Step-by-Step Guide to Using Salesforce for

(https://interpreterbank.force.com/login)

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Getting Started

- Your username is interpreter@[your organizational email]
    - Ex: interpreter@ayuda.com

      interpreter@amaralegal.org

      interpreter@tassc.org

- If you are new to the Bank, a link to create a password will be sent to you in an introductory email.
    - The email will come from InterpreterBank@ayuda.com and the subject will be "Welcome to the Ayuda Interpreter Community."
    - The email will state:
      Hi [First Name], Welcome to the Ayuda Interpreter Community! To get started, go to [LINK].
      Username: interpreter@[your organizational email]

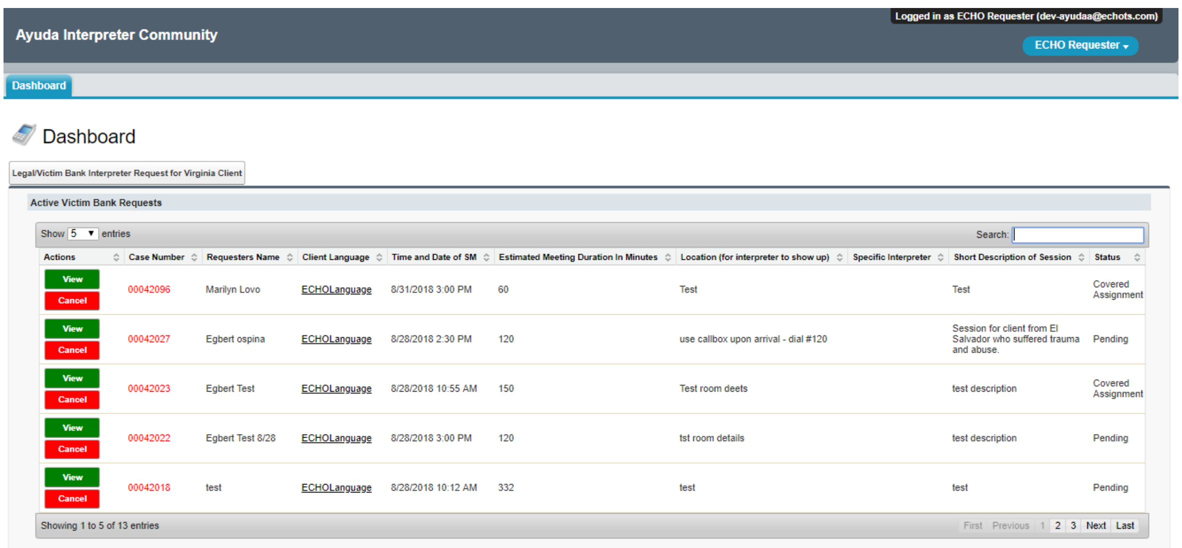
Note: Everyone at your organization will share the same login information, so your liaison should share the password with anyone at the organization who will be submitting interpreter requests.

- You should click on the link in the introductory email, create a password according to the listed guidelines, and click on "Change Password."

- Once you click “Change Password,” the system will open your dashboard.
- In the future, please login by following the link https://interpreterbank.force.com/login
- 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.

