



Web Referral
User Guide
for
Businesses

www.ne.gov/go/interpreter

Request New Account

To request a new account, click “Request New Account” on the left side of the screen.

Official Nebraska Government Website

Nebraska Commission for the Deaf and Hard of Hearing
NCDHH Interpreter Referral Service

WELCOME TO THE INTERPRETER REFERRAL SERVICE

Please Login

The NCDHH referral site provides a full-featured home for all NCDHH referral needs.

The site features direct job request entry and review, Interpreter scheduling and Agency job administration.

If you need an interpreter outside of our business hours or on state observed holidays, please utilize the online after-hours list. It can be found at the "After Hours List" link below.

NCDHH hours are 8a-5p Monday thru Friday except state holidays.

NCDHH Referral Service will be closed on the following:
January 16, 2017 - Martin Luther King Day

Log In

User Name:

Password:

Forgot Password?

Log In

Request New Account

NCDHH Home

Rates for interpreters are negotiated between the interpreter and the hiring contact. NCDHH does not become involved in any negotiations or communication regarding costs or any other billing issues regarding interpreter services.

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On the next page, you will select “Agency/Business Account” on the left side.

Nebraska Commission for the Deaf and Hard of Hearing
NCDHH Interpreter Referral Service

Request Home Request New Account After Hours List NCDHH Home Log Out

Request An Online Account

Agency / Business Account Interpreter Account

You should request an Agency / Business account if you are an organization that has a need for Sign Language Interpreter Services. This account will allow you to enter requests for interpreter services and keep you posted on who the assigned interpreter is.

You should request an Interpreter account if you provide interpreter services and wish to receive job offers through the Nebraska Commission for the Deaf and Hard of Hearing Interpreter Referral Program.

You should NOT request an account

- If you are an individual/agency looking for Deaf/Hard of Hearing resources.
- for Deaf/Hard of Hearing resources, click the NCDHH Home tab listed across the top of this page.
- If you need to find an interpreter after regular business hours or an emergency situation
- for last minute requests after regular business hours or for an emergency situation please use the After Hours List tab listed across the top of this page.

Fill in the required information.

The screenshot shows the 'Request An Online Account' page for the Nebraska Commission for the Deaf and Hard of Hearing (NCDHH). The page has a header with the NCDHH logo and navigation links: 'Referral Home', 'Request New Account', 'After Hours List', 'NCDHH Home', and 'Log out'. Below the header, there are two tabs: 'Agency / Business Account' (selected) and 'Interpreter Account'. The form contains the following fields, each with a red asterisk indicating it is required: Business Name, First Name, Last Name, Address 1, Address 2, City, State, ZIP Code, Phone Number (with a hyphen separator), and Email Address. A 'Submit Request' button is located at the bottom of the form.

Once you click submit, the screen will refresh and ask you to verify the information you entered. Click “Send Request” if it is correct.

The screenshot shows the confirmation page after clicking 'Submit Request'. The header is identical to the previous page. The main content area contains the following text: 'You have requested and Agency / Business account for the NCDHH Online Referral Service. Please verify and click submit to send your request.' Below this, the contact information for Traci Cooney is listed: 'Nebraska Commission for the Deaf and Hard of Hearing', 'Traci Cooney', '4600 Valley Rd Ste 420', 'Lincoln, NE 68510', '402-471-3593', and 'traci.cooney@nebraska.gov'. A 'Send Request' button is located at the bottom of the page.

After clicking Send Request, you will receive an email confirmation.



Thu 1/12/2017 9:15 AM

ncdhh.referral@nebraska.gov

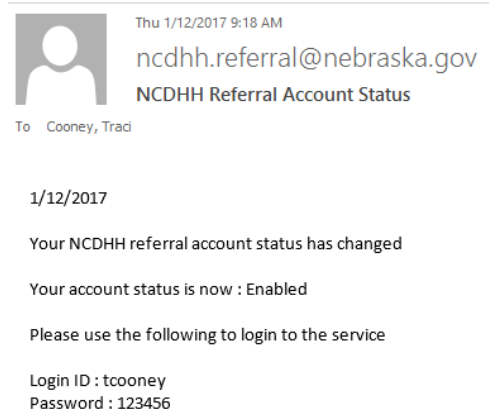
NCDHH Referral Account Request

To Cooney, Traci

Once NCDHH approves your account, you will receive a message containing your log in and password that will allow you to access the website and request interpreters.

