Interpreter Intelligence Scheduling Software

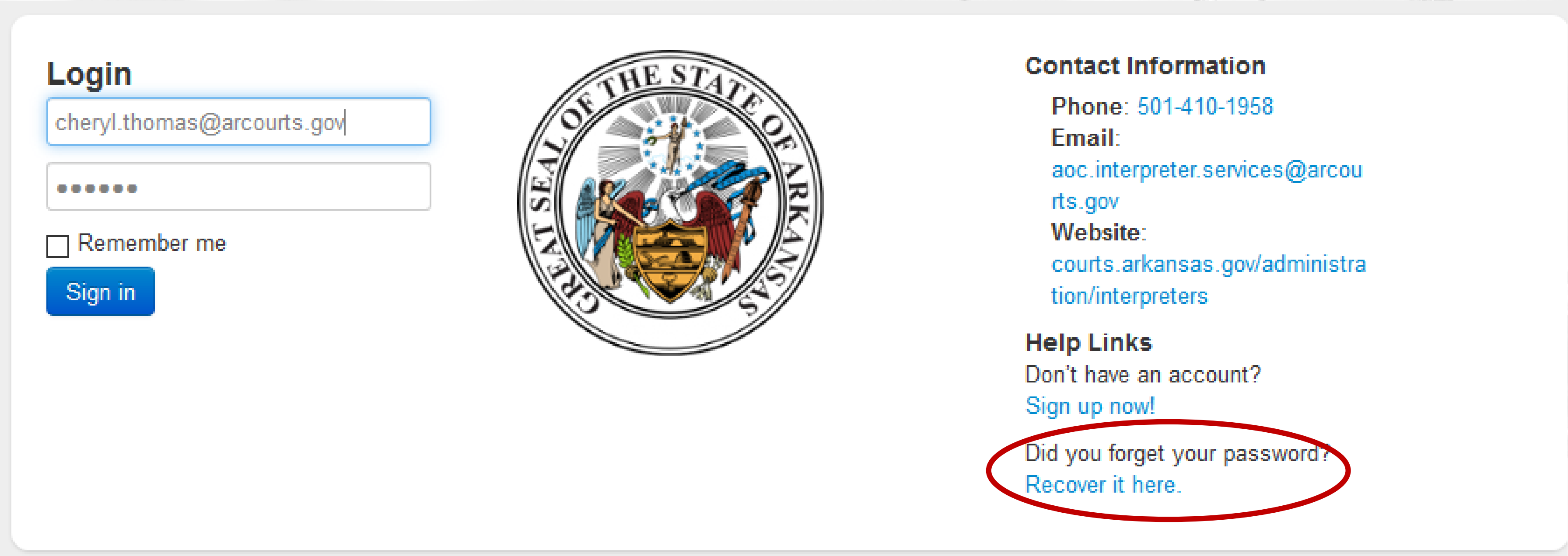
AOC Office of Court Interpreter Services

Request An Interpreter guide

Logging In

- We suggest that you bookmark this site on your computer.
- Your username is your **email address**.
- Temporary Password is "password1"
  - You will be immediately prompted to change your password. **Must be 6 characters in length & contain a number.**
  - NOTE: We cannot look up your password, but we can reset it, if needed. Alternatively, there is a link to Recover your password.

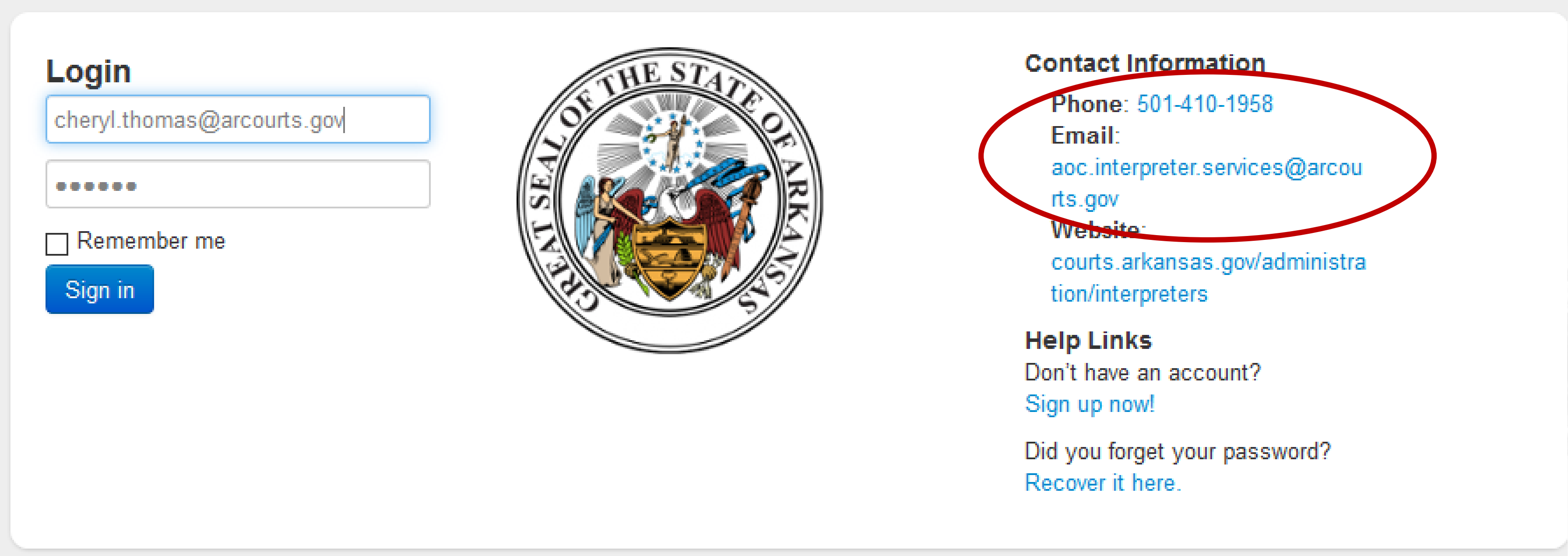
https://aoc.interpreterintelligence.com



Have Questions?