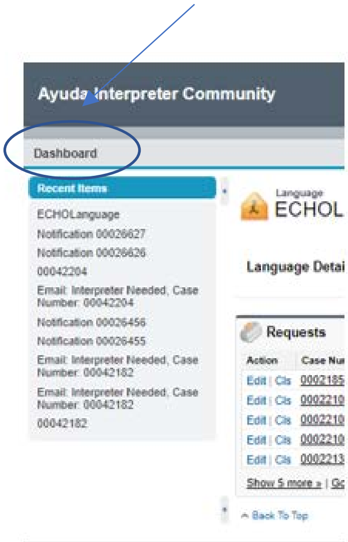
Dashboard

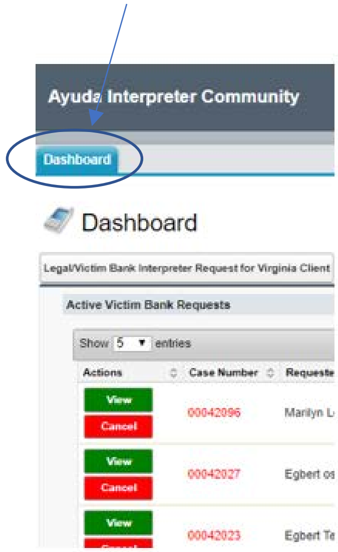
When you log onto Salesforce, you will be taken to your dashboard. On the dashboard, you will see a summary of interpreter requests and their statuses.

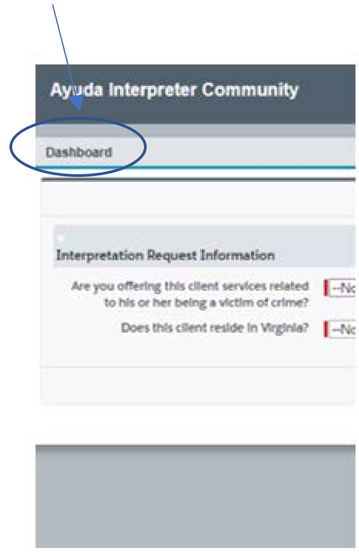


Note: Your dashboard will look different depending on which banks your organization requests interpreters from (ex: Victim Services Interpreter Bank or Community Legal Interpreter Bank).

- You can always return to your dashboard by clicking the dashboard tab on upper left corner of any screen





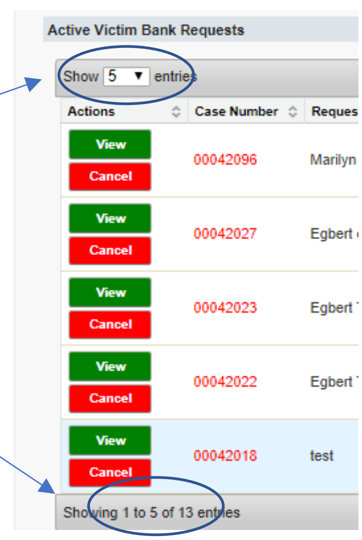


Note: Do not click the back arrow on your browser. This will cause your information not to be saved. Instead, use the dashboard button.

<u>Organizing Your Dashboard</u>

Your dashboard is organized by “active” and “completed” requests.

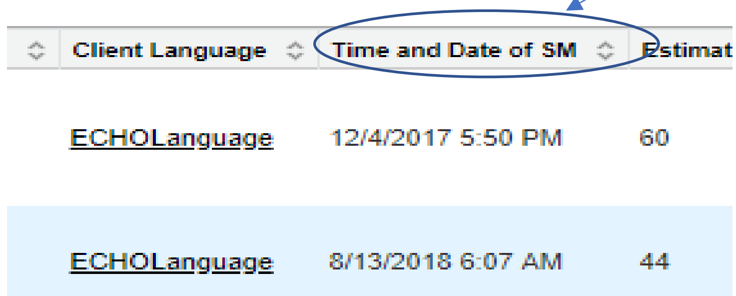
- You can see all the requests that have been placed.
- The dashboard is set to only show 5 assignments at a time. You can change this setting to show you more assignments.
- It will also indicate how many total assignments you have (which will let you know whether some are hidden).