Once NCDHH receives the request, we will create your account. Please allow up to 24 business hours.

You will then receive an email that will contain your Log In and Password.



Note – Passwords are assigned by NCDHH for security purposes.

Sign-in to Web program

Go to the home page.

www.ne.gov/go/interpreter

Once logged in, the screen will refresh and now the menu options have changed.

The image shows a blue rectangular menu with a vertical blue bar on the left side. The menu items are listed vertically: "User Profile", "Request Interpreter", "Job History", "After Hours List", "NCDHH Home", and "Logout".

User Profile

Contact Information

Nebraska Commission for the Deaf and Hard of Hearing
NCDHH Interpreter Referral Service

Referral Home Contact Information Request Interpreter Job History After Hours List Logout

Login NCDHH

Contact Information

Company Name: NCDHH

First Name: Traci Phone Number: 402 - 471-3583

Last Name: Cooney Cell Number: -

Address 1: 6600 Valley Rd Ste 420 Fax Number: -

Address 2: -

City: Lincoln

State: NE

ZIP Code: 68515 Email Address: traci.cooney@nebraska.gov

Update Profile

You are able to change your Business information.

- Email Address – This is where communication regarding referrals on your account will go. If several staff will access the same log in and password, this email needs to be a central email that everyone has access to or one staff who will let others know status of their requests.

Request Interpreter

Referral Home User Profile Job History NCDHH Home Logout

Login Test Directions

Request Interpreter Services

Requesting Agency: Test Directions
Lincoln NE 68510

Date Submitted: 1/12/2017

Job Date: [calendar icon] Start Time: [h:mm tt] End Time: [h:mm tt] Number of Interpreters: [input field]

NOTE: TYPICAL JOBS OVER 1.5 HOURS REQUIRE 2 INTERPRETERS FOR TEAM INTERPRETING

Contact Person: [input field]
Contact Phone: [input field] - [input field]
Contact Email: [input field]
Job Requirements / Notes: [input field]

NOTE: IF YOU NEED TO REQUEST A SIGN LANGUAGE INTERPRETER FOR AN ON-GOING JOB, PLEASE CONTACT NCDHH BY PHONE AT 500-543-0244.

Job Situation: [input field] Job Location: [input field] Client Name: [input field]

Submit Request

On this screen, you will fill in all information regarding the assignment that you need the interpreter for.

Job History

Nebraska Commission for the Deaf and Hard of Hearing
NCDHH Interpreter Referral Service

Referral Home User Profile Jobs Submitted Request Interpreter NCDHH Home Logout

Login: NCDHH

My Job History

Select	Job #	Job Date	Requested By
Select	17383	5/25/2011	NCDHH
Select	17384	5/27/2011	NCDHH (Traci Cooney)
Select	17388	5/31/2011	NCDHH
Select	17392	5/31/2011	NCDHH (Traci Cooney)
Select	17393	5/31/2011	NCDHH (Traci Cooney)
Select	17406	6/23/2011	NCDHH (Traci Cooney)

Job #17383 Details

Requested By	NCDHH
Request Phone	456-7890
Request Email	traci.cooney@nebraska.gov
Job Number	17383
Job Date	Wednesday, May 25, 2011
Start Time	10:30 AM
End Time	11:30 AM
Contact Person	Bob
Contact Phone	456-7890
Contact Email	traci.cooney@nebraska.gov
Requirements	none
Situation	dr appt
Location	4600 Valley Rd, Lincoln
Client Name	Jane Doe
Interpreter	

Change / Cancel Job

This is where your menu will change and give you options regarding jobs you have in the system.

Jobs submitted shows all of your jobs regardless of status.

You will look here to see 3 months' worth of previous requests as well as future requests. You will also use this screen to cancel a request or make a change to a request.

Job Filled/Unfilled

Filled - Once an interpreter is assigned, you will receive an email with their name and contact information. You will then make contact with the interpreter regarding any other details or billing conversations.

Unfilled – You will receive an email stating that the job is unfilled. This means that NCDHH was not able to find any interpreters that were available for that date and time.

If at any time you have questions regarding Interpreter requests or using this web program, please contact NCDHH Staff at 800-545-6244