# User Guide for Interpreters

**Interpreter Management System**

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# 1 ABOUT THIS GUIDE

This User Guide is divided into the following chapters:

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## 1.1 Who Should Use It

This guide is intended for all users with limited knowledge and experience in the use of web based applications. It contains a thorough explanation of all of the 1Lingua system features, and how to use them to manage all requesters<>spoken language and ASL interpreters transactions from the interpreter side.

For more information, please send an email to support@1lingua.com.

# 2 INTRODUCTION

## 2.1 Purpose

"The purpose of this User Guide is to define the functionality that will be delivered by e-interpreters, Inc. to all spoken language and ASL interpreters with its 1Lingua tool. This document serves as a complementary reference for the scope of the system functionality. The information in this User Guide is subject to change without notice.

## 2.2 Scope

The purpose and contents of this guide is to help you, as a spoken language or ASL interpreter, to take full advantage of all of the features of the 1Lingua system.

# 3. SYSTEM DESCRIPTION

The 1Lingua system is a comprehensive and fully automated standalone online interpreter management system for governmental, non-governmental, public and/or private entities that deal with interpreters in any setting, such as medical encounters, pharmacies, walk-in clinics, arbitrations, business meetings, conferences, court hearings, depositions, guided tours, hospitals, independent medical evaluations, investigations, law firms, mediations, medical consultations, school districts, seminars, social events, trade shows and fairs, among others, all in a single package throughout the USA.

## 3.1 Key Features

The system eliminates unnecessary layers of intermediaries (interpreter coordinators, schedulers, brokers, agencies).  This system does not require interpreter coordinators or schedulers because interpreter requests can be performed directly by the individual requester, whoever and wherever that person may be.  In addition, governmental compliance auditors and certifying bodies have a tool to manage interpreters' certifications and discipline.

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Finally, interpreters will have access to a superb self-promotional tool, to access all type of spoken language and ASL assignments of their own choosing, nationwide.

## 3.2 Environment

This is a web based application accessible from any platform that has access to the Internet via LAN/WAN/Wi-Fi/3G-4G and/or capable of receiving/sending text messages (SMS). There's no software or upgrades to download. It is compatible with PC, MAC, Linux, etc., and any browser, such as Internet Explorer, Firefox, Google Chrome, Safari, etc.

## 3.3 System Operation

The 1Lingua platform "operates" over an auto-sync calendar that integrates your personal and work related calendars and frees you from the "manual" annotation of request/jobs in your calendars. For instance, when a requester places a new request, the 1Lingua system offers the job ONLY to those interpreters within their pre-selected search criteria that are available at the requested date, time and location. When you accept a job, the event is automatically synced in the system, in your PC, Netbook, PDA, smartphone, etc.  All these actions are interacted with your personal appointments. This feature is available to all users, and is an extremely useful tool for individual users, such as interpreters, doctors, attorneys, law firms, etc.

## 3.4 How to clean the browser cache

The 1Lingua system is based on the web.  Your web browser (Internet Explorer, Chrome, Safari, Firefox, etc.) is designed to download web pages and store them locally on your computer's hard drive in an area called "cache".  This cache contains records of every item you have viewed or downloaded while Internet surfing, so when you visit the same page for a second time, the browser speeds up display time by loading the page locally from cache instead of downloading everything again.

As with all web based applications, the 1Lingua system is a dynamic tool that constantly undergoes upgrades, updates and changes.  Many times, when a change is made to a website, the change may not appear when the page is refreshed.  This is because the web browser is showing an old, cached version of the web page. This can cause problems on the user end.  You may notice changes on the behavior of the system, that it does

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not respond to commands as it used to do and takes a good deal of time to update a field. This may be an indication that your cache needs to be cleaned.

For most browsers, the fastest way to do this cleanup is by pressing the keys **Ctrl** and the **F5** at the same time.
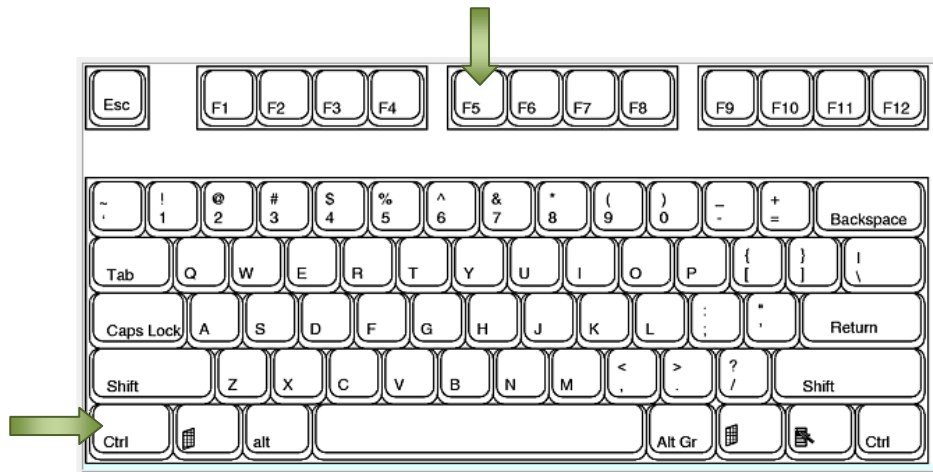


Figure 3-1

If that still does not work, please try the following:

### 3.4.1.Internet Explorer 9

1. With the browser open, click on the gear (Tools) on the right top corner and click on **Internet Options** (Figure 3-2)
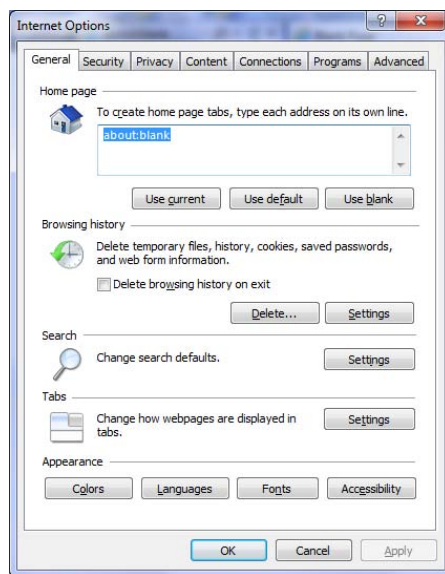


Figure 3-2

**Go back to the top**

2. Make sure that **Passwords** and **ActiveX Filtering and Tracking data** are both unchecked.  Click on **Delete**. Your browser should now be clean (Figure 3-3)
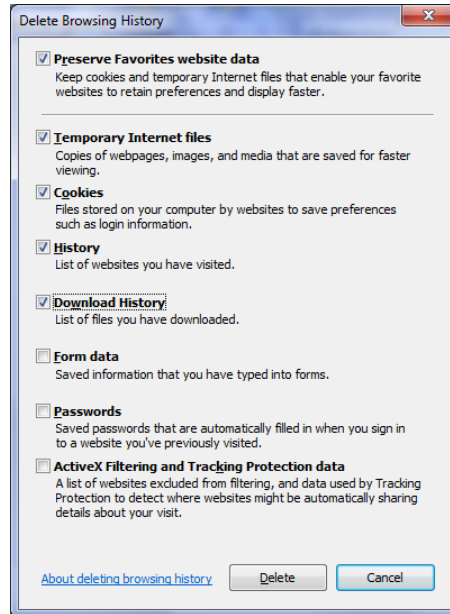

Figure 3-3

### 3.4.2.  Internet Explorer 8

With Internet Explorer 8 open, click on **Tools** on the top right corner of your screen, click on **Internet Options** and click on **Delete** on the **Browsing History** section (Figure 3-4)
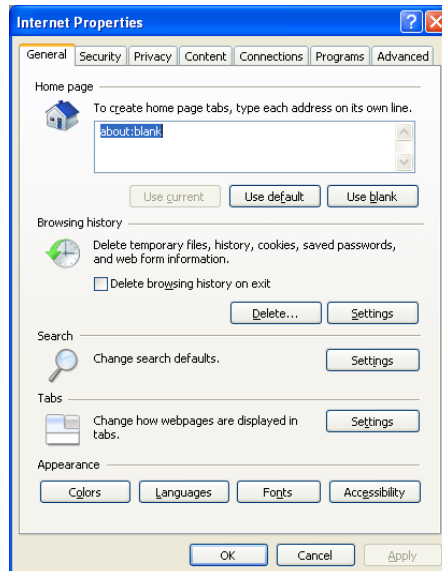

Figure 3-4

**Go back to the top**

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1. When you click on **Delete**, you will see this window (Figure 3-5).  Make sure that **Passwords** and **In Private Filtering Data** are both unchecked.  Click on **Delete**.  Your browser should now be clean.
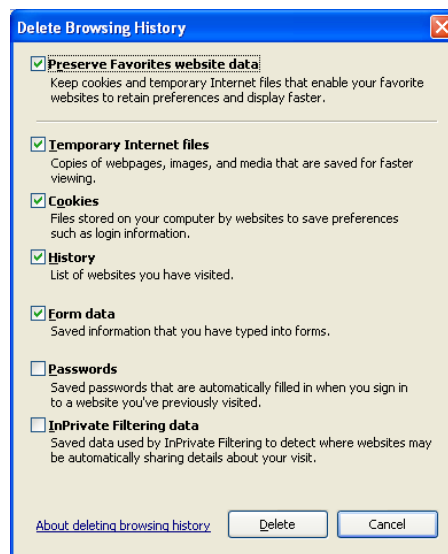

Figure 3-5

### 3.4.3.  Firefox

1. With Firefox open, click on **Tools** and then on **Clear Recent History** (Figure 3-6)
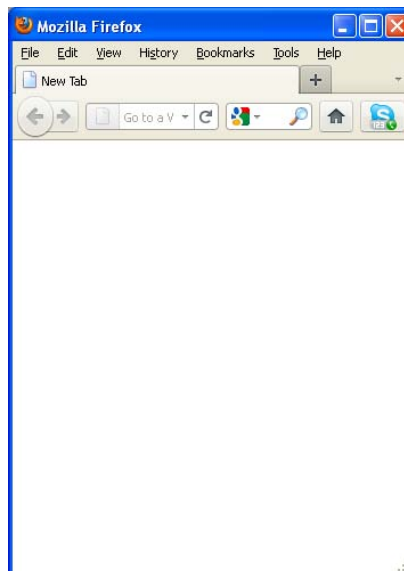

Figure 3-6

**Go back to the top**

2.  Make sure that **Active Logins** and **Site Preferences** are both unchecked.  Click on **Clear Now** (Figure 3-7).
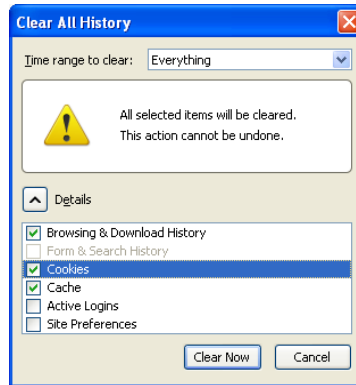
    Your browser should now be clean.