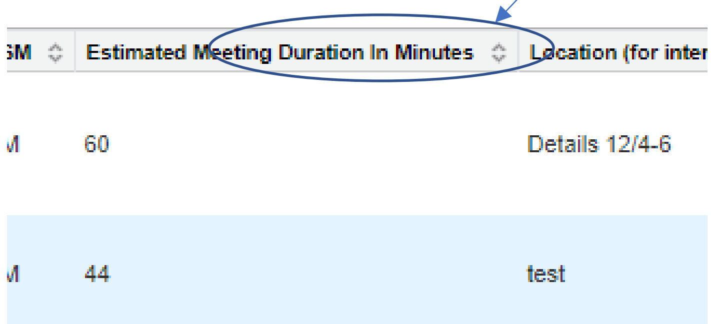
You can sort the requests on your dashboard in multiple ways:

1. In chronological order.

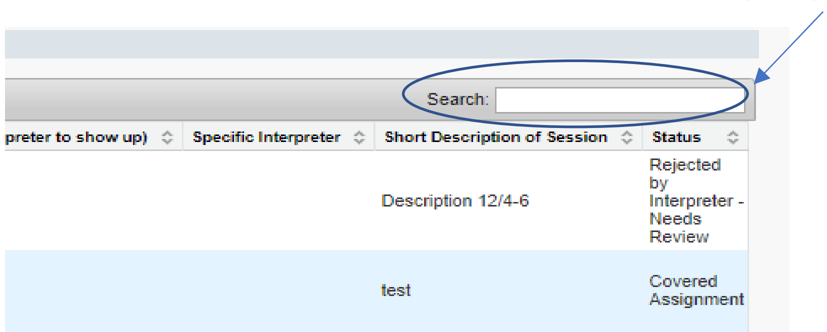
- Click on the arrows to the right of “Time and Date of SM.”



2. By estimated length of time.
    - Click on the arrows to the right of “Estimated Meeting Duration in Minutes.”

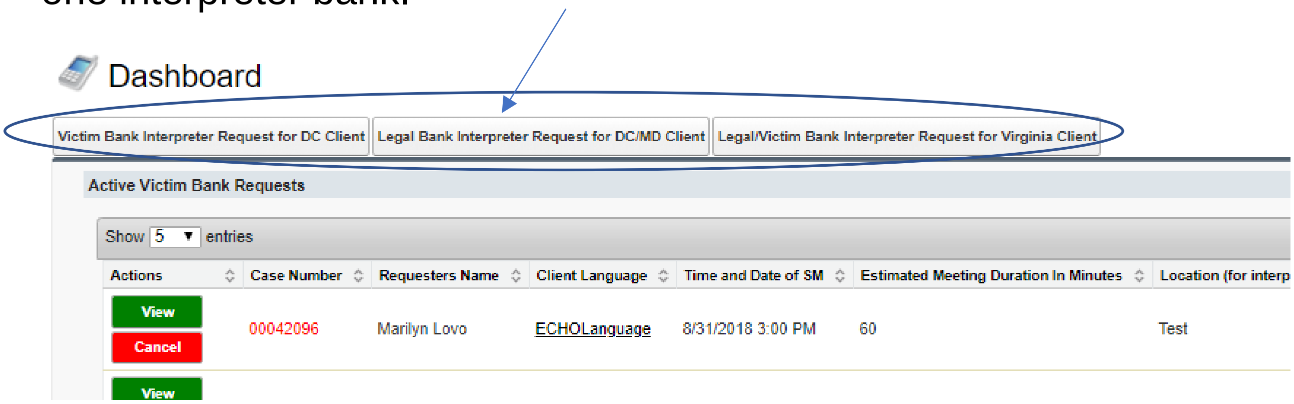


3. Or, you can simply use the “search” bar on the upper right-hand corner to filter results based on case number, language, etc.



Submitting a Request

From the dashboard, click on the interpreter request tab that corresponds to the type of interpreter that you need. Your request form may look different depending on whether you have a Memorandum of Understanding to request interpreters from more than one interpreter bank.



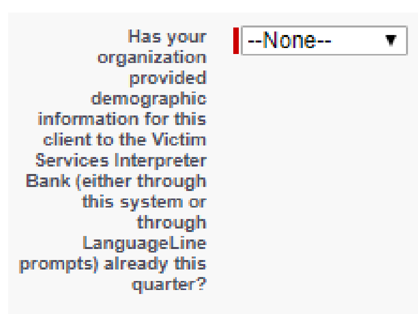
Click here for more information on filling out a request form.

