

Interpreter Instructions

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Overview

We are excited to be working with you! Below, we have put together some information and links on how to use the Access Dynamic Interpreting Portal! Please feel free to reach out to us at interpreting@dynamiclanguage.com with any questions that you may have.

The Access Dynamic Interpreting Portal can be reached at the following link:

URL: <https://interpreting.dynamiclanguage.com>

A screenshot of the Dynamic Language login interface. On the left, under the heading "Login", there is a text input field containing the email address "interpreting@dynamiclanguage.com", a password input field with masked characters, a "Remember me" checkbox, and a blue "Sign in" button. In the center is the Dynamic Language logo, which consists of a stylized circular graphic above the words "DYNAMIC LANGUAGE". On the right, under "Contact Information", the phone number "206.244.6709" and email address "interpreting@dynamiclanguage.com" are listed. Below that, under "Help Links", there are links for "Don't have an account? Sign up now!", "Did you forget your password? Recover it here.", and "Version 3.83.20" at the bottom right.

Login

Once you go to the URL, please enter the email address that we sent this document to. Your initial password will also be the same email address.

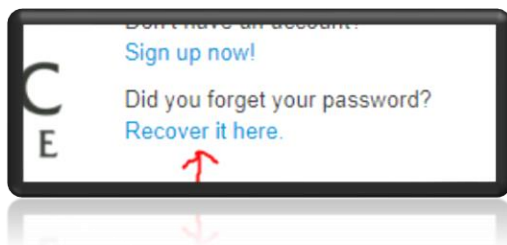
Once you log in for the first time, you will be prompted to change your password. You will need to use something secure. We suggest choosing a password that has:

- At least 8 characters—the more characters, the better.
- A mixture of both uppercase and lowercase letters.
- A mixture of letters and numbers.
- Inclusion of at least one special character, e.g., @ # ?
 - Note: do not use < or > in your password, as both can cause problems in Web browsers.

After your password is reset, please feel free to click the “Remember me” box on your next login

Forget your password?

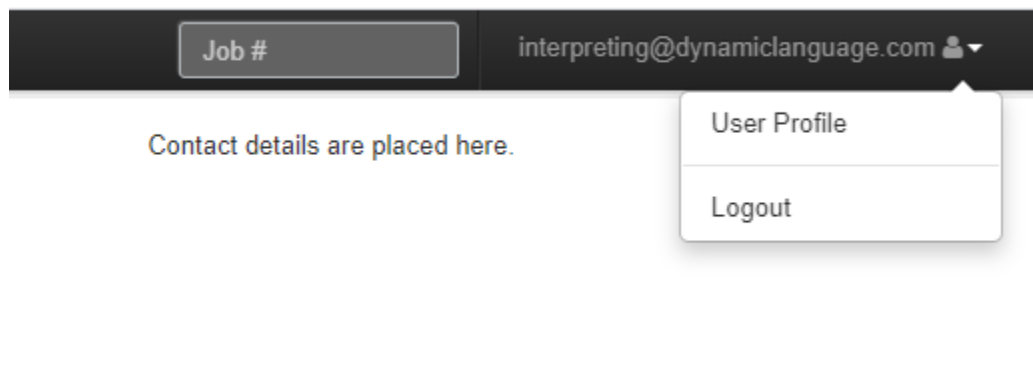
If you happen to forget your password, you can click the “Recover it here” link on the right side of the login screen



Reset Your Password

Once you are logged into the portal, you will automatically be taken to the Dashboard.

Select User Profile in the top right corner.



This will take you to the User Profile Page and Configuration Tab

The image shows the "User Profile" configuration page. The page has a dark grey header with navigation links: "Home", "Calendar", "Receivables", and "Reports". The user's email "agency.interpreter@interpreterintelligence.com" is shown in the top right. The main content area has three tabs: "Configuration" (selected), "Availability", and "Audit History". On the left, there is a "USER PROFILE" section with a "Save" button and a list of user details: Name (ID) Sonja Garcia #64, Last Modified By agency.admin@interpreterintelligence.com, Last Modified 10/11/12 6:08 PM, Created By agency.admin@interpreterintelligence.com, and Created 10/11/12 6:08 PM. The main form area contains fields for Username, First Name, Last Name, Change Password (Password and Password Confirm), and Time Zone Preference (set to GMT-08:00 America/Los_Angeles PST - Pacific Standard Time).

Enter your new password in the Password Field and enter it again in the Password Confirm Field.

Be aware that they MUST match exactly.

As always, Click the Blue Save Button on the left and refresh your screen.

User Profile

You will have access to your personal information in the User Profile.

Personal Information

This is where your personal information is housed. There are several things that Dynamic Language has chosen not to collect because it does not impact your abilities as an interpreter. If you speak a dialect of a language that does impact your skills, we will enter it. For example - Mexican Spanish is different from EU Spanish just like Côte d'Ivoire French is different from Canadian French. We do like to have dialect information, but your ethnicity is none of our business because it does not impact your skill. Neither does age, sexual orientation, or marital/parental status. We do ask about gender because we do a lot of medical and outreach jobs. Sometimes it DOES matter.

The screenshot displays the 'User Profile' interface. On the left, a sidebar contains a 'USER PROFILE' section with instructions to update the profile and a 'Save Information' button. Below this, a summary of user details is shown, including Name (ID), Last Modified By, Last Modified, Created By, and Created. The main content area features a tabbed interface with 'Personal Information' selected. This section includes fields for First Name, Middle Name, Last Name, Gender, Region, Country of Residence, Country of Origin, Company Id, Ethnicity, Languages Spoken, Date of Birth, Timezone, and Website. Below the 'Personal Information' section is the 'Contact information' section, which includes fields for Number, Email, Type, and Primary status, along with links to 'Add phone number' and 'Add email address'. At the bottom, there is an 'Addresses' section.

USER PROFILE
Update your user profile on this screen on click on save when you are done.

