

## APPENDIX A

### INSTRUCTIONS FOR LOGIN, ACCEPTING ASSIGNMENTS AND SUBMITTING ELECTRONIC INVOICES

The Arkansas Office of Court Interpreter Services (OCIS) processes court interpreter requests for all Arkansas State Courts via the Interpreter Intelligence (I.I), web-based scheduling system. All court requests and all reimbursement of invoices to all interpreters are managed via the I.I. All interpreters whose services are contracted for any Arkansas state court request will be added to the I.I. database. OCIS will provide interpreter with an individual login to the I.I. scheduling system. This allows the interpreter to receive case information via email and submit an electronic invoice at the end of the assignment.

#### HOW TO REGISTER

- Link to the website <https://aoc.interpreterintelligence.com>
- Login ID: (interpreter's own) email address
- Password: password1
  - Interpreter will be prompted to change it once he or she logs in.  
Interpreter should save their password as this is unique to each person.

#### ASSIGNMENT OF COURT CASES

Interpreter Intelligence scheduling system automatically disseminates an email offer to eligible interpreters based on language, distance from courthouse, and availability. Interpreters will receive an email with all the court information such as date, location, telephone interpreting or face to face (in-person), with the option to ACCEPT or DECLINE. Jobs may be offered to several interpreters at the same time. The first interpreter who accepts the job will be assigned automatically and no other interpreter can accept it. Assigned interpreter will be notified via email if court makes any changes to the request. It is the responsibility of the assigned interpreter to communicate with the court to confirm whether any changes or cancellations have taken place. Interpreter shall refer and adhere to the Cancellation of Assignments, Section I of the Compensation Policy.

OCIS monitors all court requests and has the discretion to make changes, for the purpose of efficiency.

OCIS may recommend that interpreter services for any given job be performed via telephone or in-person.

#### PAYMENT OF INVOICES

It is the interpreter's responsibility that once the interpreting assignment has been completed he or she must submit the electronic invoice by following the steps as indicated below:

- a.) CLOSE JOB - Click on the job on the Calendar or select the Action Icon on the Past Jobs - To Be Closed, and click on CLOSE JOB

- b.) START TIME - enter actual time arrived at courthouse
- c.) END TIME - enter the Actual End Time for the interpreting assignment. Include probation or attorney client visit after court.
- d.) AUTHORIZED SIGNATORY - Leave this blank
- e.) JOB NOTES - enter any information about the job that is pertinent to OCIS such as, job was longer due to attorney arriving late, case lasted longer than anticipated.
- f.) NUMBER CONSUMERS - Enter the number of Limited English Proficiency (LEP) individual for which you interpreted. If two LEPs needed your services, enter 2.

Once properly closed, I.I. will display a message indicating that the job was SUCCESSFULLY CLOSED. If the interpreter has travel time, mileage or any other incidental to add, they may re-open the assignment to include the expenditures.

g.) **INCIDENTALS**

Open Assignment and click on 'INCIDENTALS'

- Use TYPE drop-down box
- Choose Type of incidental, such as, Mileage  
Description Box will appear as "Mileage"
- Enter total number of miles traveled (if eligible for reimbursement) or the amount that is required for the Type of Incidental interpreter needs to include.
- Continue using the drop-down box for each incidental.
- When done, click SAVE

I.I. will display a message indicating that the INCIDENTAL SUCCESSFULLY ADDED.

OCIS will then retrieve the electronic invoice(s), review assignment(s) and process payment. The interpreter will receive an email copy of the total invoice submitted to finance, for their records.

- **Terminology**

- Court = Customer
- Client = Judge
- Court Staff = Requestor
- Address = Service Location
- Booking/Job = Court interpreter request

- **Training videos**

The following training videos are provided by Interpreter Intelligence. Not all the features that are included are being utilized or some may have been customized exclusively for Arkansas Office of Court Interpreter Services.

- Interpreter Portal Overview
- <https://www.youtube.com/watch?v=80liSN1Ampg>
  
- Setting Your Availability - Weekly Calendar
- <https://www.youtube.com/watch?v=IEIDoQWe1i8>
  
- Confirming Job via Interpreter Portal (Full Site)
- <https://www.youtube.com/watch?v=BxftRIULyys>
  
- Closing Job via Interpreter Portal (Full Site)
- <https://www.youtube.com/watch?v=7mZvSGrls4Y>
  
- Interpreter Mobile App Overview
- <https://www.youtube.com/watch?v=IXYoZiUlod4>
  
- Confirming Job via Mobile App
- <https://www.youtube.com/watch?v=lvAYo9SY4rU>
  
- Closing Job via Mobile App
- <https://www.youtube.com/watch?v=sBtadX4nFNI>