Figure 3-7

### 3.4.4.  Chrome

With Chrome open, click on the **three line icon** on the top right corner and then on **History**, then on **Edit Items** (right side of the window), then on the **Clear all browsing data...** button (top left side of the window) (Figure 3-8).
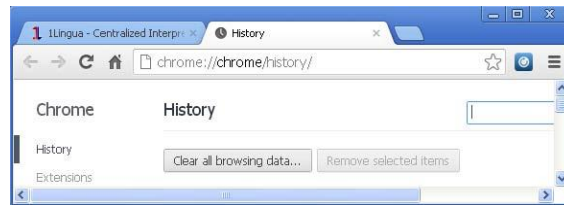

Figure 3-8

Make sure that **Clear saved passwords** is unchecked.  Click on **Clear browsing data** (Figure 3-9).  Your browser should now be clean.
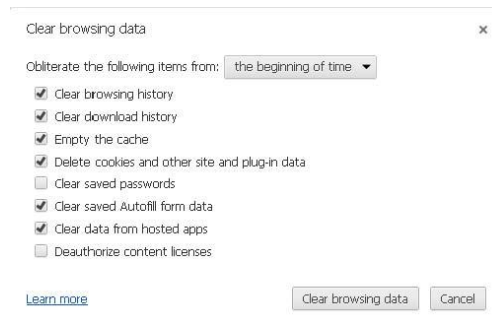

Figure 3-9

**Go back to the top**

### 3.4.5. Safari

With Safari open, click on the **gear** on the top right corner and then on **Reset Safari…**and click on **Reset**.


Figure 3-9

# 4   REGISTRATION/FIRST LOGIN

This chapter describes how you should complete your profile and for _how, when, where, for whom_ and _for what_ they should set up yourself to get the jobs of your preference.

## 4.1   First-time Users

It is important to understand that this system is the Century 21$^{st}$ response to all interpreters' matters.  Therefore, we recommend to those interpreters that want to have the opportunity to get more jobs and still have just a cell phone without a data plan to purchase a smart phone.  For example, data fees for most carriers are in the neighborhood of $30.00 per month and today you can get a refurbished iPhone 3GS for $0.01 with a two year plan through AT&T.  One single job on top of what you work now will pay for it, so the upgrade is very well justified.

Figure 4-1 shows the first screen that you will see.  This window has three main sections:

1. Create Interpreter Account,
2. Requester Registration and,
3. Registered Users Login



Figure 4-1

# 4.1.1 Creation of an Interpreter Account

Figure 4-2 call outs describe the fields that you, as a spoken language/ASL interpreter, have to complete in order to register as a user of the 1Lingua System.

Type here your First Name only, i.e., Joe.

Type here your Profile User Name, i.e., joecitizen. *No spaces & low caps only*.

Type here the email address that you will use with the 1Lingua System. *Please do not capitalize the email address*.

Retype your password here. It has to be the same password typed before.

Click here to indicate that you read and understood the **Personal Information and Privacy Notice**.

Click here to Sign Up. You will receive a Welcome email. Please follow the prompts in order to complete the registration process. *If you do not receive the Welcome to 1Lingua email, check that your SPAM controls in your email account are not sending an email from messages@1lingua.com to SPAM .*

Type here your Last Name only, i.e., Citizen.

Retype your email address here. *Please check that your SPAM controls in your email account are not sending an email from system@1lingua.com or messages@1lingua.com to SPAM .*

Type your password here. *It has to be an alphanumeric set of at least 7 characters*.

Type here the text that you see in the box below, exactly as you see it, with capitalization, etc.

Click here to read the **Personal Information and Privacy Notice**. You **cannot** enter the information of your agency here.

Click here to watch the Video Help.

Check here to download the **User Guide for Interpreters**

Figure 4-2

# 4.1.2 Registered Users First Login

Figures 4-3 through 4-7 show the Registered Users Login section. If you are already registered as a User, please type both your Email address/User Name and your Password.
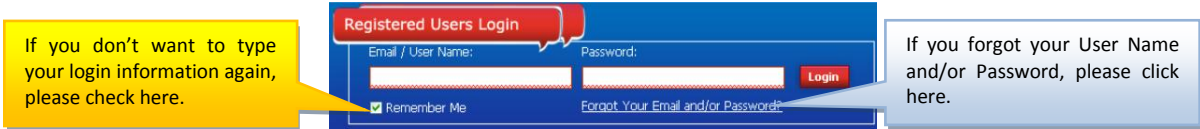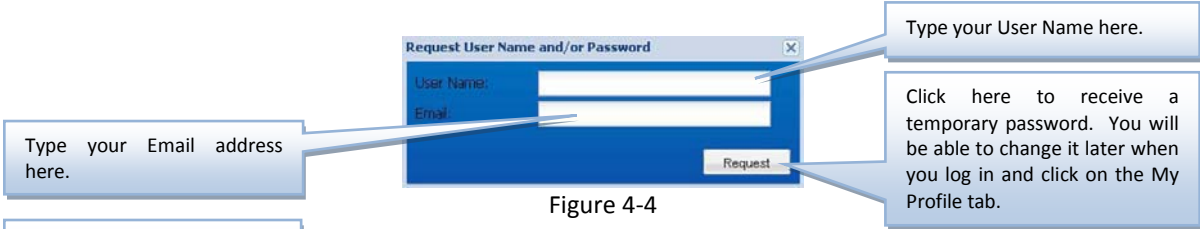
**Go back to the top**

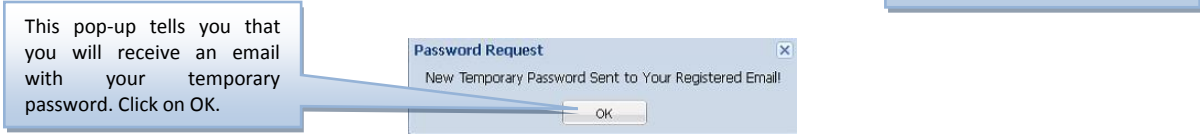If you don't want to type your login information again, please check here.

**Registered Users Login**

Email / User Name:

Password:

Login

☑ Remember Me

Forgot Your Email and/or Password?

If you forgot your User Name and/or Password, please click here.

Figure 4-3

Type your User Name here.

**Request User Name and/or Password**

User Name:

Email:

Request

Type your Email address here.

Click here to receive a temporary password. You will be able to change it later when you log in and click on the My Profile tab.

Figure 4-4

This pop-up tells you that you will receive an email with your temporary password. Click on OK.

**Password Request**

New Temporary Password Sent to Your Registered Email!

OK

Figure 4-5

Click on the link to reopen the 1Lingua Home screen to login again.

In order to assure that you are going to receive our emails, please add messages@1lingua.com to your address book.

**1lingua**
1lingua.com

**Password change request for your account .**

Hello
You have requested a new temporary password.

Use this as your temporary password: 2a376e8e57

Please follow this link to complete the process.

Thanks

e-interpretes.com

This email is intended as a privileged and confidential communication among e-interpreters, Inc, and user and the existence of this email and its contents are therefore privileged and confidential. If you are not the intended recipient, or if you are not certain you are the intended recipient, you are asked to delete the message and its contents from your records.

Select and copy (Ctrl C) the temporary password and paste it on the password box to login again.

Figure 4-6

Type your email address here to login again with the temporary password.

Paste (Ctrl V) the temporary password here.