[Save Information](#)

Name (ID)
Dynamic Language Interpreter #219895
Last Modified By
ash@dynamiclanguage.com
Last Modified
01/05/21 11:47 PM
Created By
ash@dynamiclanguage.com
Created
01/05/21 11:47 PM

Personal Information

First Name Dynamic Language	Middle Name	Last Name Interpreter
Gender Female		Region Washington
Country of Residence usa		Country of Origin usa
Company Id DL		Ethnicity Seattle
Languages Spoken Language: American Sign Language		Contact Type(s)

Date of Birth

Timezone
[Choose a time zone]

Website

Contact information

Number 2062446709	Delete	Email interpreting@dynamiclanguage.com	Delete
Type Business	Primary? <input type="checkbox"/>	Type Business	Primary? <input type="checkbox"/>

[Add phone number](#) [Add email address](#)

Addresses

You have the update your own contact information. Simply update the old information and click the Blue "Save Information" button on the left. Refresh your screen and it is done.

Changing your address

When you update your address, the system MUST be able to recognize it. After you have updated to your new address, click the Validate link before you save.

Addresses

Description ? Delete

Apt / Unit ?

Place Name ?

Street Address * ✓ ? Validate

15215 52nd Ave S, Suite100
Seattle, WA 98188

Type * ?

Primary? ?

Billing

+

Add address

If the system cannot validate your address, please fix the formatting. If you are still having trouble, please email us at interpreting@dynamiclanguage.com for assistance.

Financial Information

This is where your banking information is housed. To set up or adjust ACH information, you must fill out the appropriate information here AND you must email accounting@dynamiclanguage.com to notify the accounting team of the change. They may ask you for additional information, but you MUST NOTIFY THEM!

Home

Calendar

Receivables

Reports

Agent

Job #

interpreting@dynamiclanguage.com

USER PROFILE

Update your user profile on this screen on click on save when you are done.

Save Information

Name (ID)

Dynamic Language Interpreter #219895

Last Modified By

ash@dynamiclanguage.com

Last Modified

01/05/21 11:47 PM

Created By

ash@dynamiclanguage.com

Created

01/05/21 11:47 PM

Personal Information

Financial Information

Employment

Availability

Configuration

Financial Information

Bank Account ?

Bank Branch ?

Sort / Routing ?

IBAN ?

Swift ?

Registered for Tax? ?

Registered Tax ID ?

Registered Tax ID Description ?

Registered Tax Rate (%) ?

Your UBI/Business License Number is listed in the Registered Tax ID Field. Please update it if it changes. For UBI/Business License Number changes, you do not need to notify us. We will periodically check on your UBI/Business License Number. If it is missing, expired, or otherwise invalid; we will immediately deactivate your profile. We only partner with other businesses, and businesses have valid business licenses.

Employment

Though it is not visible in your portal, your Classification is CONTRACTOR. You are not an employee of Dynamic Language. The heading of this category is misleading. We apologize for any inconvenience.

Under the Employment tab you have Qualifications listed below. You can edit them and upload your new documents. We will no longer accept any documents by fax, email, or physical mail for these qualifications.

The screenshot shows the 'Employment' tab selected in the user profile. On the left is the 'USER PROFILE' section with fields for Name (ID), Last Modified By, Last Modified, Created By, and Created. The main area displays 'Employment Eligibility Qualification' with three rows: 'Background Check (Strict)' (State: Invalid, Invalid Since:), 'TD Test (Info)' (State: Valid, Valid Since:), and 'MMR (Info)' (State: Invalid, Invalid Since:). Each row has an edit icon and a 'Notes' field.

Qualification	State	Invalid Since
Background Check (Strict) Background Check performed in the last 2 years by reputable agency Validated By: ash@dynamiclanguage.com Notes	Invalid	
TD Test (Info) Document update required every year. If you have a positive skin test for this year, we will need a negative chest x-ray report from a doctor. Validated By: ash@dynamiclanguage.com Notes	Valid	
MMR (Info) Vaccination Records or a positive blood titer confirming immunity – Document required only once Validated By: Not yet validated Notes	Invalid	

BE AWARE!! Some of our clients have a member of their upper management who audit our files to make sure that we are only offering their jobs to interpreters who have specific requirements. The requirement that you are most familiar with is probably the flu shot. Because some of this information is covered by HIPAA, please feel free to Password Encrypt your PDFs. The password should be the last 4 digits of your phone number. That will allow you and the Dynamic Language team access, but not to our clients.


Since we are not able to provide training, [here](#) is a link from Adobe explaining how to use their Password Protect function.

The system is set up to give you notification by email when a qualification/certification is going to expire so that you will have time to get it updated. However, once they do expire, you will see a red box in the top left of your dashboard.

Invalid eligibilities
2 Eligibilities that expired

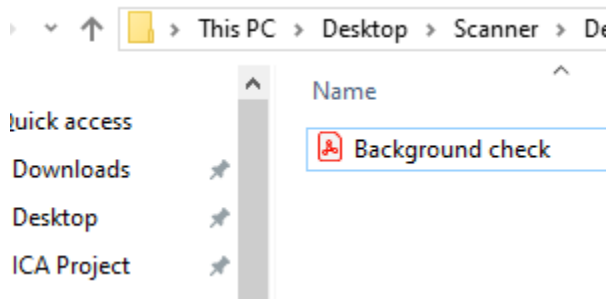
Update a Qualification.

You can see that one of the qualifications is red. That is because it is out of date AND it is blocking some orders.

Qualification			
	Background Check (Strict) Background Check performed in the last 2 years by reputable agency Validated By: ash@dynamiclanguage.com Notes	State Invalid	Invalid Since

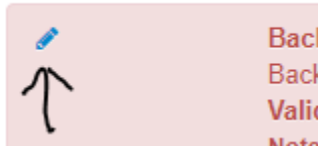
To update this:

- Get your background check ready. Password protect it if you like.

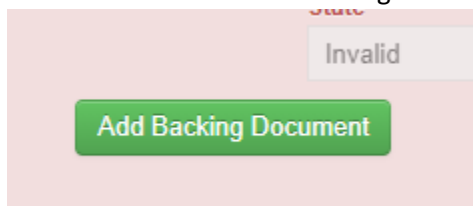


- Click on the blue pencil on the top left of the Invalid Qualification.