Victim Bank Interpreter Request for DC/MD Client

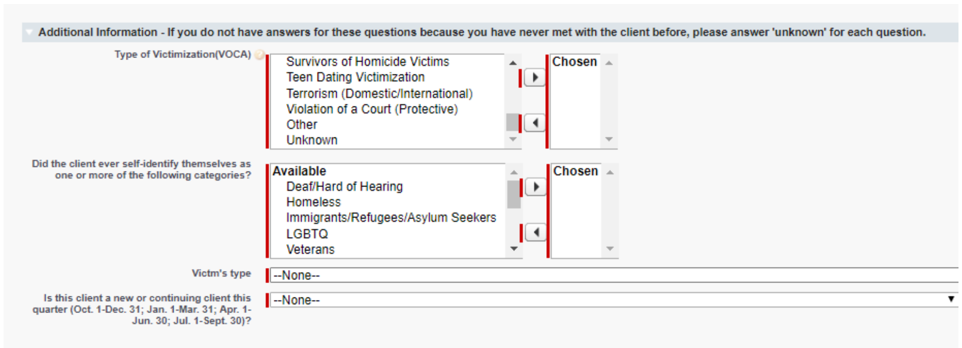
If you are a requesting an interpreter from the Victim Bank for a client in DC or MD, you will be asked to respond to a series of questions, located on the bottom right of the request form regarding the assignment's eligibility for use of the bank. If the client does not meet any of the eligibility criteria, an error message will appear saying the service is unavailable for this assignment.

You will also be asked to respond to the 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?"

- In your client files, you must keep track of whether you have already used the Bank this quarter for particular clients.

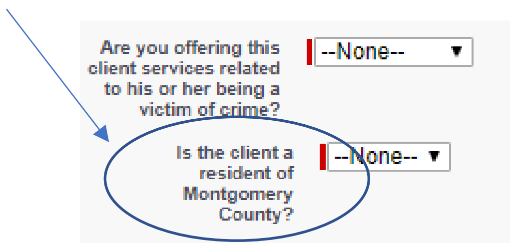


- If you do not answer, “Yes,” to this question, an additional section will appear at the bottom of the request form asking you to provide the following information to the best of your ability.

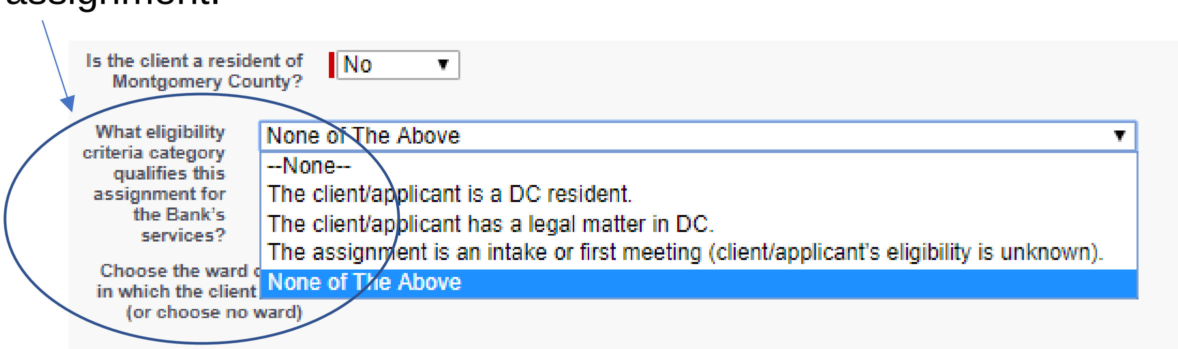


Legal Bank Interpreter Request for DC/MD Client

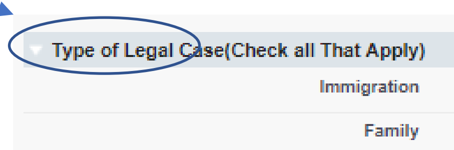
If you are a requesting an interpreter from the legal bank for a client in DC or MoCo, you will be asked to respond to a series of questions, located on the bottom right of the request form regarding the assignment’s eligibility for use of the bank.



