



***Web Referral  
User Guide  
for  
Interpreters***

[www.ne.gov/go/interpreter](http://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**

After Hours List

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.\*\*\*

Nebraska.gov | Policies | Webmaster | Contact Us

On the next page, you will select “Interpreter Account” on the right side.

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

Referral 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.

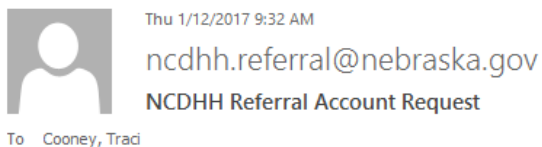
Fill in the information needed.

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 blue 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 main content area contains a form with the following fields, each with a red asterisk indicating it is required: '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 page has a grey header with the text 'Official Nebraska Government Website'. Below the header, there is the NCDHH logo and the text 'Nebraska Commission for the Deaf and Hard of Hearing' and 'NCDHH Interpreter Referral Service'. The main content area contains the following text: 'You have requested an Interpreter account for the NCDHH Online Referral Service. Please verify and click submit to send your request.' Below this text, there are contact details: 'Test Directions', '123 ABC St', 'Lincoln, NE 68510', '402-471-3593', and 'traci.cooney@nebraska.gov'. A 'Send Request' button is located at the bottom of the page.

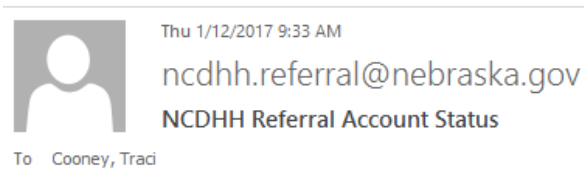
After clicking Send Request, you will receive an email confirmation.



Once NCDHH approves your account, you will receive a message containing your log in and password that will allow you to use the online referral program to receive job offers.

Once NCDHH receives the request, we will create your account.

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



1/12/2017

Your NCDHH referral account status has changed

Your account status is now : Enabled

Please use the following to login to the service

Login ID : tdirections

Password : 123456

*Note – Passwords are assigned by NCDHH for security purposes.*

## **Sign-in to Web program**

Go to the home page.

[www.ne.gov/go/interpreter](http://www.ne.gov/go/interpreter)

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



# User Profile

## *Contact Information*

The screenshot shows the 'Contact Information' page of the NCDHH website. The page header includes the 'Official Nebraska Government Website' logo and the NCDHH logo. A navigation bar contains links for 'Referral Home', 'Contact Information', 'Preferences', 'Availability', 'Job Offers', 'NCDHH Home', and 'Logout'. The main content area is titled 'Contact Information' and includes a 'Login: Test Directions' link. The form contains the following fields: First Name (Test), Last Name (Directions), Address 1 (123 ABC St), Address 2, City (Lincoln), State (NE), ZIP Code (68510), Phone Number (402 - 471-3593 Ext.), Cell Number, Messaging Address, Email Address (traci.cooney@nebraska.gov), and checkboxes for 'Notify by Text Message' (unselected) and 'Notify by Email Message' (selected). A 'Preferred' label is next to each checkbox. An 'Update Profile' button is located at the bottom of the form.

You are able to change your personal information. If you make any changes to your address, phone numbers, cell provider (if you want to receive texts), please let NCDHH know.

- Contact information – When you are assigned to a request, the contact person will receive an email with your email address and the numbers in the Phone and Cell Number boxes.
- Text Messaging Address – You will need to get the cell number you want your messages sent to and the name of the carrier to NCDHH to set up this field for you.

## Preferences

Official Nebraska Government Website

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

Referral Home Contact Information Preferences Availability Job Offers NCDHH Home Logout

Login: Test Directions

**Job Preferences**

BUS     CC     DA     DB     External     FED

FNL     Internal     Law     MD     MH     Other

PA     PI     Relig     School     State     UC

Vol     VR     SEE Sign

Job Location(s)     Lincoln     Omaha     Greater

Update Preferences

On this screen, you will select the type of assignments you WANT to receive offers for. You must complete this screen in order to begin receiving offers.