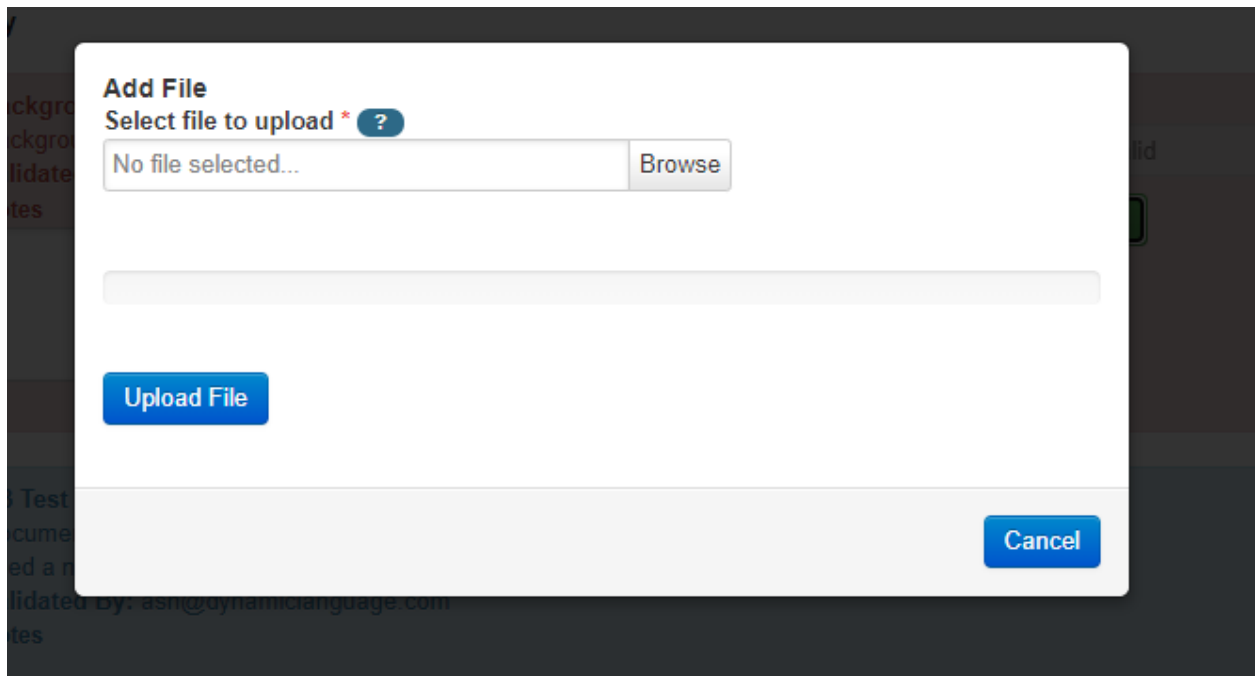
Qualification



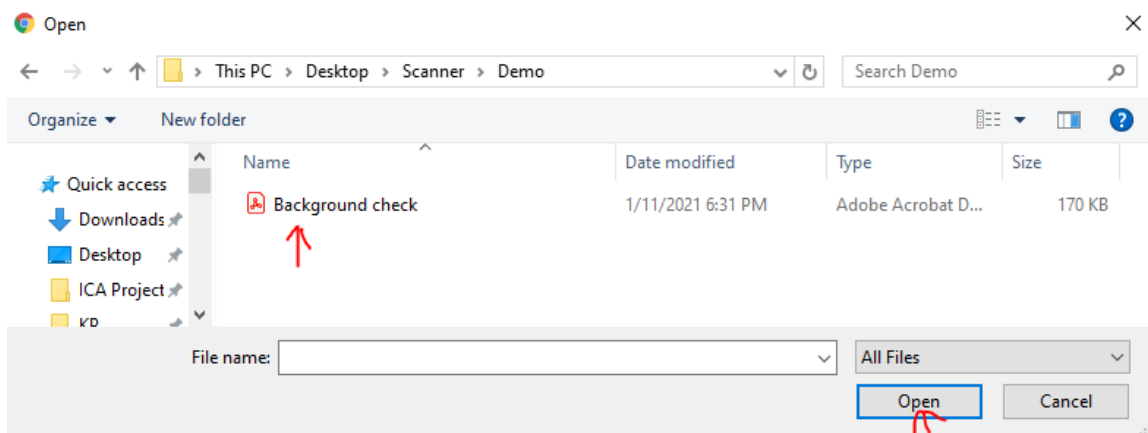
- Add any notes that you would like to put in in the notes field.
- Click on the Green “Add Backing Document” Button



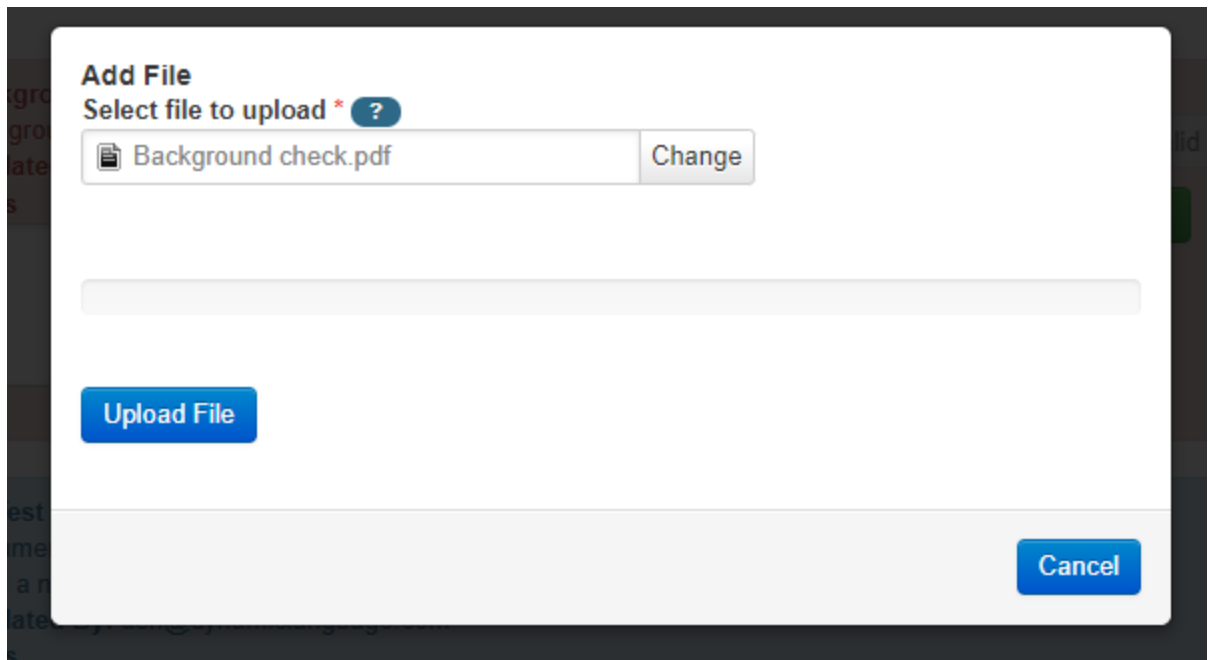
- This will bring up a new window.



