



*Web Referral
User Guide
for
Interpreters*

www.nc.gov/go/interpreter

Request New Account

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

The screenshot shows the homepage of the Nebraska Commission for the Deaf and Hard of Hearing (NCDHH) Interpreter Referral Service. At the top, it says "Welcome to the Interpreter Referral Service". Below this is a "Please Login" section with a "Log In" button and a "Forgot Password?" link. To the left, there is a "NCDHH News" section with text about the new referral site and job notice. To the right, there is a section about NCDHH hours (8a-5p Monday thru Friday) and a note about closure on Memorial Day and Independence Day. At the bottom left, there is a "Request New Account" button, along with "After Hours List" and "NCDHH Home" links. A disclaimer at the bottom center states: "***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.***"

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

The screenshot shows the "Request An Online Account" page. At the top, it says "Request An Online Account" and has two links: "Agency / Business Account" and "Interpreter Account". Below this, there are three sections of text:

- 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.

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](#)

*
First Name*
Last Name*
Address 1*
Address 2*
City*
State*
ZIP Code*
Phone Number*
Email Address*

Submit Request

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

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

You have requested an Interpreter account for the NCDHH Online Referral Service.
Please verify and click submit to send your request.

Ben Sparks
4600 Valley Rd Ste 420
Lincoln, NE 68510
402-471-3593
ben.sparks@nebraska.gov

Send Request

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

-----Original Message-----

From: ncdhh.referral@nebraska.gov [mailto:ncdhh.referral@nebraska.gov]

Sent: Wednesday, May 25, 2011 1:53 PM

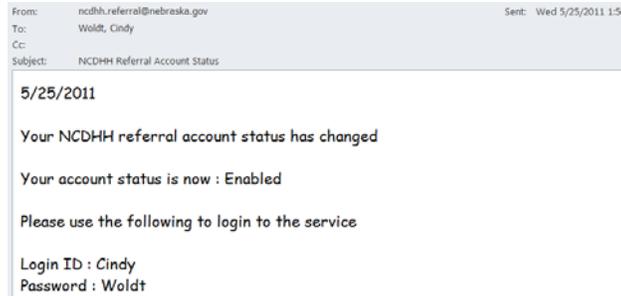
To: Woldt, Cindy

Subject: NCDHH Referral Account Request

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.



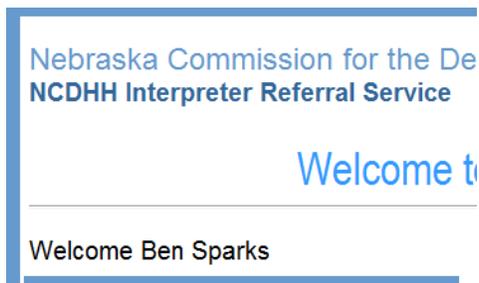
Note – Passwords are now assigned by NCDHH for security purposes.

Sign-in to Web program

Go to the home page.

www.ne.gov/go/interpreter

Once logged in, the screen will refresh and now say “Welcome” and your name.



The menu option has also changed.



User Profile

Contact Information

The screenshot shows the 'Contact Information' page of the NCDHH Interpreter Referral Service. The page has a navigation bar with links: Referral Home, Contact Information, Preferences, Availability, Job Offers, NCDHH Home, and Logout. The user is logged in as Ben Sparks. The 'Contact Information' section includes the following fields:

- Company Name: [Empty]
- First Name: Ben
- Last Name: Sparks
- Address 1: 6600 Valley Rd Ste 420
- Address 2: [Empty]
- City: Lincoln
- State: NE
- ZIP Code: 68510
- Phone Number: 402 - 471-3593
- Cell Number: [Empty]
- Fax Number: [Empty]
- Messaging Address: [Empty]
- Email Address: ben.sparks@nebraska.gov

There are two checkboxes for notifications: Notify by Text Message and Notify by Email Message. An 'Update Profile' button is located at the bottom of the form.

You are able to change your personal information.