If you answer no to the second question, another series of questions will appear. If the client does not meet any of the eligibility criteria, an error message will appear saying the service is unavailable for this assignment.

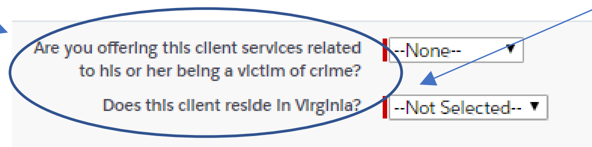


You will also be asked to specify what type of legal case this assignment is.

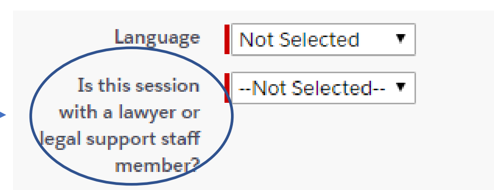


Legal/Victim Bank Interpreter Request for Virginia Client

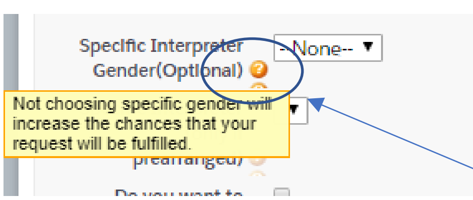
If you are requesting an interpreter for a Virginia client, you must answer “Yes” to both of the following questions to access the request form.



Pay close attention to the question about the session being with a lawyer or legal support staff member because this will determine whether you receive an interpreter qualified for assignments in legal or victim services.



Request Form Details

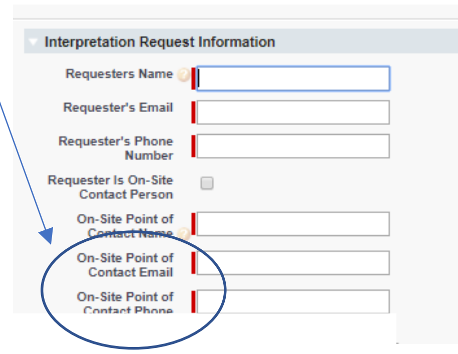


On the interpreter request form, hover over the question mark icons with your cursor for additional information about how to fill out the form.

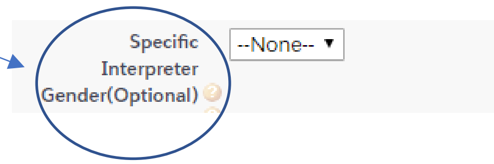
Remember:

- Whoever is filling out the form is the “Requester.”

- The “On-Site Person of Contact” (OSPOC) is the person that the interpreter can contact if there are last minute problems or difficulty finding each other on the day of the assignment.
    - List the appropriate email address and phone number for the OSPOC
    - *Note*: Provide a cellphone number if the OSPOC will be away from his or her desk at the start time of the appointment.



You can also select a specific gender for the interpreter.

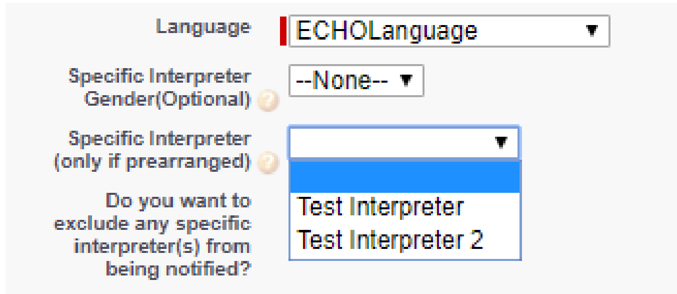


Once you are done filling out the form, press “Save” and your request will be submitted.