**Registered Users Login**

Email / User Name:

Password:

Login
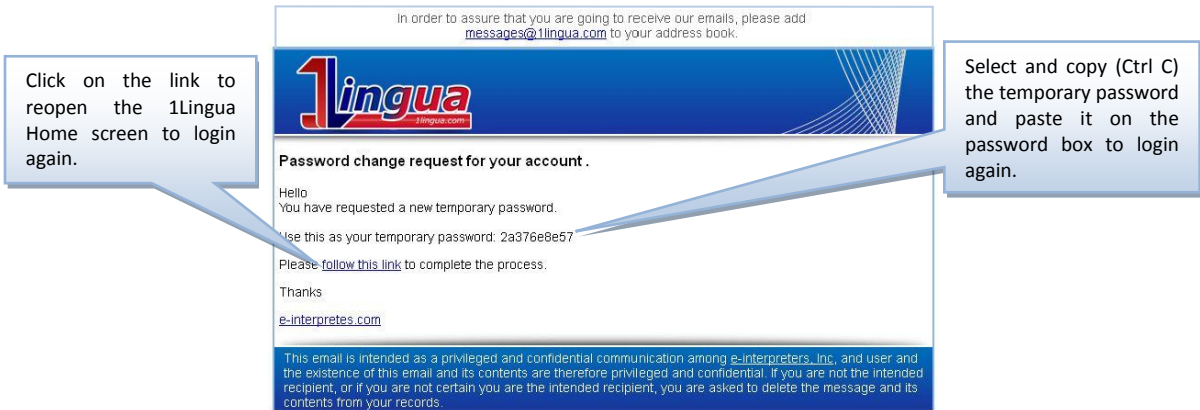
☑ Remember Me
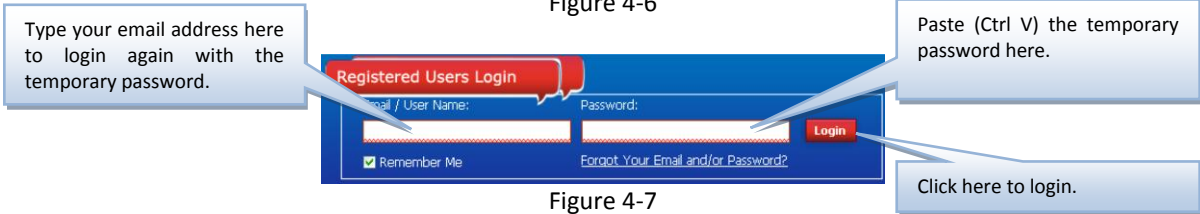
Forgot Your Email and/or Password?

Click here to login.

Figure 4-7

# 5 STEP BY STEP INSTRUCTIONS TO COMPLETE YOUR INTERPRETER PROFILE

## 5.1. Step 1 - My Profile Basic Data Entry

When you log in for the first time, the **My Profile** wizard takes you through two easy steps (Figure 5-1). The information that you enter here is what the system's database will use to respond to requesters' search criteria. It is essential, therefore, that you take your time to complete **ALL** information requested thoroughly. The data that you enter will determine *how, when, where, for whom* and *for what* you are setting yourself up. The first personal data entry (personal information plus language credentials) will enable you to get requests, making yourself available 24/7/365 for your entire state of residence and for any kind of job.
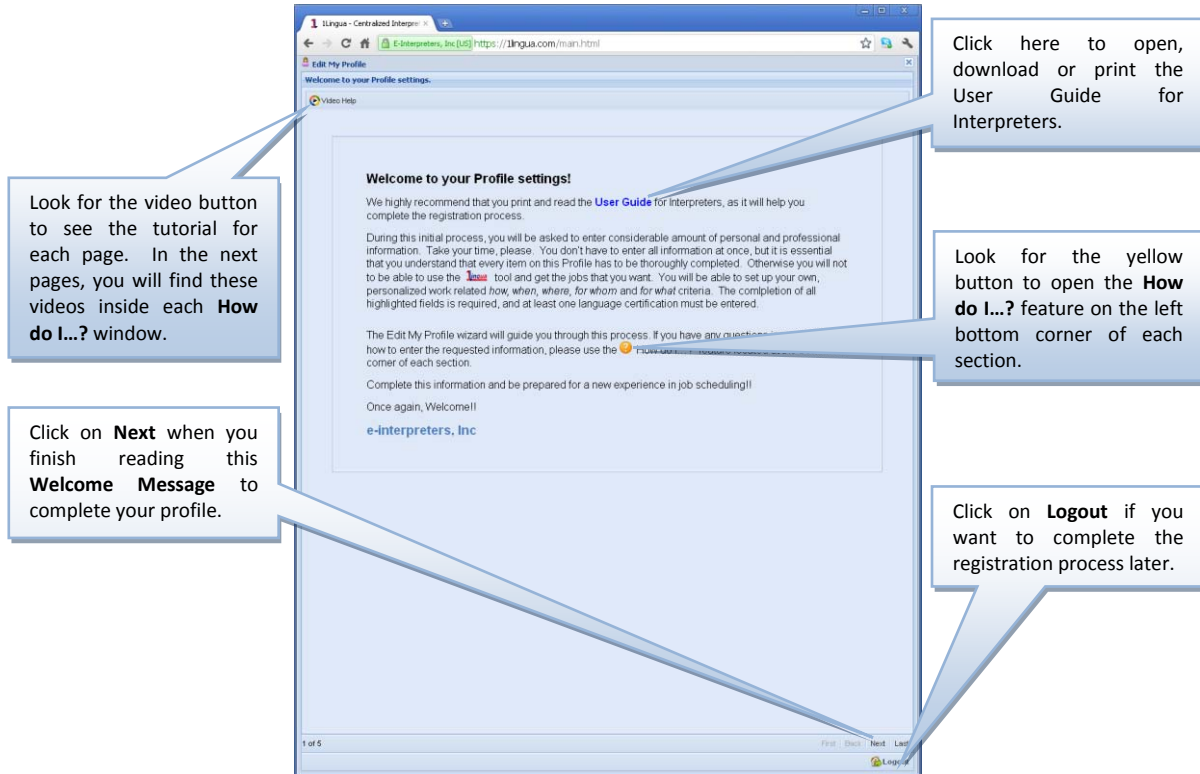


Figure 5-1

## 5.1.1. Personal Info

### 5.1.1.1. Personal Info

The call outs on figures 5-2 through 5-5 describe in detail how to complete all the required fields.

Type your first name here.

Type your last name here.

Select your gender.

The exclamation mark means mandatory field.

Please enter your date of birth as follows: mm/dd/yyyy.
**OR**

Click here to open the calendar.

Personal Info

First Name:

Last Name:

Date of Birth:

Gender : Male

Figure 5-2

Click on the little white triangle to open the month and year selector. The Month and Year Selector tool will open.

Click on your month of birth.

Click on the left arrow to move years back and the right arrow to move years

Click OK when done.

Figure 5-3

Figure 5-4

To select the date on the calendar, click on the day of the year and month selected. Once you click here, your DOB should be now set.

Figure 5-5

**Go back to the top**

### 5.1.1.2. Contact Information

It is very important that you select your Cellular Telephone Carrier, since the 1Lingua system generates the SMS (text messages) using each carrier's own SMS feature.  Text messages reach users much faster than emails, which can translate in lost jobs for freelance interpreters.

Type your telephone number here.  **This is the number that the system will use to contact you for telephone interpreting**.

Using the drop down feature, select your cellular telephone carrier here.  (*)

The email address that you typed in the first phase of the registration process should appear here.  If it does not, please type it again.

Type your cellular telephone number here.

Figure 5-6

(*) if your cellphone carrier is not listed, please contact support@1lingua.com

### 5.1.1.3. Login Information

Use this section to complete your login information.  You can change your password if you wish.

Type your user name here.  No spaces and all low caps, please.

Click here to change your password.  The window at the right (Figure 5-8) will appear.

Type your old password here.

Type here your security question.  Please keep your question short.

Figure 5-7

Type here your security answer.  Please keep it short.

Retype your new password here.

Figure 5-8

Type your new password here.

### 5.1.1.4. Address Information

Type your address here.

Using the drop down feature, select your state.

Type your apartment here.

Using the drop down feature, select your city with the corresponding zip code.

Figure 5-9

(*) if your zip code or city is not listed, please contact support@1lingua.com

**Go back to the top**

### 5.1.1.5. Picture

This is the picture that requesters will match when you, the interpreter, show up for an assignment. You have two options: 1. You use a picture that you already have on file or, 2. You take a picture of yourself with the webcam of your PC or laptop. Figures 5-10 through 5-13 show these options:
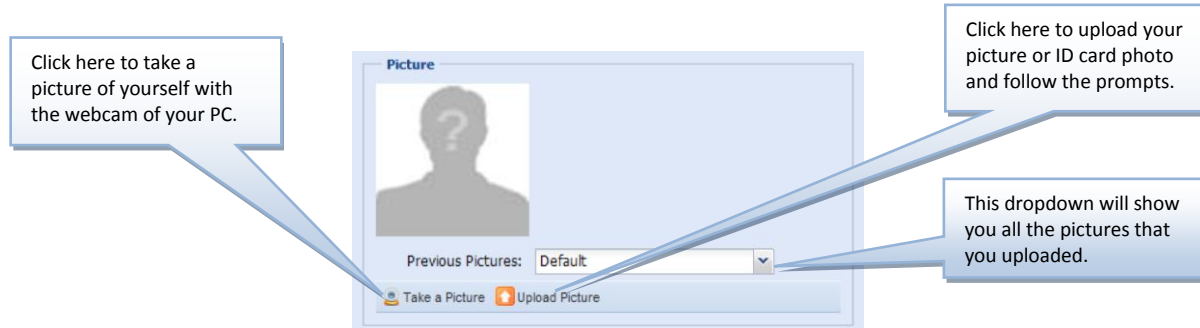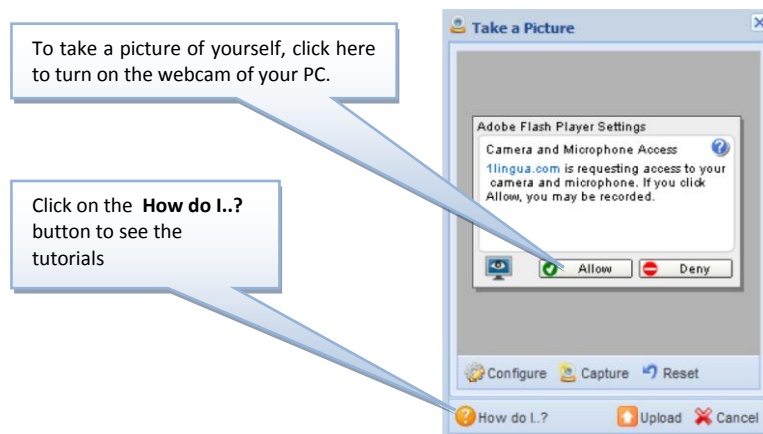
Click here to take a picture of yourself with the webcam of your PC.