- Phone numbers – When an agency gets the email that you will be their interpreter, the system sends phone numbers listed in Phone and Cell Number fields. The Messaging Address is where you want your messages sent. You will need to remember to only put numbers in Phone and Cell fields that you want the contacts to have.
- 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

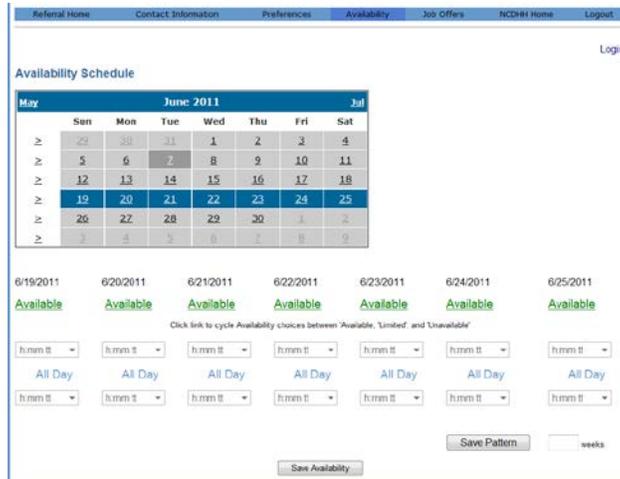
The screenshot shows the 'Preferences' page of the NCDHH Interpreter Referral Service. The page has a navigation bar with links: Referral Home, Contact Information, Preferences, Availability, Job Offers, NCDHH Home, and Logout. The user is logged in as Ben Sparks. The 'Job Preferences' section includes the following checkboxes:

<input type="checkbox"/> BUS	<input type="checkbox"/> CC	<input type="checkbox"/> DA	<input type="checkbox"/> DB	<input type="checkbox"/> External	<input type="checkbox"/> FED
<input type="checkbox"/> FNL	<input type="checkbox"/> Internal	<input type="checkbox"/> Law	<input type="checkbox"/> MD	<input type="checkbox"/> MH	<input type="checkbox"/> NON
<input type="checkbox"/> Other	<input type="checkbox"/> PA	<input type="checkbox"/> PI	<input type="checkbox"/> Relig	<input type="checkbox"/> School	<input type="checkbox"/> State
<input type="checkbox"/> UC	<input type="checkbox"/> Vol	<input type="checkbox"/> VR			

An 'Update Preferences' button is located at the bottom of the form.

On this screen, you will select the type of assignments you WANT to receive offers for.

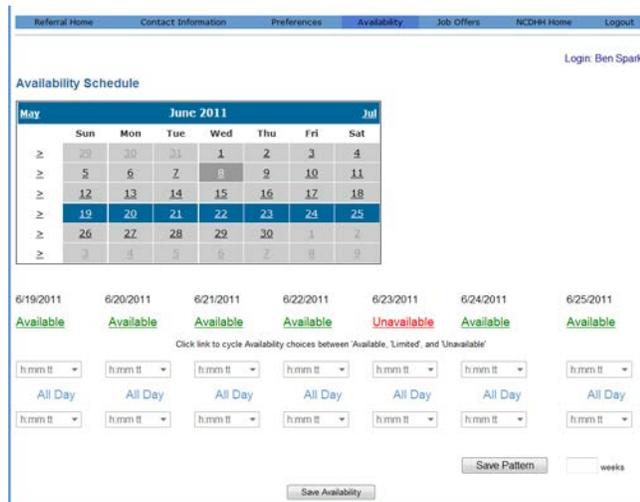
Availability



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 23rd, you will click the 4th 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 23rd until it cycles to “Unavailable”. Then click save availability at the bottom.



Partial date unavailable

- You will click the word “Available” under June 23rd until it cycles to “Limited”. On limited, you would then select the start and end time of the time you ARE AVAILABLE.

Referral Home Contact Information Preferences **Availability** Job Offers NCDH 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 **Limited** 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 11:30 AM h:mm tt h:mm tt

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

h:mm tt h:mm tt h:mm tt h:mm tt 5:30 PM h:mm tt h:mm tt

Save Pattern weeks

Save Availability

Clicking “Available” a 3rd time cycles back to “Available”.

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.

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** **Unavailable** **Unavailable**

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

- Select the next week symbol as directed above.

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	

- 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.

The screenshot shows the 'Availability Schedule' page. At the top, there is a navigation bar with links: Referral Home, Contact Information, Preferences, Availability (selected), Job Offers, NCDHH Home, and Logout. A user login 'Ben Sparks' is visible in the top right.