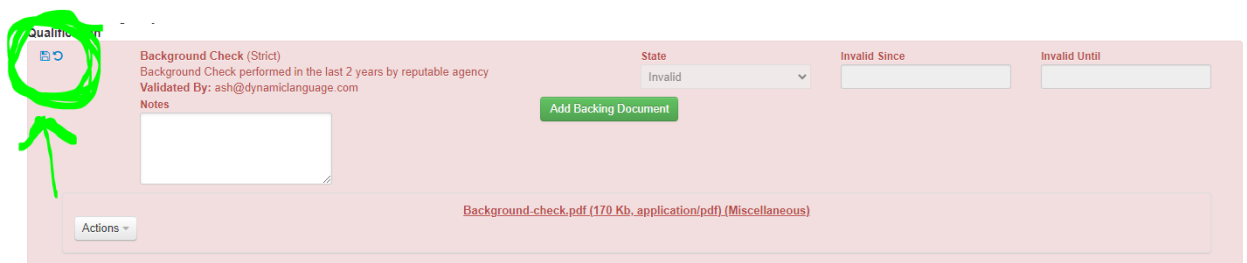
- Click the “Browse” button
- Navigate to where your Background Check file is on your computer.
- Either double click on the file or single click and then click the “Open” Button



- You will see the name of the file and instead of “Browse” the button now says “Change”. If this is the file you want to upload, click the Blue “Upload File” Button. If not, click the “Change” button and select the correct file.



- You can see that the file has been uploaded to the qualification.
- CLICK THE SMALL DISK ICON IN THE TOP CORNER OF THE RED BOX!! IF YOU DO NOT CLICK THIS, IT WILL NOT SAVE.



- Send an email to certs@dynamiclanguage.com to notify us that the document is uploaded. We will verify it so that it can be made valid again.
- You may also notice that there is an action button in the bottom left now. If you click on it, you will see options to:
 - View – You can open the document to view the information. Remember, if it is password protected, you will need to enter the password to view it.



- Download – This will let you download your own copy of the document. Once the new tab opens, just click the down arrow in the top right corner. This will let you download a copy of the document.
 - The downloaded document will have a password if you put it on before you uploaded it, so be sure you use the last 4 digits of your phone number so that it is easy for you to remember.



- Delete – If you need to remove the document for any reason, you can delete it here.

Remember to click the Blue Save Button on the Left and refresh the page any time you change anything!!

There is also an expired Qualification in blue.

	MMR (Info) Vaccination Records or a positive blood titer confirming immunity – Document required only once Validated By: Not yet validated. Notes	State Invalid	Invalid Since
---	--	------------------	---------------

This is because not all clients require all qualifications. There is no block associated with this one, so it did not turn red. It will still need to be updated, and the process is the same.

Availability

To set your availability, you will need to go to the User Profile and click on the Availability Tab.

- Click [here](#) for instructions on how to get to the User Profile

Standard Availability

The screenshot displays a web application interface for managing availability. At the top, there is a navigation bar with links for Home, Calendar, Receivables, and Reports. A search bar labeled 'Job #' and a user profile link are also present. Below the navigation bar, the 'Availability' tab is selected, showing a 'Weekly availability schedule'.

On the left side, there is a 'USER PROFILE' section with a 'Save' button and a success message: 'Success! Your request was successfully processed'. Below this, the user's details are listed:

- Name (ID): Sonja Garcia #64
- Last Modified By: agency.interpreter@interpreterintelligence.com
- Last Modified: 12/19/13 7:50 AM
- Created By: agency.admin@interpreterintelligence.com
- Created: 10/11/12 6:08 PM

The 'Weekly availability schedule' is a grid with columns for each day of the week (Sunday through Saturday) and rows for time slots (9am, 10am, 11am, 12pm, 1pm, 2pm, 3pm). Blue blocks indicate availability. For example, on Monday through Friday, there is a blue block from 9:00 AM to 12:00 PM. On Tuesday, there is an additional blue block from 1:00 PM to 6:00 PM. A red trash icon is visible in the top right corner of each blue block, indicating that the block can be deleted. A yellow highlight is visible on the Wednesday column.

This calendar represents when you are NORMALLY available each week.

To set your availability, click on start time and drag to the stop time.

The blue sections are the times that you are available to accept orders

If you are available for parts of the day, you can make multiple blocks. In the example above, this person is available Monday – Friday from 9:00 AM until 12:00 PM and 1:00 PM until 6:00 PM on Tuesdays.

Remember to Save and Refresh!

To extend your existing availability, click the bottom of the blue box and drag to the new end time that you are available.

If you are no longer available on a specific day of the week, click the red trash icon in the specific block of time to delete it.

Click Save and Refresh the page!!

Out of Office

If you are out of office and would not like to receive notifications, please check the Out of office checkbox. When you get back, simply log in and uncheck it.

Configuration

In the Configuration Tab, you can also set or adjust your time zone as well as set a new password. Click [here](#) for instructions on setting a new password.

Remember to Save and Refresh once you adjust it!

Audit History

To view your profile history, you will need to go to the User Profile and click on the Audit History Tab.

- Click [here](#) for instructions on how to get to the User Profile

This is a list of every change made to your profile and when it happened.

Dashboard

This is where you can find most of your relevant info.

Dynamic Language Interpreter (82906) Dashboard
15215 52nd Ave S, Suite 100 Seattle, WA 98188 (📍)

Contact details are placed here.

Open Jobs
1 Jobs Past Due
Note: This jobs total refreshes after 5 minutes

Unconfirmed Jobs
1 Jobs Pending Confirmation

© PACIFIC STANDARD TIME (PST): 01/11/21

Quick Links
Calendar
Jobs

Offered Jobs - 2 Offered Jobs found

Action	ID	Medium	Customer	Location	Start Date	Start Time	Language	Size	Job Status	Avail. when offered?
🔍	2919424	Called	Dynamic Language ...	ABC 15215 52 nd Ave S, Seat...	01/28/21	2:00 PM	ase	1	🟢	N/A
🔍	2919090	Called	Virginia Mason Me...	Remote Remote 15215 52nd Av...	01/01/25	10:00 AM	spa	1	🟢	N/A

Page 1 of 1 (2 Total Records)

Messages & Alerts

01/01/21 - **Welcome** : Welcome to the new Interpreting Access Portal! We are available for questions, but please view your guide first. Remember, we will be closed on January 10th in observance of Martin Luther King Jr. Day!