Click here to upload your picture or ID card photo and follow the prompts.

This dropdown will show you all the pictures that you uploaded.

Figure 5-10

To take a picture of yourself, click here to turn on the webcam of your PC.

Click on the **How do I..?** button to see the tutorials

Figure 5-11

Click here to capture the image. If you do not like the picture you took, just click on Capture again.

Click on the **How do I..?** button to see the tutorials

Click here to upload the picture.

Figure 5-12

**Go back to the top**
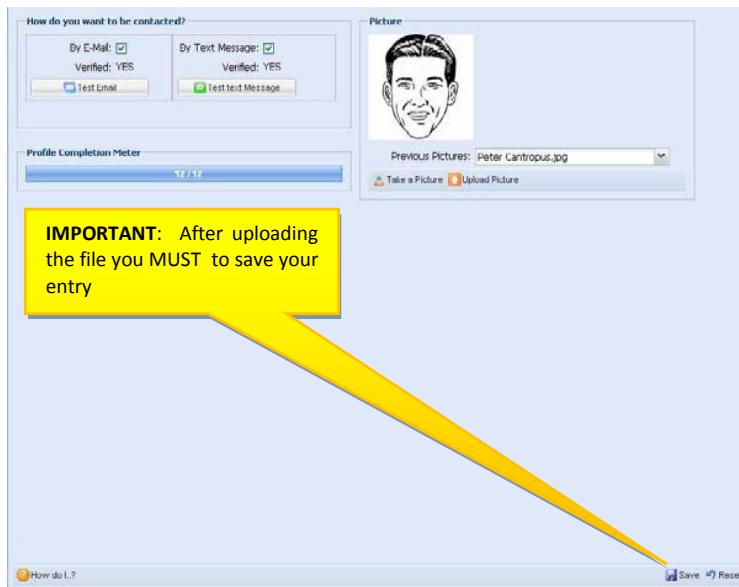
Figure 5-13

## 5.1.1.6. Contact Preferences

**Note:** You will be able to select how you want the system to contact you and test these contact preferences after saving your entries in the **Personal Info** and **Contact Info** sections.

Here you tell the 1Lingua system how you want to receive job offers. Besides the normal pop-up window in the screen on your PC/laptop/netbook/tablet, you can be contacted via e-mail, via SMS (text message) or both. **We recommend the use of both contact methods**.
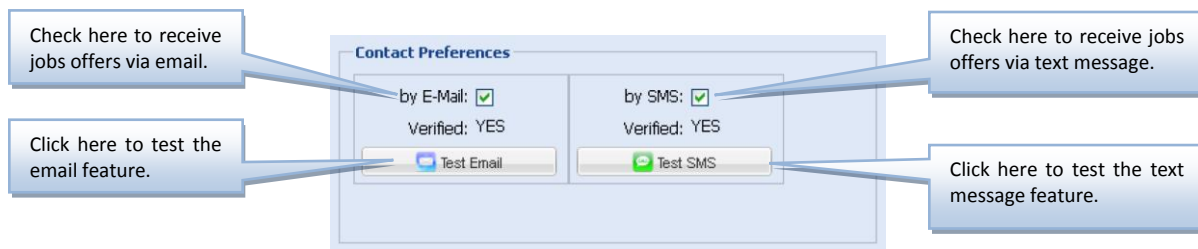


Figure 5-14

**Go back to the top**
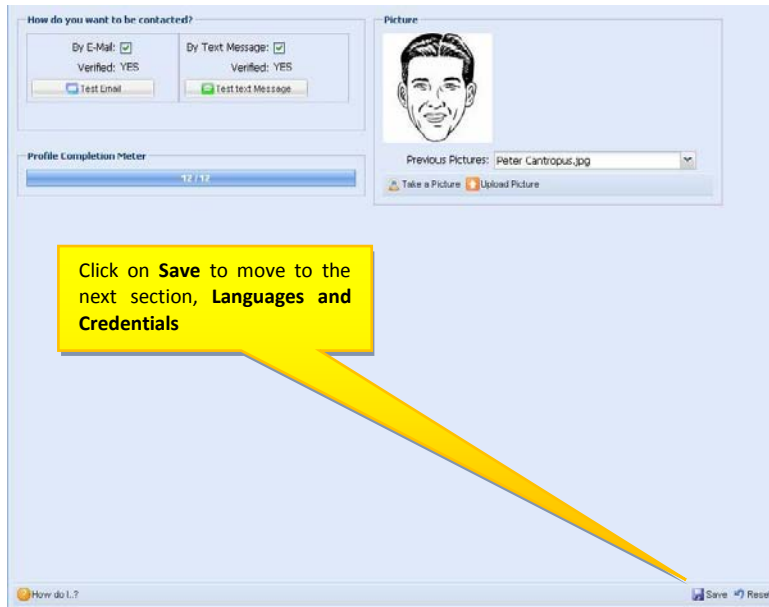
Figure 5-15

## 5.1.2. Languages and Credentials

Note: We recommend that you scan your interpreter credentials issued by the corresponding certifying body before you start this section. Figures 5-16 and 5-17 show how you can enter your languages and certifications, per state. Select the state that issue your certification, the language, the type of credential, the number, the year of issuance and upload the document in pdf or jpg format.



Figure 5-16

**Go back to the top**

Once the file is selected, click on **Upload** to send the file to the database.

**Upload Cetificate**

Select Certificate: | Select Certificate File

Upload ✖ Cancel

Figure 5-17

# *CLICK ON SAVE ON THE BOTTOM RIGHT CORNER TO COMPLETE THE BASIC DATA ENTRY*

## 5.2. My Profile Availability Data Entry

You can customize your availability, setting up your Location Preferences (states, counties and cities [you may have relatives in other states, counties and cities and want to make yourself available there {certifications permit} when you visit them]), Job Preferences (venues that you DO NOT want to provide interpreting services to [courts, ICE, etc], types of jobs you DO NOT want to do [births, dental appointments, etc], how do you want to interpret [in person, via telephone, via videoconference or provide translations], how far you are willing to travel, set up your minimum pay for in-person and for telephone assignments, and Time Availability for in-person and telephone assignments [you may want to make yourself available 24/7 or not be bothered be-tween 8 PM and 8 AM, Monday through Thursday, or any combination of days and hours or set up your time for lunch].
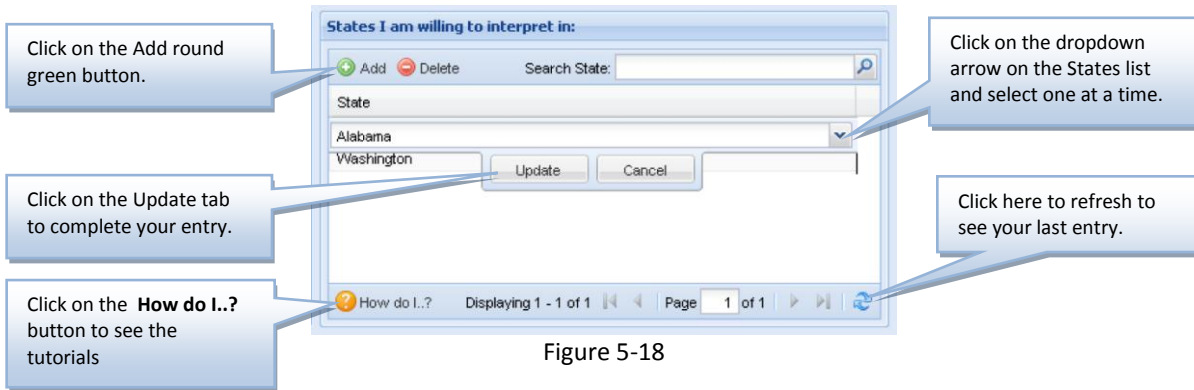
## 5.2.1. Location Preferences

Your entries here will determine how the system is going to filter you, in other words, here you set up for whom, for what state(s), what counties and what cities.

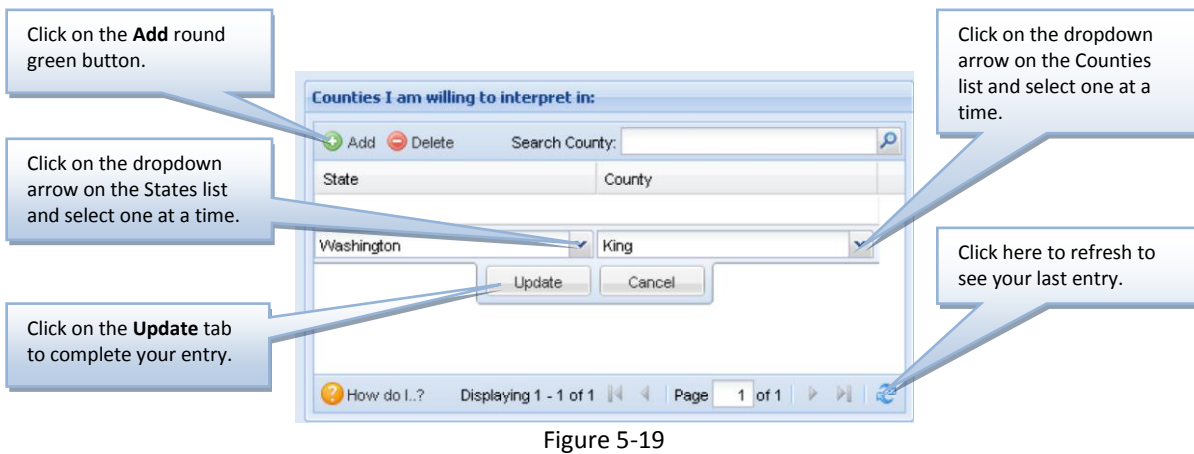### 5.2.1.1. States I am willing to interpret in:

Select the states that you are willing to interpret in. You may hold valid credentials in more than one state or a national one. This tool will be available to you as requesters in other states start using the system. **Note: If you do not select any state, the system will search for you only in your state of residence.**

**Go back to the top**

Click on the Add round green button.