**BUS** – Any general business/company requesting an interpreter

**CC** – City/County offices requesting an interpreter

**DA** – Drug/Alcohol type situations

**DB** – Deaf/Blind situations. Could be tactile or close up

**External** – Strictly for use only by NCDHH staff interpreters

**FED** – Federal agency requesting an interpreter

**FNL** – Funeral

**Internal** – Strictly for use only by NCDHH staff interpreters

**Law** – Police, Prison, Jail, Lawyer

**MD** – Medical situations

**MH** – Mental Health situations

**Other** – Any requests not identified as another category

**PA** – Performing Arts

**PI** – Private individual is paying for services

**Relig** – Religious type of activities

**School** – K-12 settings

**State** – Any state agency requesting services

**UC** – University/College

**Vol** – Volunteer type of activities

**VR** – Vocational Rehabilitation

**SEE Sign** – If you are able to accept SEE type of activities

## Availability

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

Referral Home Contact Information Preferences Availability Job Offers NCDHH Home Logout

Login: Test Directions

Availability Schedule

Dec	January 2017						Feb
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
≥	25	26	27	28	29	30	31
≥	1	2	3	4	5	6	7
≥	8	9	10	11	12	13	14
≥	15	16	17	18	19	20	21
≥	22	23	24	25	26	27	28
≥	29	30	31	1	2	3	4

1/8/2017 1/9/2017 1/10/2017 1/11/2017 1/12/2017 1/13/2017 1/14/2017

Available Available Available Available Available Available Available

Click link to cycle Availability choices between 'Available', 'Limited', and 'Unavailable'

12:00 AM 12:00 AM 12:00 AM 12:00 AM 12:00 AM 12:00 AM 12:00 AM

To All Day All Day All Day All Day All Day All Day All Day

11:59 PM 11:59 PM 11:59 PM 11:59 PM 11:59 PM 11:59 PM 11:59 PM

Save Availability 0 weeks

To view a certain date, you would click the “≥” symbol that is in front of that week. So if you need to view and make a change to June 23<sup>rd</sup>, you will click the 4<sup>th</sup> symbol down from the top. The screen will refresh and that week will be visible across the bottom.

Entire date unavailable

- You will click the word “Available” under June 23<sup>rd</sup> until it cycles to “Unavailable”. Then click save availability at the bottom.

Referral Home Contact Information Preferences Availability Job Offers NCDHH Home Logout

Login: Ben Sparks

Availability Schedule

May	June 2011						Jul
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
≥	29	30	31	1	2	3	4
≥	5	6	7	8	9	10	11
≥	12	13	14	15	16	17	18
≥	19	20	21	22	23	24	25
≥	26	27	28	29	30	1	2
≥	3	4	5	6	7	8	9

6/19/2011 6/20/2011 6/21/2011 6/22/2011 6/23/2011 6/24/2011 6/25/2011

Available Available Available Available Unavailable Available Available

Click link to cycle Availability choices between 'Available', 'Limited', and 'Unavailable'

h:mm tt h:mm tt h:mm tt h:mm tt h:mm tt h:mm tt h:mm tt

All Day All Day All Day All Day All Day All Day All Day

h:mm tt h:mm tt h:mm tt h:mm tt h:mm tt h:mm tt h:mm tt

Save Pattern 0 weeks

Save Availability

## Partial date unavailable

- You will select either available time frame or unavailable time frame. You will need to have either “Available” or “Unavailable” selected.

The screenshot shows the 'Availability Schedule' interface. At the top, there are navigation tabs: 'Referral Home', 'Contact Information', 'Preferences', 'Availability', 'My Office', 'NPHH Home', and 'Logout'. Below this is a calendar for June 2011. The calendar shows dates from 5/29 to 6/5. Below the calendar is a row of availability options for dates from 6/19/2011 to 6/25/2011. The status for each date is: 6/19/2011 Available, 6/20/2011 Available, 6/21/2011 Available, 6/22/2011 Available, 6/23/2011 Unavailable, 6/24/2011 Available, 6/25/2011 Available. Below this row are dropdown menus for 'From' and 'To' times, and a 'Save Pattern' button.

## Long term unavailable

- You will select the week symbol that your unavailability starts as directed above.
- Pick your first date and cycle to “Unavailable”. Repeat for each of the other dates in that week that you are unavailable.

This screenshot shows a close-up of the availability options for the week of 6/19/2011 to 6/25/2011. The status for each date is: 6/19/2011 Available, 6/20/2011 Available, 6/21/2011 Available, 6/22/2011 Available, 6/23/2011 Unavailable, 6/24/2011 Unavailable, 6/25/2011 Unavailable. Below each date is a dropdown menu for 'From' and 'To' times, and a 'Save Pattern' button.

- Select the next week symbol as directed above.

