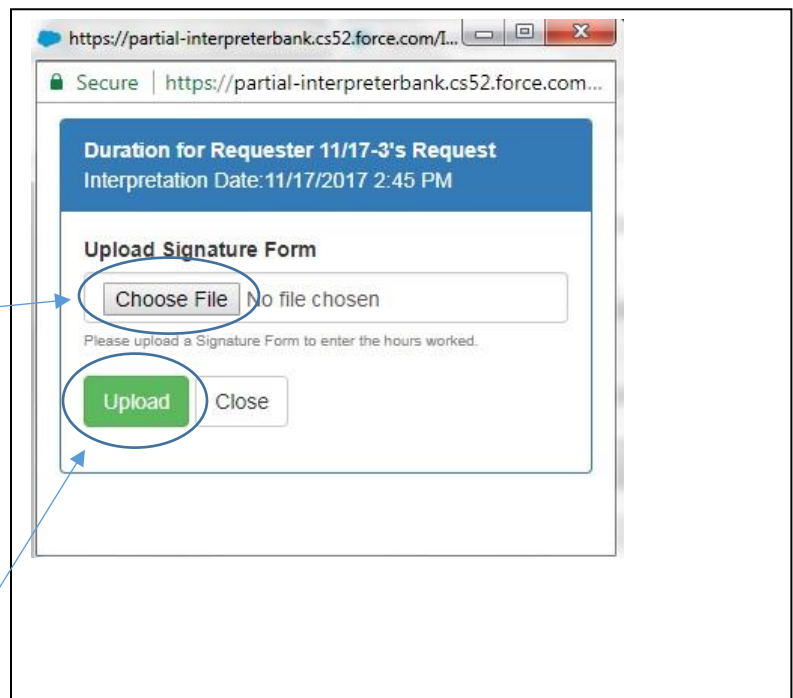
- If you accept an assignment and later must cancel, you must go onto Salesforce to indicate your change in availability.
 - Find the assignment on your dashboard under “Accepted Assignments”



- 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

- 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 14.

- 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.

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	06:45 PM	2	30.00	50.00

Accept Decline

Submit

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

Accept Decline

Please leave detailed explanation why you are rejecting this invoice:

need payment for 3 hours

Submit

- 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.

Show 5 entries

Actions	Case Number	On-Site Point of Contact Name	Languages required	Time and Date of Session	Estimated Meeting Duration In Minutes	Location (for interpreter to show up)	Short Description of Session	Status
View Cancel	00035139	Requester 12/4-6	ECHOLanguage	12/4/2017 5:50 PM	60	Details 12/4-6	Description 12/4-6	Rejected by Interpreter - Needs Review

Search: []

es	Location (for interpreter to show up)	Short Description of Session	Status
	Details 12/4-6	Description 12/4-6	Rejected by Interpreter - Needs Review

- 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.

The screenshot shows a table with two columns: 'Short Description of Session' and 'Status'. The first row has the description 'We are conducting a client interview related to an immigration matter.' and the status 'Covered Assignment'. The second row has the description 'client interview on immigration case' and the status 'Covered Assignment'. The third row has the description 'Description 12/5' and the status 'Interpreter Must Revisit Invoice', which is circled in blue. Below the table is a navigation bar with buttons for 'View' and 'Confirm Invoice', and various session details like '00028565', 'Requester 12/5', and 'ECHOlanguage'. The 'Confirm Invoice' button is circled in blue.

- 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.

The screenshot shows an invoice confirmation window. At the top left, it displays the date '11/29/2017' and the interpreter's name and address: 'Ms. Test Interpreter 2, 6271 South Street, Washington, VA 20001'. Below this is a table with the following data:

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

Below the table are two buttons: 'Accept' (with a checkmark icon) and 'Decline' (with an 'X' icon). The 'Accept' button is circled in blue. Below these buttons is a 'Submit' button, also circled in blue. Arrows point from the circled buttons to the corresponding list items in the previous block.

- 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).

Completed Interpretations				
Show 5 entries				
Actions	Case Number	Languages required	Time and Date of Session	
View Upload Revised Form View Invoice	00035136	ECHOLanguage	12/5/2017 4:50 PM	
View Upload Revised Form View Invoice	00031994	ECHOLanguage	7/19/2017 7:46 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.”

Available Assignments			
Show 5 entries			
Actions	Case Number	Requesting Organization	
Time conflict Decline	00035143	ECHO Requester	

Showing 1 to 1 of 1 entries