Click on the Update tab to complete your entry.

Click on the **How do I..?** button to see the tutorials

Click on the dropdown arrow on the States list and select one at a time.

Click here to refresh to see your last entry.

Figure 5-18

## 5.2.1.2. Counties I am willing to interpret in:

Select the counties that you are willing to interpret in.  If you don't make any selection, the system will contact you for jobs in ALL counties, so be very careful and take your time to enter all the counties you are willing to interpret in.  **Note:  If you do not select any county, the system will search for you in all the counties of the selected state.**

Click on the **Add** round green button.

Click on the dropdown arrow on the States list and select one at a time.

Click on the **Update** tab to complete your entry.

Click on the dropdown arrow on the Counties list and select one at a time.

Click here to refresh to see your last entry.

Figure 5-19

## 5.2.1.3. Cities I am willing to interpret in:

Select the cities that you are willing to interpret in.  If you don't make any selection, the system will contact you for jobs in ALL cities of the selected counties, so be very careful and take your time to enter all the cities you are willing to interpret in. **Note:  If you do not select any city, the system will search for you in all the cities of the selected state and counties.**

**Go back to the top**

Click on the **Add** round green button.

Click on the dropdown arrow on the States list and select one at a time.

Click on the **Update** tab to complete your entry.

Click on the dropdown arrow on the Cities list and select one at a time.

Click on the **How do I..?** button to see the tutorials

Click here to refresh to see your last entry.

Figure 5-20

## 5.2.2. My Jobs Preferences

### 5.2.2.1. I AM willing to do:

Here you can select the interpreting modality of your choice. The system will contact you for interpreting ONLY in the modality(ies) you selected.

Check here if you want to be contacted for telephone interpreting assignments.

Check here if you want to be contacted for VRI assignments (not available yet).

Check here if you want to be contacted for in-person interpreting assignments.

Check here if you want to be contacted for telephone interpreting **EVEN** if you are scheduled for in-person assignments at the same time. If you get a call for a telephone assignment and you are in the midst of an in-person job, simply ignore it.



Figure 5-21

### 5.2.2.2. I am NOT willing to travel more than:

**You may notice that we ask what you are NOT willing to do**. You may limit how far you are willing to travel. This option will compound with your states, counties and cities preferences. Enter zero (0) or leave blank if you want this feature off.

Enter here the miles in whole number. For example: 50



Figure 5-22

**Go back to the top**

### 5.2.2.3. I am NOT willing to work for less than:

**You may notice that we ask what you are <span style="color:red">NOT</span> willing to do**. You may indicate to the system that you are not willing to be contacted for jobs that pay less than certain amount of your preference.

> Enter here the lowest rate you are willing to work for, for in-person interpreting.

NOT willing to work for less than:

For In-person Interpreting per hour $:

For Telephone Interpreting per minute $:

> Enter here the lowest rate you are willing to work for, for telephone interpreting.

Figure 5-23

### 5.2.2.4. I am not willing to interpret for (select all that you wish).

**You may notice that we ask what you are <span style="color:red">NOT</span> willing to do**. This will save you a lot of time. You can opt out for certain venues, for whatever reason. If you don't find a particular venue that you consider it should be included in this list, please let us know via email to support@1lingua.com.

> Click on the **Add** round green button.

> Click on the **Update** tab to complete your entry.

**Job Preferences**

I am not willing to interpret for (select all that you wish):

Add    Delete                                    Search Venue:

Venues

Administrative Courts

Update     Cancel

How do I..?     No data to display    Page    1  of 1

> Click on the dropdown arrow on the Venues list and select one at a time.

> Click here to refresh to see your last entry.

Figure 5-24

### 5.2.2.5. I am NOT willing to interpret for any (select all that you wish)

**You may notice that we ask what you are <span style="color:red">NOT</span> willing to do**. This will save you a lot of time. You can opt out for certain types of jobs, for whatever reason. If you don't find a particular job that you consider it should be included in this list, please let us know via email to support@1lingua.com.

> Click on the **Add** round green button.

> Click on the **Update** tab to complete your entry.

I am not willing to interpret for any (select all that you wish):

Add    Delete    Search Hearing Type:

Hearing Type

Allergy/Asthma

Abortion           Update     Cancel

How do I..?     Displaying 1 - 1 of 1    Page    1  of 1

> Click on the dropdown arrow on the list of jobs types and select one at a time.

> Click here to refresh to see your last entry.

Figure 5-25

**Go back to the top**

## 5.2.3. Time Availability

This selection table allows you to adjust your work time hours. The system will not contact you out of your

selected working hours. Select when you ARE available to take jobs.

> Repeat the process to select your availability to be searched for over-the-phone assignments.



> This "drag and set" schedule is your way to tell the system when you ARE available for work. There's one selector for In-Person jobs and another one for Telephone jobs. You can generate (and change) your own work schedule, at will. This selector "toggles" status. For example, click on Tuesday at 07:00 with the left button of your mouse and you will see the change of status. A little red triangle on the top left corner indicates that the change has not been saved. Click on the Save button to register the change of status in the database. Times are given in military time to minimize confusions.

> Click on Save once done.

Figure 5-26

> To select your "work hours" you have to do the following:
> * With the left button of your mouse pressed drag the cursor downward, upward or sideways to select blocks of time.
> * Click on Save to confirm your selection.
> The Reset button will take you back to your last saved entry.

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# 6 MAIN CALENDAR/EVENTS

## 6.1. Main Calendar

The main calendar is the functional heart of the system.  Please refer to the table below this figure for an explanation of each field.  Table 1 below explains these fields.
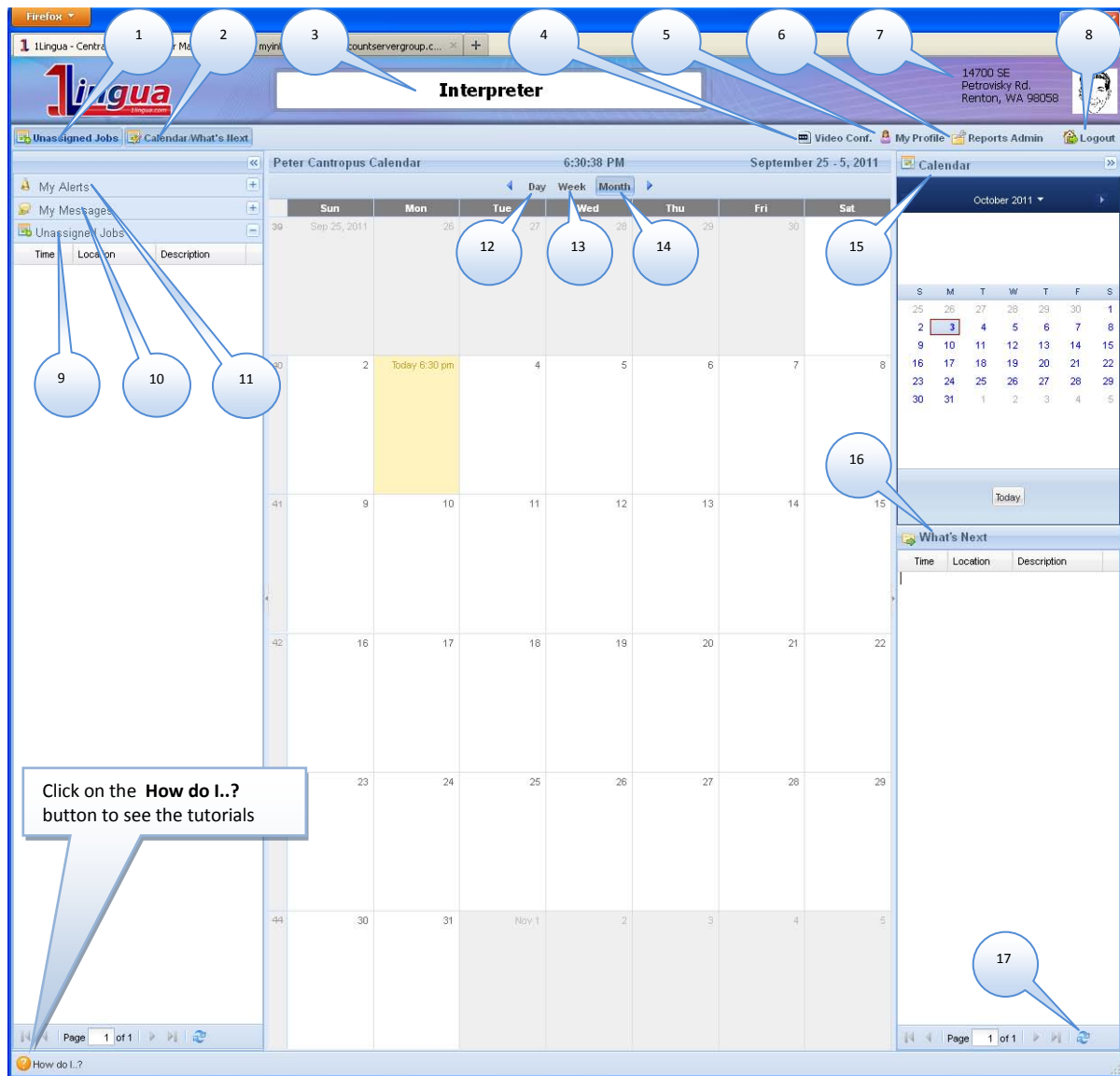