The screenshot shows the 'Availability Schedule' interface with a calendar for June 2011. The calendar shows dates from 6/19 to 6/26. The date 6/26/2011 is highlighted in blue.

- Cycle each date needed to “Unavailable”.
- In the lower box, type 2 in the week’s box and click save pattern. Your schedule should now be unavailable for the next 2 weeks.



## Job Offers

For job offers, you will only be given information regarding the type of assignment, the date, start and end time, and location (Omaha, Lincoln or Greater) and the job number.

On the home page, select Job Offers in the menu box.



This brings you to the Current Offers screen.



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

Referral Home User Profile Job History **Current Offers** Jobs Scheduled NCDHH Home Logout

Login: Test Directions

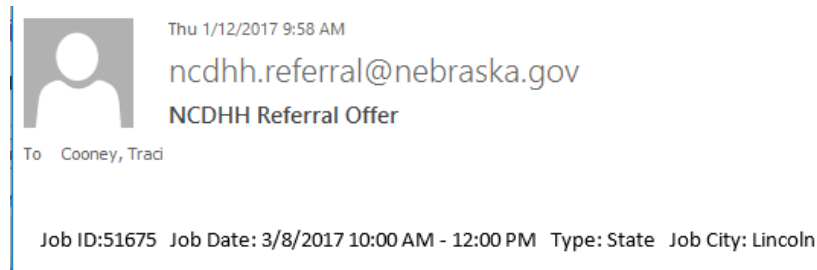
Current Job Offers

	Job Category	Date and Time	Availability
<input type="radio"/> Accept <input type="radio"/> Reject <input checked="" type="radio"/> Undecided	51796 MD	1/17/2017 1:00 PM - 2:30 PM	Available
<input type="radio"/> Accept <input type="radio"/> Reject <input checked="" type="radio"/> Undecided	51792 State	1/18/2017 3:30 PM - 5:00 PM	Available
<input type="radio"/> Accept <input type="radio"/> Reject <input checked="" type="radio"/> Undecided	51675 State	3/8/2017 10:00 AM - 12:00 PM	Available

You are able to accept or reject jobs using the program.

*If you select reject now, you can come back later and click accept if your schedule opens up, and the offer is still listed.*

You can also receive the offers by email.



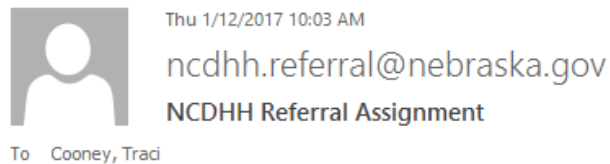
You can also receive the offers by text. The text will have the same information as an email notice.

You can reply accept or reject to text and email offers but you must include the job number and your name.

**You must reply by using the web, email or text. We cannot take accepts or rejects by phone.**

## **Job Assigned**

When a job is assigned to you, you will receive an assigned message. Text and email will have the same information.



Assigned - Job ID:51797 Job Date: 1/13/2017 3:00 PM - 3:45 PM Type: State Job City: Lincoln Client: deaf person's name

If you DO NOT received a message back, the assignment was given to someone else.

## Job History

This is where you can get information regarding jobs you had been scheduled for.

This list will only show 3 months prior, older than 3 months drops off.

## Jobs Scheduled

This is where you would get information for upcoming jobs. You will get the contact info, client name, address of assignment and other important information.



The screenshot shows the 'Official Nebraska Government Website' for the 'Nebraska Commission for the Deaf and Hard of Hearing' (NCDHH) Interpreter Referral Service. The user is logged in as 'Test Directions'. The 'My Scheduled Jobs' section contains a table with one entry:

Details	Test Directions (Traci Cooney)	Date	Job Number	Job #51797 Details
		1/13/2017	51797	<p>Request By: Test Directions (Traci Cooney) Request Phone: 402-471-3593 Request Email: traci.cooney@nebraska.gov Job Number: 51797 Job Date: Friday, January 13, 2017 Start Time: 3:00 PM End Time: 3:48 PM Contact Person: Test Contact Contact Phone: 402-471-3593 Contact Email: traci.cooney@nebraska.gov Requirements: Situation: Job interview Location: 4900 Valley Rd Client Name: deaf person's name Interpreters: Test Directions</p>

Each line you will be able to click **Details** and view the information for those jobs.

## Cancelled Jobs

If a job is cancelled, you will receive the following message. The same message is sent via text and/or email.