Prev Next

There are no custom messages

Today's Job Diary (01/11/21)

ID	Date	Time	Customer	Location	Lng.	Team Size	Stat.	Job Notes	Type
----	------	------	----------	----------	------	-----------	-------	-----------	------

Reset Columns

Offered Jobs

The first set of boxes will show you the jobs that you have been offered but have not responded to yet.

[DashBoard](#) [Calendar View](#)

Offered Jobs - 2 Offered Jobs found.

Action	ID	Medium	Customer	Location	Start Date	Start Time	Language	Size	Job Status	Avail. when offered?
	2919424	Called	Dynamic Language ...	ABC 15215 52 nd Ave S, Seat...	01/28/21	2:00 PM	ase	1		N/A
	2919090	Called	Virginia Mason Me...	Remote Remote 15215 52nd Av...	01/01/25	10:00 AM	spa	1		N/A

[<](#) [<](#) 1 [>](#) [>](#) 25 [1](#)

Page 1 of 1 (2 Total Records)

A red notice box can also be found in the top left corner.




Unconfirmed Jobs
2 Jobs Pending Confirmation

In this example, the interpreter has been offered 2 jobs that have not been responded to. You can tell that the interpreter has not responded because the Job Status is the Teal OFD symbol for Offered

Job Status

The information across the field is as follows:

- ID – This is the job number ALWAYS refer to this number when contacting Dynamic Language with questions. We process hundreds of requests a day and do not know which job you are asking about without the job number.
- Medium – This is the way that Dynamic Reached out to you. At this time, this field may say Called even if DL did not call you. That is the only way for us to open the orders for you without emailing every single person for every single order. We are working on this.
- Customer – This is the customer. If you hover your mouse over the name of the customer, you will be able to see the full name.
- Type Icon – This tells you what type of job it is. As you can see from the picture below, the first order is for a phone visit. The second order is in person. And the third order is for video appointment.

Location	
	ABC 15215 52nd Ave S. , Sea...
	ABC 15215 52 nd Ave S, Seat...
	Remote Remote 15215 52nd Av...

K

- To go to instructions for accepting or declining orders from the dashboard view, click [here](#)

Messages and Alerts

We may post important messages here for you. The information here is not permanent and will be removed after a pre-determined amount of time. This is where you can see upcoming closures and other information that we feel is important for you to know.

Page 1 of 1 (3 total records)

Messages & Alerts

01/01/21 - **Welcome** : Welcome to the new Interpreting Access Portall We are available for questions, but please view your guide first. Remember, we will be closed on January 18th in observance of Martin Luther King Jr. Day!

Prev Next

There are no custom messages

Today's Job Diary

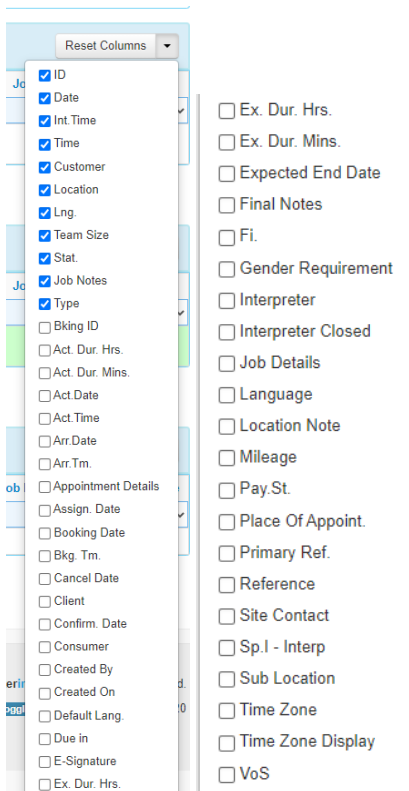
This is a listing of all the jobs that you have accepted and are assigned to you.

Today's Job Diary (01/11/21) Reset Columns										
	ID	Date	Time	Customer	Location	Lng.	Team Size	Stat.	Job Notes	Type
								▼		▼
▼	2919425	01/11/21	9:00 PM	Dynamic Language Demo	ABC, 15215 52nd Ave S., Seattle, WA 98188	spa	1	Ass	more...	☎

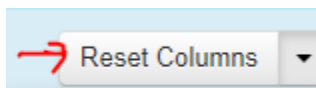
« < 1 > » 25 1

Page 1 of 1 (1 Total Records)

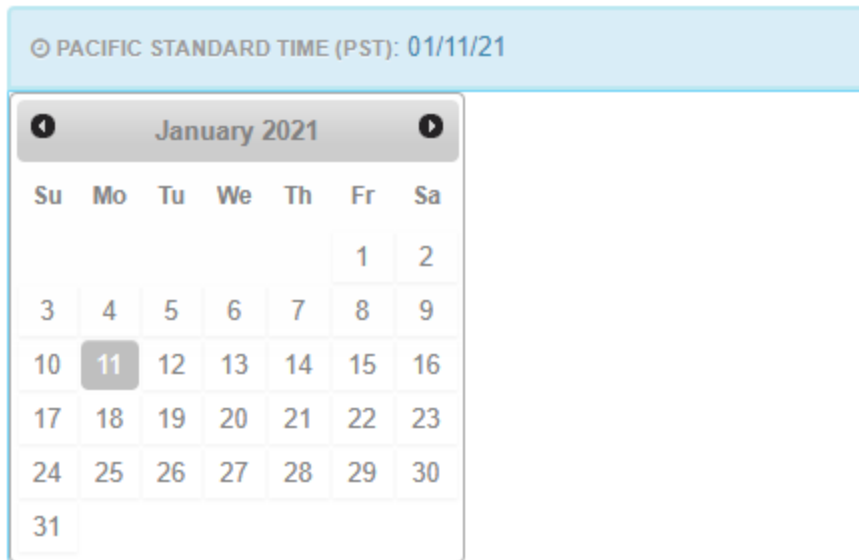
There is a down arrow next to the Reset Column Button on the right side of the page. This will allow you to change what information you see in the Diary. It is a long list, and you may find some things more useful than others.