Figure 6-1

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| # | Description |
|---|---|
| 1. | This button toggles the **My Alerts/My Messages/Unassigned Jobs** column.  If you want to see the calendar only, click on this button and the left column will disappear. |
| 2. | This button toggles the **Calendar/What's New** column.  If you want to see the calendar only, click on this button and the right column will disappear. |
| 3. | User type |
| 4. | Video Conference (VRI) window.  Click here to start a job that has been assigned to you as VRI. |
| 5. | My Profile.  This opens the My Profile window.  Here you can verify or edit your personal information. |
| 6. | Reports Administration.  Here you can see your schedule and your payment information. |
| 7. | Interpreter address appears here |
| 8. | Logout button.  Click here to logout.  If you checked the Remember Me check box, then you will be able to log in using the same login information entered during your last login. |
| 9. | Unassigned Jobs.  These jobs are those jobs that still don't have been taken by any interpreter within the requester's search criteria |
| 10. | My Messages.  This is a "red telephone" that you can use to chat with the requester. |
| 11. | My Alerts.  This will show you any change of status on a given job. |
| 12. | Click here to see the daily calendar. |
| 13. | Click here to see the weekly calendar. |
| 14. | Click here to see the monthly calendar. |
| 15. | Calendar.  You can move fast forward on the calendar.  The main calendar will display the day/week/month selected. |
| 16. | This window will show you  your next jobs/personal events |
| 17. | Click here to refresh the window |

Table 1

## 6.2. Events

### 6.2.1. Personal Events

You, as an interpreter, can create three types of events:

- **Personal Events**:  These personal events "interfere" with your jobs requests.  In other words, the system will "know" that you are busy (i.e., at the dentist) at a time when the search criteria of the requester tries to match your availability.  For instance: You leave town on a 5-day vacation and do not want to receive any call for jobs during your leisure time.  When you select the five days on your

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personal calendar, the system will not contact you at all during those days.  **You will not get any job request that overlaps with a Personal Event**.  This does not change your **Time Availability** settings in your Profile.

- **Personal Jobs**: Same as the previous one, this is added so you can easily distinguish between personal and work related events.  This does not change your **Time Availability** settings in your Profile.  **You will not get any job request that overlaps with a Personal Job.**

- **Reminders**:  These personal reminders do not "interfere" with your jobs requests or personal events.  You can use these for, i.e., remind you to take a medication or to call someone. **You will get job requests that overlap with Reminder Events.**

Note: **You cannot create Interpreter Requests**:  Since the system is built in modules, the drop down will show this type of events.  As an interpreter, you have no administrative rights to do this type of requests.

## 6.2.2. Event Creation

To create an event, just click on the time (daily view), day of the week or day of the month.  Figures 6-2-1 and 6-2-2 show the Add Event window.

Select the date and time of your event.

Click on the dropdown arrow to enter the **Where** info.

Click on the dropdown arrow to select the event type.

Type here a description of your event, if you wish.

Figure 6-2-1

Type here your comments if you wish.

Click on **Save** to register your event in the database.
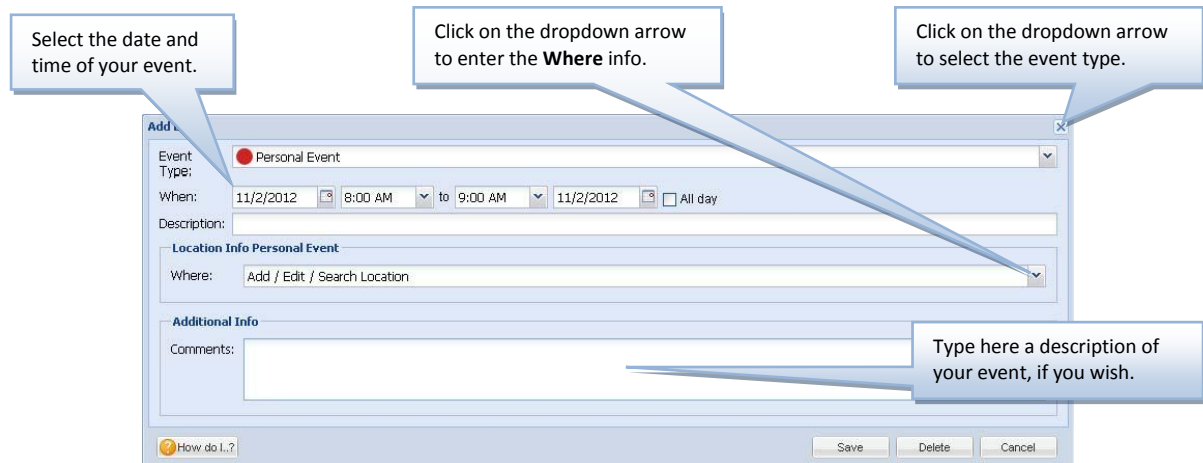
Figure 6-2-2

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## 6.3. Check-in and Check-out Protocol

The 1Lingua system is designed to generate invoices automatically.  This feature simplifies requesters' interpreter related tasks, by entering all the job related data into the database and displaying in a printable form all the fields that the location's accounts payable office (court, doctor's office, school district, etc) needs to process your payments.  It also helps you to get paid faster and without errors (double payments, non payments and payments made to the wrong interpreter).  Both requesters and you **must** follow the check-in/check-out protocol to assure that payments for services rendered are processed timely and correctly.

### 6.3.1. Optimal and Most Common Scenario

The job location has a front desk with a clerk, access to the Internet and a printer.

1.  You arrive at the assigned job location and check in with the clerk.

2.  The clerk opens the job



Figure 6-3-1

3. The clerk verifies that you are the right interpreter.



**Check-In barcode.**
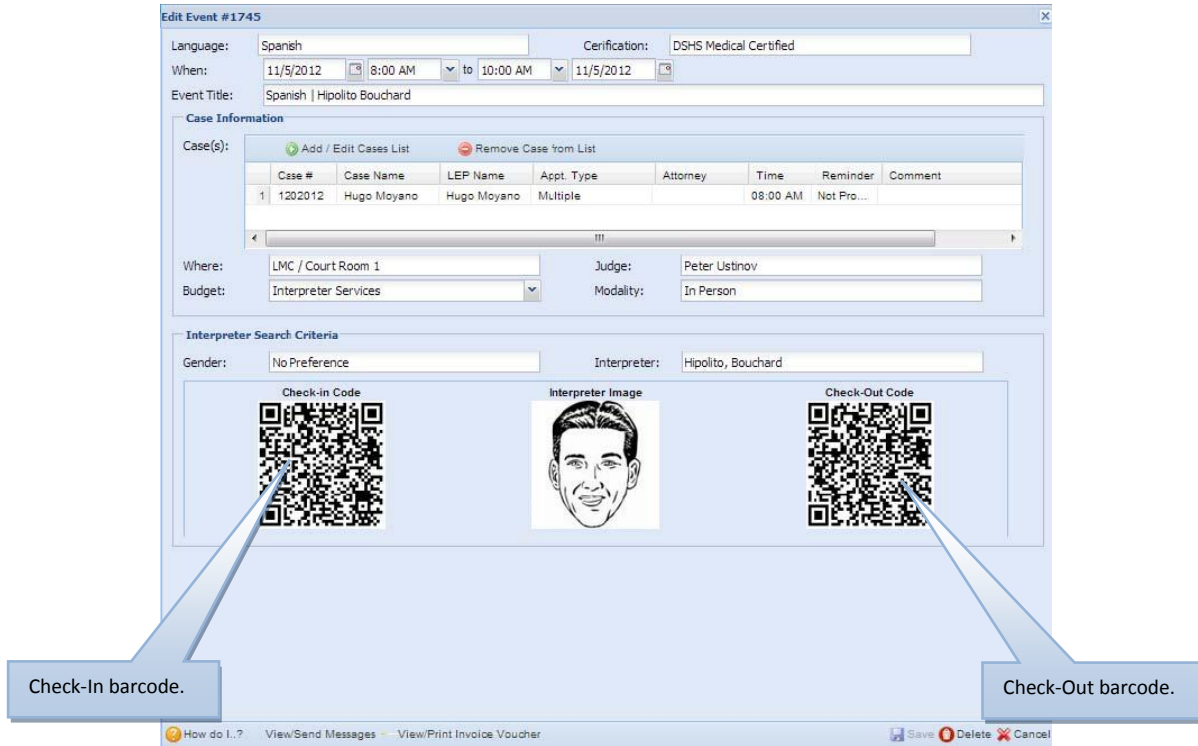
**Check-Out barcode.**

Figure 6-3-2

4. The clerk has two options to make the electronic recording of the interpreter's arrival time.

    a. Lets you use your barcode reader app that you have on your smartphone to check in and check out.  Figure 6-3-3 shows some free smartphone apps for IPhone;



Recommended app (free).