You'll find our contact information on the Login page. Please email or call.

https://aoc.interpreterintelligence.com



Terminology

- Customer = Court
- Client = Judge
- Contact Person or Requestor = TCA or clerk
- Service Location = Court Address
- Request / Assignment = Booking / Job

Requesting an Interpreter

NEXT TO A FIELD INDICATES A REQUIRED FIELD.

1. From Dashboard, click on Create New Booking.
2. Customer (courthouse), Client (judge), and Requestor (court staff) information will auto-fill.
   If the Judge has multiple court locations, see instructions on how to change the location.
   Bill To field does not mean the court will receive a bill. This field can be ignored.
3. Under Location field, click the drop-down arrow. You should see the address that matches the courthouse. Click on the address.
4. Under Language, begin typing in the requested language or click the drop-down arrow.
5. Service Type will default to Face to Face for in person.
   If it is a rare language, then this may change to Phone or Video (for Go To Meeting) because the interpreter is not located in Arkansas.
6. Enter Case Number.
7. Enter Case Charges.
8. Enter Name of Individual Needing the Interpreter.
9. Under Job Type field, click the drop down arrow.
10. Enter Expected Start Date. Calendar should appear to choose the date.
11. Enter Expected Start Time. Use Tab key to navigate between hour, minute, and AM/PM.
12. Enter Duration Hours. If less than an hour, choose zero.
13. Enter Duration Minutes. This is a required field. You may need to choose double zero.
14. Click Save.
15. You should receive a green Success pop-up window.
16. To print, you should receive an email confirming entry of New Booking with details of the job.

How to Choose Customer, Client, & Location for Judges with multiple locations

Because you assist with multiple court locations, below are brief instructions on how to choose the court location.

When creating a new Booking, to see all the court locations you will need to:

1. Under Client field, delete the Judge's name by clicking the "X" to the right of the Client field.
2. Under Customer field, click the drop down arrow. You should see all the courts listed for your Judge. Click the court needed.
3. Go back to Client field, click the drop down arrow. You should see your judge listed. Click on Judge's name.
4. Under Location field, click the drop down arrow. You should see the address of the court location. Click on the address.

How to Modify Date or Time

1. From Dashboard, click on Tabular button on right side of screen.
2. Find the Job needing to be changed, click the drop-down arrow to the left of the ID # in blue.

   Note: If your judge has multiple court locations, to see all the jobs,

   1. Click the X beside the Customer field (under the blue Create New Booking button).
   2. Click the blue Refresh.
   3. You should see all Jobs for all of the court locations.
3. Click Edit.
4. If changing the Date, click in the Expected Start Date field. Calendar should appear. Select the new date.
5. If changing the Time, click in the Expected Start Time field.
6. Enter Duration Hours. If less than an hour, choose zero.
7. Enter Duration Minutes. This is a required field. You may need to choose double zero.
8. Scroll up to click Save on left side of screen.
9. You should receive a green Success pop-up window.

How to Modify for Additional Cases

1. From Dashboard, click on Tabular button on right side of screen.
2. Find the Job needing to be changed, click the drop-down arrow to the left of the ID # in blue.

    Note: If your judge has multiple court locations, to see all the jobs,

    1. Click the X beside the Customer field (under the blue Create New Booking button).
    2. Click the blue Refresh.
    3. You should see all Jobs for all of the court locations.
3. Click Edit.
4. Click in the following fields to add the additional cases.

    NOTE: You can also put the information in the Appointment Details field.

    1. Case Number,
    2. Case Charges, and/or
    3. Name of Individuals Needing Interpreter.
5. Scroll up to click Save on left side of screen.
6. You should receive a green Success pop-up window.

How to Cancel

NOTE: Jobs needing to be canceled less than 24 hours, you will need to call to cancel.

1. From Dashboard, click on Tabular button on right side of screen.
2. Find the Job and click the drop-down arrow to the left of the blue ID number.
3. Click Cancel.
4. Click in Cancelation Reason field. Click on a reason.

   In the box below the Cancelation Reason, you have the option of providing additional information, but is not required.
5. Click on Cancel Booking.
6. You should receive a green Success pop-up window.

How to Duplicate

1. From Dashboard, click on the Tabular button on the right side of screen.
2. Find the Job and click the down arrow to the left of the blue ID number.
3. Scroll to Duplicate.
4. Enter Expected Start Date.
5. Enter Expected Start Time.
6. Enter Duration Hours.
7. Enter Minutes.
8. Click Save on bottom right of the web page.
9. You should receive a green Success pop-up window.

How to View Interpreter Requests

1. From Dashboard, click on the Tabular button on the right side of screen.
2. Click the “X” underneath “Currently Viewing Bookings For”

   That should clear out the Customer, Client, and Location.
3. Click the drop-down arrow underneath the “Currently Viewing Bookings For”.
4. Select the Customer (court).
5. You should see the interpreter requests entered.