If you ever want to go back to the original layout, just click the Reset Columns Button.



If you would like to see the Job Diary for a different date, you only need to click on that date on the calendar on the left.



Past Jobs – To be Closed

These are jobs that are already past. You must close your jobs. This includes times, form upload, parking, mileage, etc. There are two places to easily see Jobs in need of closing.

There is a red box on the top left of the Dashboard. The number here is the number of jobs that need to be closed. This box will refresh every 5 minutes.

Open Jobs

1 Jobs Past Due

Note: This jobs total refreshes after 5 minutes

There is also a listing of Past Jobs that need to be closed on the main Dashboard.

Page 1 of 1 (1 total records)

Past Jobs - To be Closed

Reset Columns

	ID	Date	Time	Customer	Location	Lng.	Team Size	Stat.	Job Notes	Type
	2919423	01/07/21	3:00 PM	Dynamic Language Demo	ABC, 15215 52nd Ave S., Seattle, WA 98188	ase	1	COM	more...	

<

<

1

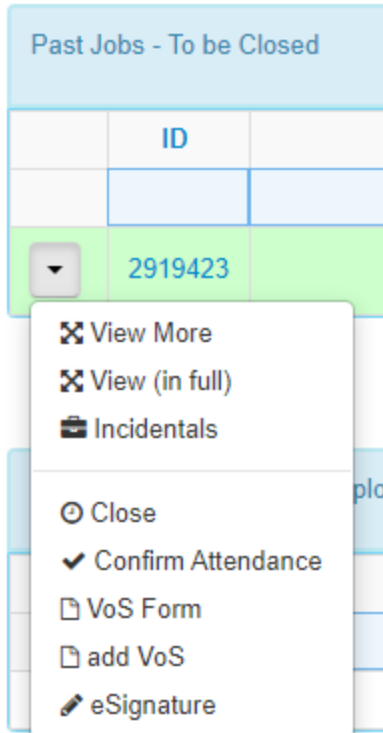
>

>

25

1

- To close a job from the Dashboard, click on the down arrow next to the job that you want to close. There are several options available to you:



- View More – brings up the details and notes for this job.
- View (in full) – brings up ALL the details of the job along with the comments and documents on the right side of the screen.
- Incidentals – This allows you to enter your parking and miles. The clients have not changed their payment structures, but this is one of the places you can enter them.

Incidentals (Get Mileage)

Type: Mileage Description: Mileage miles: 20 Receipt?: Save Delete

Type: Parking Description: Parking \$: N/A Receipt?: Save Delete

Add Incidental

Cancel OK

- Click the “Add Incidental” Button
- Select the Incidental you would like to claim. Remember that not all clients will pay all claims.
- Enter the miles or dollars.
- CLICK THE SMALL SAVE ICON TO THE RIGHT OF **EACH** ENTRY
- If you need to calculate the mileage, click “Get Mileage” at the top. The system will calculate it for you. You can even select which route you took.

Start: 15215 52nd Ave S, Suite100 Seattle, WA 98188

End: 700 Lilly Rd NE, Olympia, WA 98506

Route

Close

Suggested routes:

I-5 S 48.0 mi. About 53 mins

WA-167 S and I-5 S 55.6 mi. About 1 hour 2 mins

15215 52nd Ave S #100, Tukwila, WA 98188, USA

55.6 mi. About 1 hour 2 mins

1. Head north toward 52nd Ave S	92 ft
2. Turn right toward 52nd Ave S	69 ft
3. Turn right onto 52nd Ave S	469 ft
4. Turn left onto Southcenter Blvd	0.5 mi
5. Turn right onto 61st Ave S	0.1 mi
6. Turn left at the 1st cross street onto Tukwila Pkwy	0.1 mi
7. Turn left to merge onto I-405 N	1.4 mi
8. Take exit 2 to merge onto WA-167 S toward Auburn	20.3 mi
9. Take the WA-512 W exit toward WA-161 S/Puyallup/Olympia	0.8 mi
10. Continue onto WA-161 S/WA-512 W Continue to follow WA-512 W	11.7 mi
11. Take the exit onto I-5 S toward Portland	18.3 mi
12. Take exit 109 toward Martin Way/College St/Sleater-Kinney Rd N	0.2 mi
13. Turn right onto Martin Way E Pass by Jack in the Box (on the right in 0.7 mi)	1.1 mi
14. Turn right onto Lilly Rd NE	0.7 mi
15. Turn right	384 ft
16. Turn right Destination will be on the left	305 ft

700 Lilly Rd NE, Olympia, WA 98506, USA

Map Satellite



Map data ©2021 Google Terms of Use Report a map error

Mileage

close

- Click the Blue OK Button when you are done entering your incidentals.
- Close - This will allow you to close the job and get it ready for payment. For full instructions click [here](#).
- Confirm Attendance – This is unnecessary for the way Dynamic has the system set up.
- VoS Form – This is the new voucher form that is available to you. You are welcome to use the old form as well.
- Add VoS – This will allow you to upload a file to the job (e.g., your voucher). If you need assistance, this upload works exactly like the one [here](#).
- eSignature – On a mobile device, this will allow you to collect a digital signature for a completely paperless order. On a desktop computer, it does nothing.

Unconfirmed Jobs

No action is needed. Dynamic Language confirms the orders with the clients. Once an order is confirmed, the status will change from the Grey ASS Symbol for Assigned  to the Green CON Symbol for Confirmed .





Unconfirmed Jobs
2 Jobs Pending Confirmation

How To

Accepting or Declining Offered Orders from the Dashboard

Accepting Offers

Offered Jobs - 2 Offered Jobs found.

Action	ID	Medium	Customer	Location	Start Date	Start Time	Language	Size	Job Status	Avail. when offered?
	2919424	Called	Dynamic Language ...	ABC 15215 52 nd Ave S, Seat...	01/28/21	2:00 PM	ase	1		N/A
		Called	Virginia Mason Me...	Remote Remote 15215 52nd Av...	01/01/25	10:00 AM	spa	1		N/A

View More
Accept Offer
Decline Offer

Page 1 of 1 (2 Total Records)

- Select the Offer that you would like to accept.
- Click on the Gear Button to the left of that Job.
- To see more information about the Job, select “View More.”