<u>Requesting a Specific Interpreter</u>

If you have a reason to feel that a specific interpreter should cover your assignment, you can request him or her while filling out the request form.

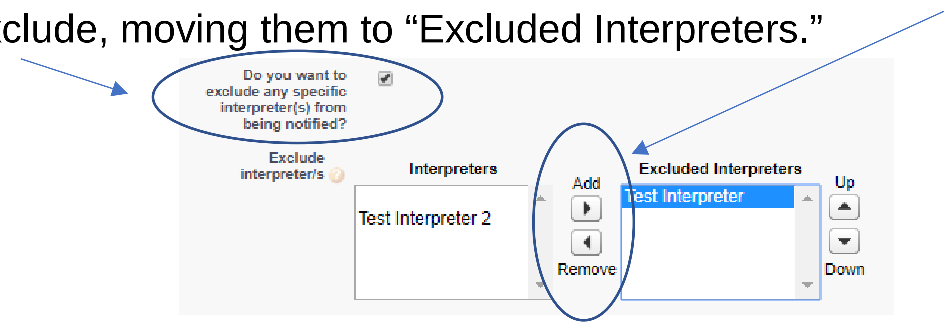
- However, before requesting a specific interpreter on the form, **make sure you have received prior confirmation from the interpreter** that he or she will accept the assignment, set to occur at a pre-arranged time that works for you, the client, and the interpreter.
- If you use this feature, only the selected interpreter will be notified of the assignment.



Excluding Specific Interpreters

At 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 available assignment, meaning that the interpreter will not know about the assignment and will therefore be unable to accept it.

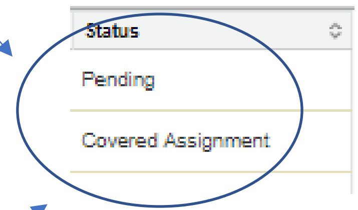
1) Click on the button to indicate that you want to exclude an interpreter.
2) Use the “Add” button to indicate the interpreters you want to exclude, moving them to “Excluded Interpreters.”



Checking the Status of a Request

- Visit your dashboard.
- Scroll to the active request you are looking for.

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



<u>Assignments with Deaf and Hard of Hearing Clients</u>

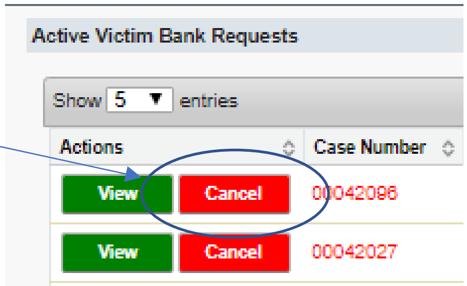
Assignments involving Deaf and Hard of Hearing clients can be complicated. Sometimes, a Certified Deaf Interpreter is needed in addition to an American Sign Language interpreter. Furthermore, when an assignment lasts 90 minutes or more, we attempt to send two interpreters of each type needed to work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

- When requesting sign language interpreters for scheduled appointments, please contact Ayuda for assistance.
- 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. However, interpreters may determine that it is best not to proceed without a complete team.
    - You will be able to communicate with the interpreter(s) because a confirmation email will be sent to you and all the interpreters who have accepted the assignment so far as well as each time a new interpreter accepts the assignment.

Note: Keep in mind that for an assignment that lasts 90 minutes or more and requires 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, to create a complete team.

Cancelling a Request

- Visit your dashboard.
- Find the appointment under your active appointments.
- 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.



Note: 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).

Making Changes to a Request

- Visit your dashboard.
- Look in the "Status" column to determine whether the assignment is "Pending" or a "Covered Assignment."

For a "Pending" Assignment:

1) Cancel the assignment (see instructions above)
2) Submit a new assignment with the revised information

For a “Covered Assignment”:

1) Contact the interpreter using the contact information from the confirmation email to see whether you can agree on an alternate 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 interpreter request with the revised information.

Interpreter Cancellations

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 are 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.