Check-in Confirmation that you receive when you use your scanner to check-in.
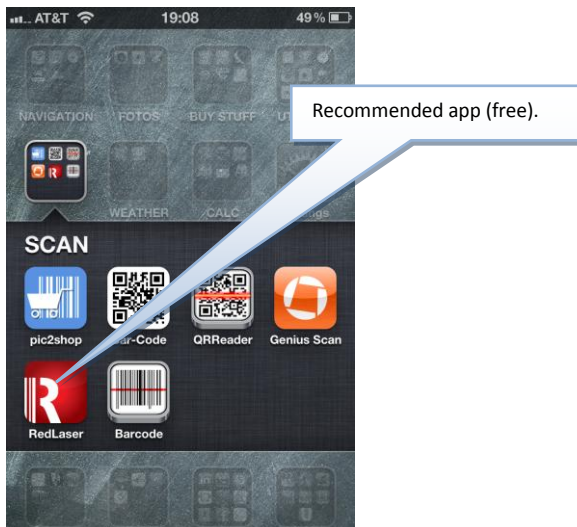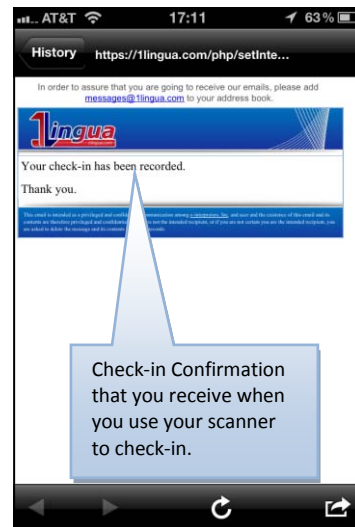
Figure 6-3-3                                           Figure 6-3-4

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b. Clicks on the barcode itself to manually enter the check in time; upon job completion, you check out with the clerk, and then the clerk on the Check-Out barcode or uses his/her own scanner to enter the check out data



| Figure 6-3-5 | Figure 6-3-6 |

c. The clerk clicks on Invoice Voucher and prints two copies. You must ask the clerk to print it if you used your smartphone barcode reader.



Figure 6-3-7

d. Both the clerk and you sign both copies, you keep one for your records and the clerk sends his/her copy to the accounts payable department for payment processing.

## 6.3.2. "Remote" Scenario

The job location has neither front desk with a clerk, nor access to the Internet and/or printer. The clerk/agent prints two copies of your Invoice Voucher up front and takes them to the job location.

1. You arrive at the assigned job location and check in with the clerk.

2. The clerk handwrites your check-in and check-out times in the corresponding boxes.

3. The clerk and you sign both completed copies. The clerk keeps one and you take the other one for your records.

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4. The clerk enters the check-in and check-out information following the protocol set forth in paragraph 6.3.1.4 b. The system will generate an email to you when this is completed for your approval.



Figure 6-3-8

# 7 SYSTEM SUPPORT (TICKETS AND SPAM)

## 7.1. What are tickets for

The 1Lingua system has a support ticket feature.  Users may have questions in regards to several matters, such as login problems, interpreter request, My Profile, registration, technical support and/or telephone interpreting, to name a few. Also the priority of your request for support could be low, normal or high.  These tickets will be closed only when the problem is solved.  Every support request is assigned a unique ticket number which you can use to track the progress and responses online.  You can see the history of all your support requests.
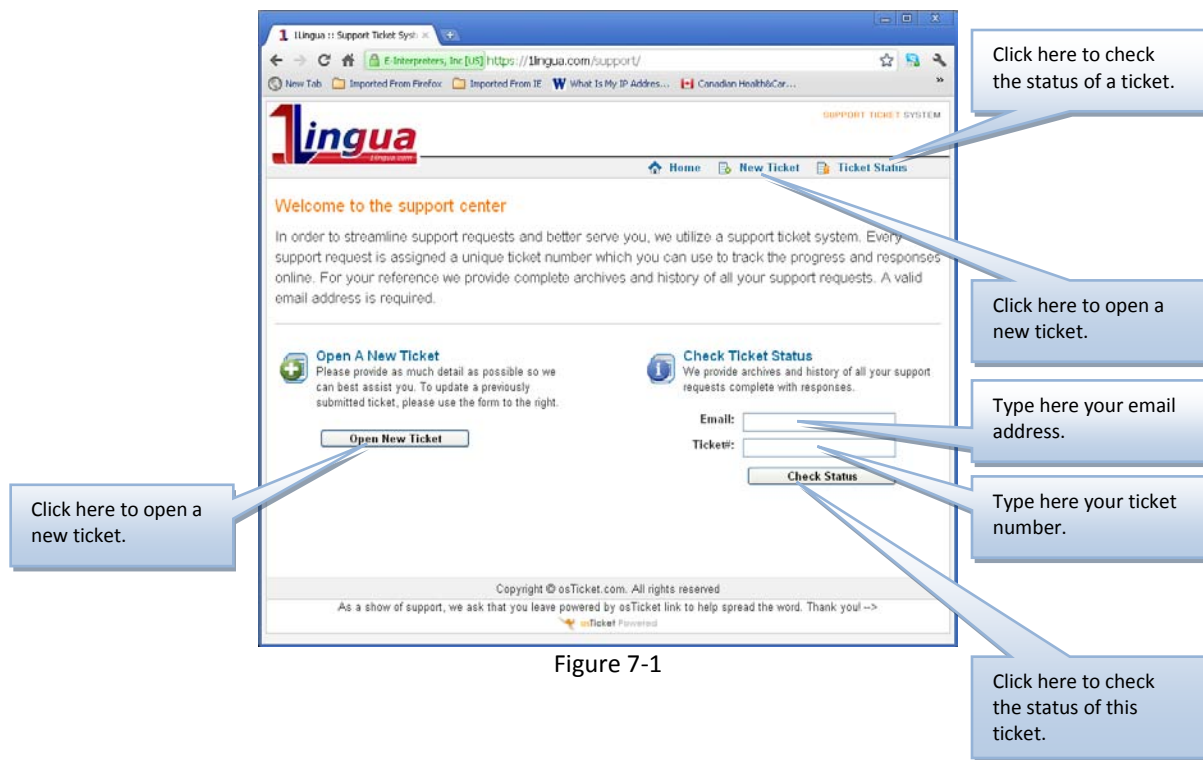


Figure 7-1

## 7.2. How to open a New Ticket

In order to open a New Ticket, you have to click on the System Support button that is located on the bottom left corner of your screen (Figure 7-2-1).  Complete the requested information and click on **Submit Ticket** (Figure 7-2-2).  You will receive an automated email with your ticket number.
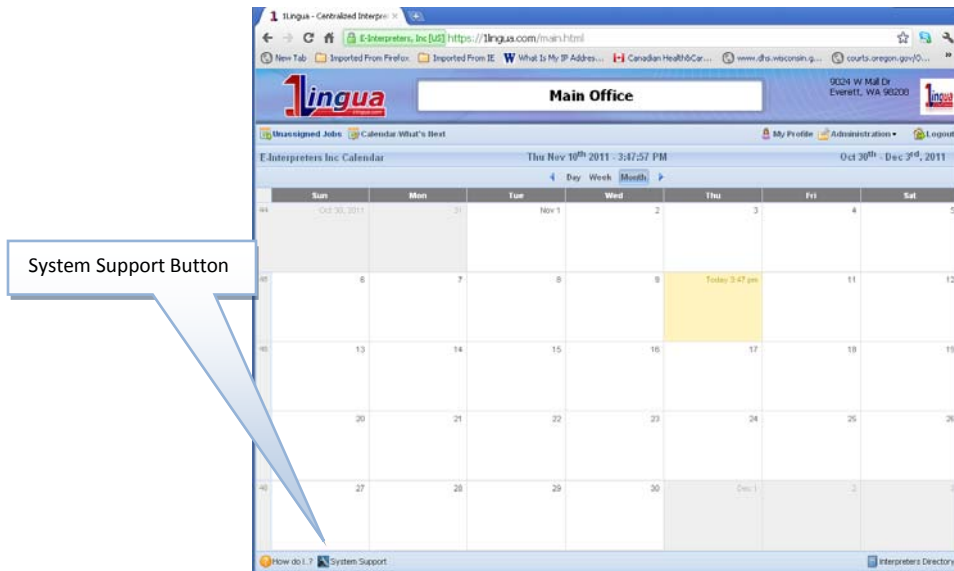


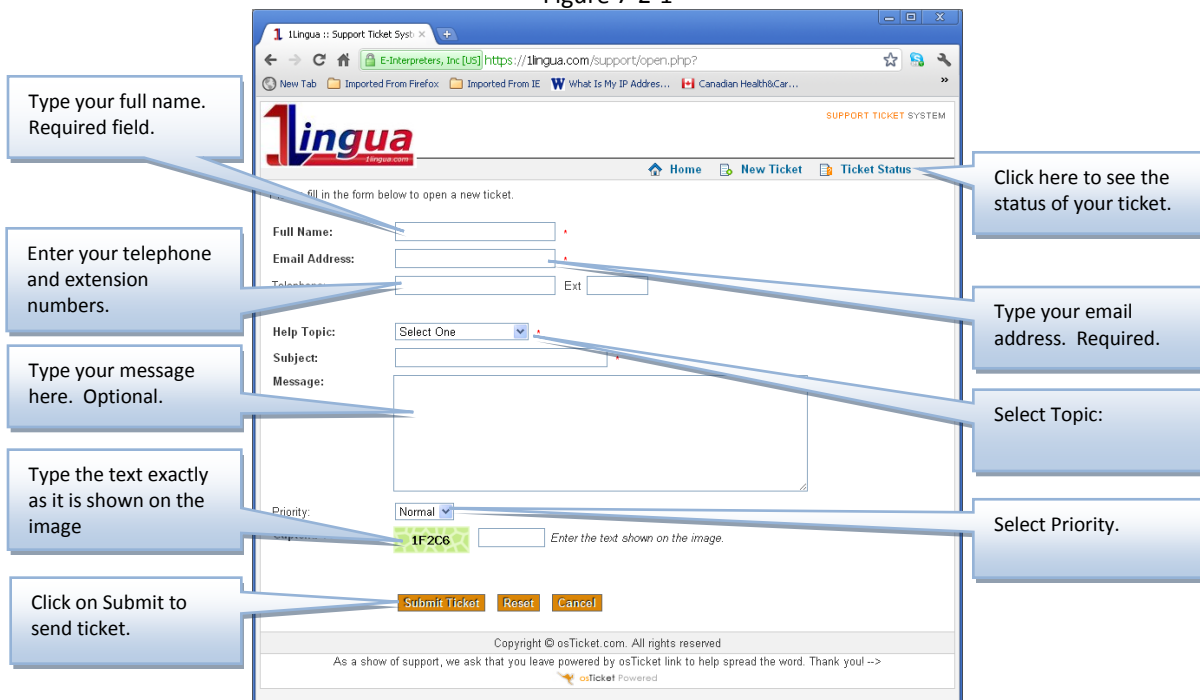System Support Button

Figure 7-2-1



Type your full name. Required field.