Job Offer details

Available Booking: #2919090

- Language: Spanish
- Date and Time: 01/01/25 10:00 AM PST
- Duration: 1.0000 hours
- Mode: 3rd Party Video (Scheduled)
- Customer: Virginia Mason Medical Center
- Location: Remote Remote 15215 52nd Ave S, Suite 100 Seattle, WA 98188
- Consumer: Jane Doe



Customer Notes :

Client Notes:

Interpreter Special Instructions: Will Testing







Other Notes:
Unassigned




Close

- If the details look good, and you wish to accept the order, Click on the Gear Button to the left of that Job.
- Select Accept Offer.
- The Job Status will change from the Teal OFD symbol for Offered  into the Grey ASS Symbol for Assigned .

Declining Offers

Offered Jobs - 2 Offered Jobs found.

Action	ID	Medium	Customer	Location	Start Date	Start Time	Language	Size	Job Status	Avail. when offered?
	2919424	Called	Dynamic Language ...	 ABC 15215 52 nd Ave S, Seat...	01/28/21	2:00 PM	ase	1		N/A
		Called	Virginia Mason Me...	 Remote Remote 15215 52nd Av...	01/01/25	10:00 AM	spa	1		N/A

 View More
 Accept Offer
 Decline Offer

< < 1 > > 25 1
 Page 1 of 1 (2 Total Records)

- Select the Offer that you would like to decline.
- Click on the Gear Button to the left of that Job.
- To see more information about the Job, select “View More.”

Job Offer details

Available Booking: #2919090

- Language: Spanish
- Date and Time: 01/01/25 10:00 AM PST
- Duration: 1.0000 hours
- Mode: 3rd Party Video (Scheduled)
- Customer: Virginia Mason Medical Center
- Location: Remote Remote 15215 52nd Ave S, Suite 100 Seattle, WA 98188
- Consumer: Jane Doe



Customer Notes :

Client Notes:

Interpreter Special Instructions: Will Testing

Other Notes:
Unassigned

Close

- If the details look good, and you wish to decline the order, Click on the Gear Button to the left of that Job.
- Select Decline Offer.
- The Job Status will change from the Teal OFD symbol for Offered  into the Purple OPE Symbol for Open . This shows that you have declined YOUR offer. Please note that the

scheduling team may offer Jobs to more than one interpreter at a time. The first interpreter to accept the Job gets it.

Returning Jobs

The functionality to return Jobs in the portal is still being worked on. During the transition, we will ONLY be accepting givebacks via email to interpreting@dynamiclanguage.com. We will not be accepting givebacks via phone call.

The giveback email will be processed on the business day that we receive it. If you send it on a Wednesday at 2:00p, it will be received the same day. If you send it on Friday at 5:31p, it will be processed as of the following Monday. If there is a holiday on that Monday and the office is closed, it will not be processed until Tuesday. Please keep this in mind when you are giving back jobs.

- Any givebacks by the interpreter within 1 Business Day of any appointment (not including holidays or weekends) will result in a \$30 Late Giveback Fee unless Dynamic is able to find another interpreter to fill the order. These fees may be waived if documentation of an emergency is provided.
- No Shows will result in a \$30 no show fee. These fees may be waived if documentation of an emergency is provided.
- Cancellations by the client within 24 hours of any appointment (not including holidays or weekends) will result in a billable minimum of 1 hour for in person appointments and 30 minutes for phone appointments. Some orders will have other specific minimums, but they will never be less than 1 hour for in person appointments and 30 minutes for phone appointments. These payables may be waived if Dynamic Language has declared an emergency. An example of this is snow. If it is dangerous to be on the roads, Dynamic may waive the fees and payments.
- Consumer No Shows will result in a billable minimum of 1 hour for in person appointments and 30 minutes for phone appointments. Some orders will have other specific minimums, but they will never be less than 1 hour for in person appointments and 30 minutes for phone appointments. These payables may be waived if Dynamic Language has declared an emergency. An example of this is snow. If it is dangerous to be on the roads, Dynamic may waive the fees and payments.

Closing Jobs from the Past Jobs screen

Beginning on February 1, 2021, we will no longer accept vouchers by email, fax, or physical mail. You MUST upload the voucher through the portal to get paid.

- Select the Job that you would like to close for processing.
- Click on the down arrow to the left of that Job.
- Click Close

Past Jobs - To be Closed

ID	Date	Time	Customer	Location	Lng.	Team Size	Stat.	Job Notes	Type
2919425	01/11/21	9:00 PM	Dynamic Language Demo	ABC, 15215 52nd Ave S., Seattle, WA 98188	spa	1	COM	more...	
2919423	01/07/21	3:00 PM	Dynamic Language Demo	ABC, 15215 52nd Ave S., Seattle, WA 98188	ase	1	COM	more...	

Page 1 of 1 (2 Total Records)

Close Job #2919423

Details

Start Date / Time: 01/07/21 3:00 PM

End Date / Time: 01/07/21 4:00 PM

VoS: ☐ Voucher... ☐ Paperwork to be Submitted Offline

Job Cancelled?: ☒ [Choose a Cancellation Reason]

Job Close Notes:

Incidentals (Get Mileage)

Mileage: 50

Parking: 5.00

Additional Documents:

Next Cancel

- Update the start and end times.
- VoS – is where you will upload your voucher. Vouchers in this software are called Verification of Service (VoS). If you need assistance, this upload works exactly like the one [here](#).
- Job Cancelled? – If the Job was cancelled or a consumer did not show up check this box
 - Choose the cancellation reason that best fits the reason for the cancellation.
 - If there is anything you need us to know, you can put it in the Job Notes.
- Incidentals – This is the best place to enter your incidentals It works the same was as above, EXCEPT you can click on the + icon to the right of the incidental to upload a file, like a photo or scan of the parking receipt.
- Additional Documents – If you have any additional documents, you can enter them here.
- Click the “Next” Button

Close Job #2919423

You are submitting the following information. Please [review carefully](#) before submitting. If any information you submitted looks incorrect, you can click the [Previous](#) button below to correct it and re-submit.

Duration: 1 hour
Cancelled: [Not Selected]

Mileage: Mileage 20
Parking: Parking 5.00

Notes: Test

References: [No references]

Your [estimated](#) reimbursement is as follows. Note that this is an estimate only and will be finalized before any reimbursement is issued. Please contact your interpreter manager with any questions.