The main content area features a calendar for June 2011. The calendar shows dates from May 29 to July 2. The dates 19, 20, 21, 22, 23, 24, and 25 are highlighted in blue, indicating they are currently selected.

Below the calendar is a list of dates with their corresponding availability status:

Date	Availability
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

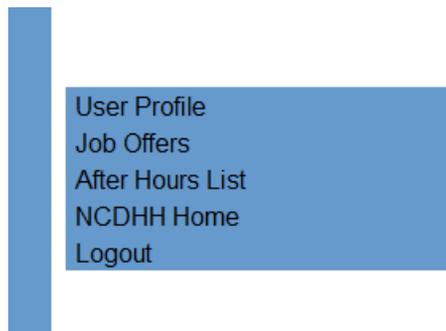
Below the list of dates, there is a link: 'Click link to cycle Availability choices between Available, Limited, and Unavailable'. Underneath this link are seven columns, each corresponding to a date. Each column contains three dropdown menus: the top one for availability status (currently set to 'h:mm tt'), the middle one for 'All Day', and the bottom one for time range (currently set to 'h:mm tt').

At the bottom right, there is a 'Save Pattern' button and a text input field containing '2' with the label 'weeks'. A 'Save Availability' button is located at the bottom center.

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.

		Job Category	Date and Time		Availability	
<input type="radio"/> Accept	<input type="radio"/> Reject	17405	State	6/10/2011 1:00 PM	5:00 AM	Available
<input type="radio"/> Undecided						
<input type="radio"/> Accept	<input type="radio"/> Reject	17404	MD	6/13/2011 1:30 PM	2:30 PM	Available
<input type="radio"/> Undecided						
<input type="radio"/> Accept	<input type="radio"/> Reject	17406	BUS	6/23/2011 3:15 AM	5:00 AM	Available
<input type="radio"/> Undecided						
<input type="radio"/> Accept	<input type="radio"/> Reject	17396	BUS	8/17/2011 2:00 PM	4:00 PM	Available
<input type="radio"/> Undecided						

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.

From: ncdhh.referral@nebraska.gov [mailto:ncdhh.referral@nebraska.gov]
Sent: Tuesday, June 07, 2011 12:00 PM
To: Sparks, Ben M
Cc: 4028020477@vtext.com
Subject: NCDHH Referral Offer

Job Date: 6/10/2011 1:00 PM - 5:00 AM Type: State ID:17405

Just reply to the email and say yes or no.

You can also receive the offers by text.

Subject:NCDHH Referral Offer Job Date:
5/31/2011 1:00 PM - 2:00 PM Type:Law
ID:17388

ID is job number

When replying by text, you MUST include at least the last 3 digits of the job number. NCDHH will no longer respond back asking which job you are responding to.

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

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.



Details	NCDHH	Date	Job Number
		6/10/2011	17405

Job #17405 Details	
Request By	NCDH#1
Request Phone	471-3593
Request Email	cindy.woldt@nebraska.gov
Job Number	17405
Job Date	Friday, June 10, 2011
Start Time	1:00 PM
End Time	5:00 AM
Contact Person	Traci
Contact Phone	471-3593
Contact Email	traci.cooney@nebraska.gov
Requirements	none
Situation	meeting
Location	456 streetOmaha
Client Name	Bob

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 messages:

Text

```
From: 7124359019@messaging.sprintpcs.com
To: Cooney, Traci
Cc:
Subject:

Subject:NCDHH Job# 17405 Cancelled
NCDHH has cancelled Job# 17405
```

Email

```
From: ncdhh.referral@nebraska.gov
To: Woldt, Cindy
Cc:
Subject: NCDHH Job# 17405 Cancelled

NCDHH has cancelled Job# 17405
```

Job Types

- **BUS** – Private Industry
- **CC** – City / County
- **DA** – Drug / Alcohol
- **DB** – Deaf / Blind
- **FED** – Federal Offices
- **FNL** – Funeral
- **LAW** – Legal
- **MD** – Medical
- **MH** – Mental Health
- **PA** – Performing Arts
- **PI** – Private Individual
- **RELIG** - Religious
- **SCHOOL** – Grades K-12
- **STATE** – State Offices
- **UC** – University / College
- **VOL** – Volunteer
- **VR** – Vocational Rehabilitation