Type	Description	Quantity	Rate	Total
Interpretation / Standard	Interpretation: 01/07/21 3:00 PM - 4:00 PM American Sign Language (a...	1	\$35.00	\$35.00
Parking	Parking	1	\$5.00	\$5.00
Mileage	Mileage	20	\$0.57	\$11.50

[I Need Help!](#) [Previous](#) [Confirm & Close Job](#) [Cancel](#)

- This is an estimate of the payment. Please read it carefully. **THIS is the information that you are submitting for payment. The team will not be able to change it once it is submitted.**
 - If you see a mistake, click the “Previous” Button on the bottom right to go back and make corrections.
 - If everything looks correct, click the Blue “Confirm & Close” Button on the bottom right.
 - If you need to start again, click the “Cancel” Button at the bottom right to go back to the dashboard.

Close Job #2919423

Job #2919423 successfully closed.

[Save as PDF](#)

[Cancel](#)

- You will receive a confirmation popup.
 - If you would like a PDF version of the order, click the Blue “Save as PDF” link.
 - If you are done, click Cancel or the small X in the top right.

Information about Closed Jobs

If you need to see the information again before it is processed by Dynamic, you can see them here:

Dashboard > Quick Links > Jobs > Tabular View > Arrow next to job > View in Full > Assignments

[Job Details](#)
[Assignments](#)
[Recurring](#)

Assignments

Team Size: 1

Default Language: American Sign Language

Expected Duration: 1 hour

Interpreters

Job #2919423 (Dynamic Language Interpreter (82906))

Dynamic Language Interpreter (82906)

Date Interpreter Assigned: 01/11/21 4:54 PM

Actual Start Date: 01/07/21 3:00 PM

Actual End Date: 01/07/21 4:00 PM

Actual Duration: 1 hours

American Sign Language

Date Interpreter Confirmed: 01/11/21 8:06 PM

Final Job Notes: [Test](#)

Documents

[Comments](#) ¹

Documents (Booking #2081443)

[Add Document](#)

Documents (Job #2919423)

[Add Document](#)

Voucher.pdf (170 Kb, application/pdf)

(Verification of Service (Signed))

interpreting@dynamiclanguage.com (01/12/21 3:32 PM)

[Actions](#)

Receivables

Receivables Page – This is a list of payments that Dynamic Language has processed. We are currently processing out of the old system. Once we begin processing payments in the new system, your payments will populate here.

Details for each entry are under orange icon. Select View

Shows the Remittance for that check and all the details.

Reports

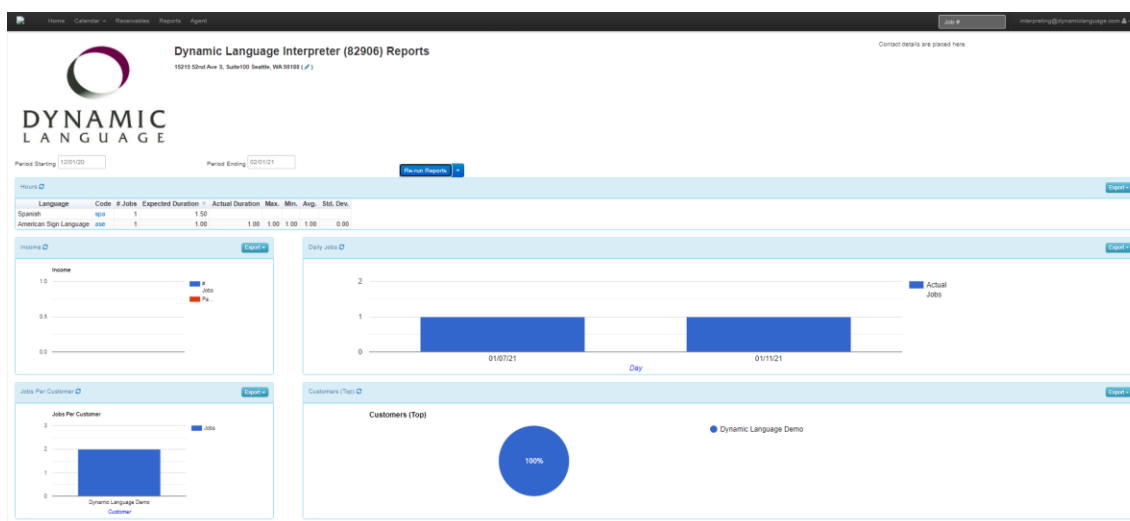
In this new system, you will have access to high level reporting. As the orders are processed, they will automatically populate here.

Previous month is shown by default but can be adjusted by selecting new dates in the period Starting and Period Ending Fields. Click the Blue “Re-run Reports” button each time you enter new dates.

The image shows the top section of the Dynamic Language Reports interface. It features the company logo "DYNAMIC LANGUAGE" in a large, serif font. Below the logo, there are two input fields: "Period Starting" with the value "12/01/20" and "Period Ending" with the value "01/01/21". To the right of these fields is a blue button labeled "Re-run Reports" with a downward arrow icon.

Choose re-run reports.

All the data is broken down by language, hours, income, daily jobs, customer, and jobs per customer.



New Terms

- Booking – This is a group of jobs that are all for the same person or customer. Like a student's classes for the semester. There will be multiple jobs for the same booking.
- Client – This is the physical building that the Job is being requested in. Like the name of a clinic. Of course, not remote appointments. Those are remote. An example of a client is the Lindeman Pavilion or the Tacoma Specialty Center.
- Consumer – This is the person needing the interpreting. They are the one consuming your words.
- Customer – This is the client
- Job – This is an appointment. It is what you will normally use.
- Location – This is the office or department that the Job is being requested in. Of course, not remote appointments. Those are remote. An example of a client is Cardiology or Room 103
- Verification of Service (VoS) – This is your voucher or invoice. It is a form that is uploaded as proof of the time and completion of a Job.

Links

Overview - <https://www.youtube.com/watch?v=80liSN1Ampg>

Availability - <https://www.youtube.com/watch?v=IElDoQWe1i8>

Booking Statuses - <https://www.youtube.com/watch?v=BxftRIULyys>

Closing Jobs - <https://www.youtube.com/watch?v=7mZvSGrls4Y>

Mobile Application 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>
<https://youtu.be/hd9gX88PNOM>