Enter your telephone and extension numbers.

Type your message here.  Optional.

Type the text exactly as it is shown on the image

Click on Submit to send ticket.

Click here to see the status of your ticket.

Type your email address.  Required.

Select Topic:

Select Priority.

Figure 7-2-2

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## 7.3. How to remove the _Welcome to 1Lingua_ email from SPAM
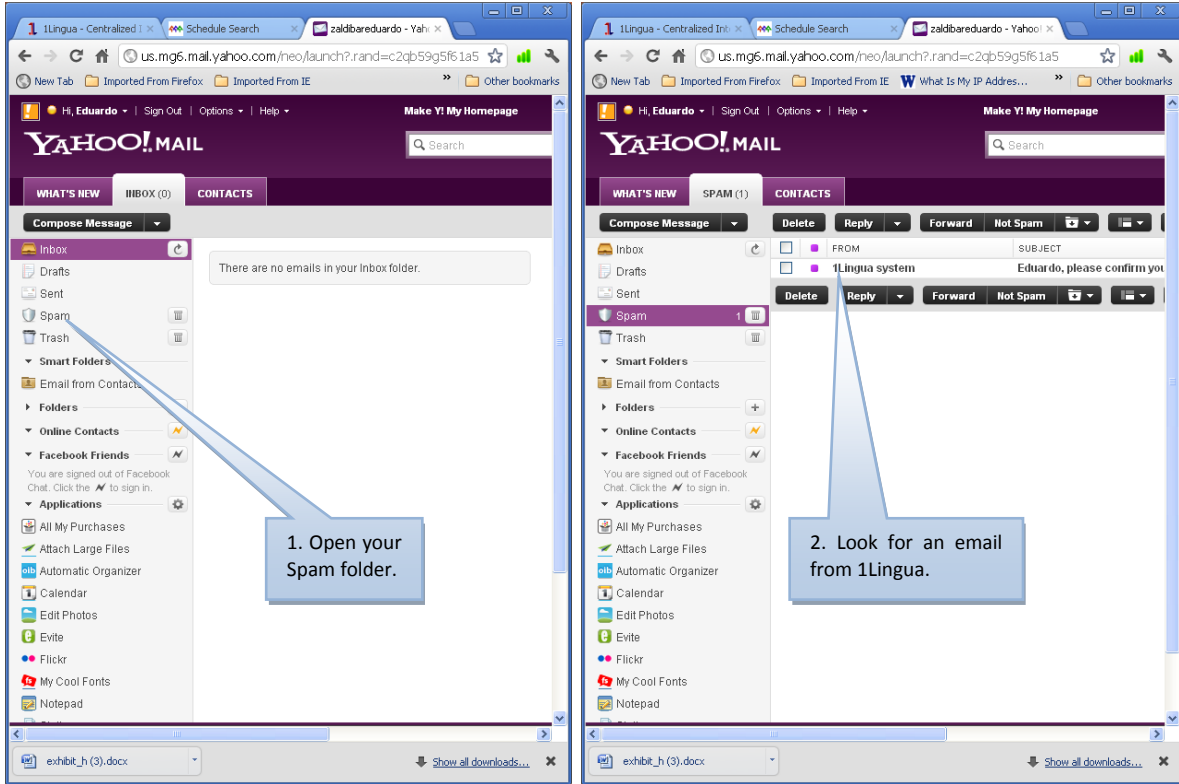
### 7.3.1. For Yahoo accounts



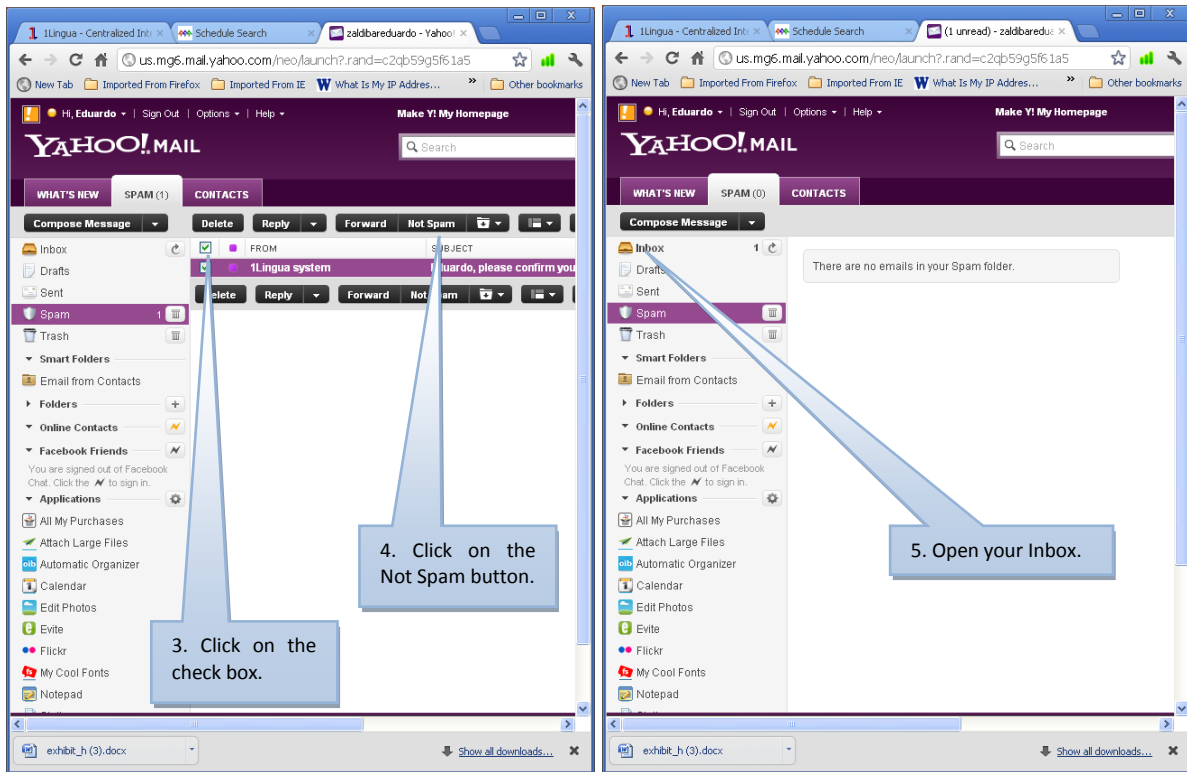Figure 7-3-1-1

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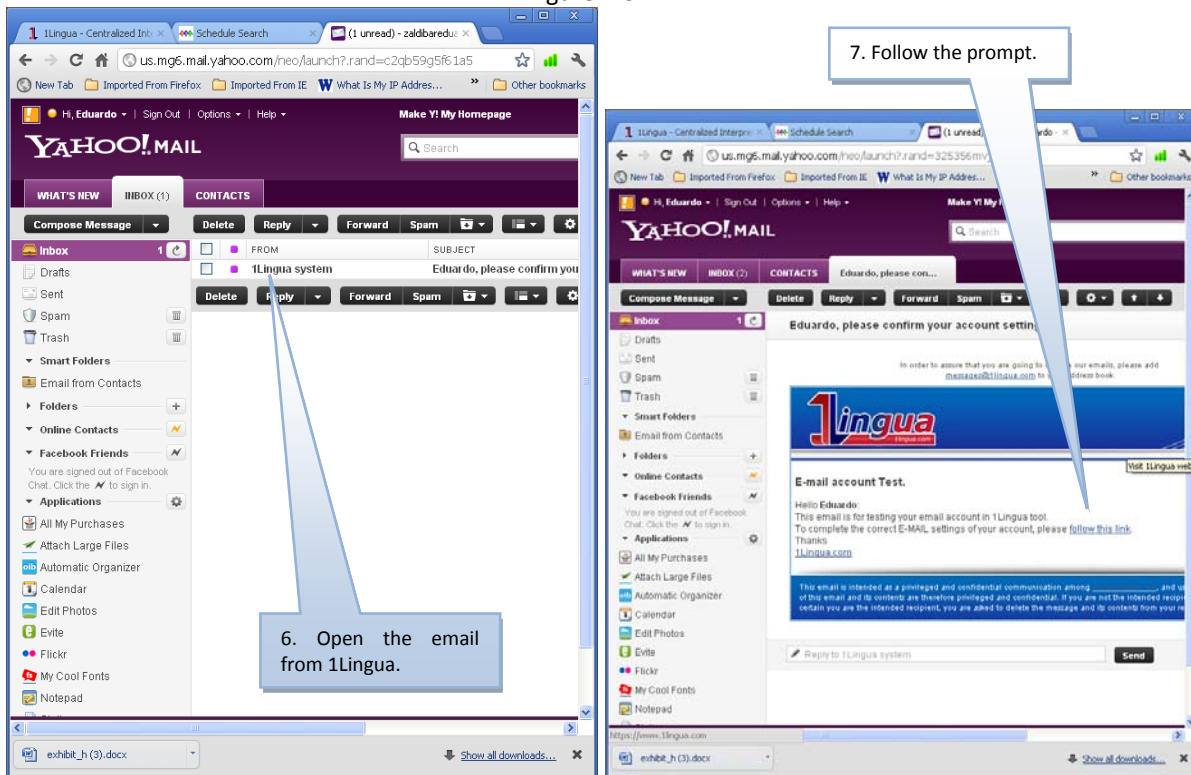
Figure 7-3-1-2



Figure 7-3-1-3

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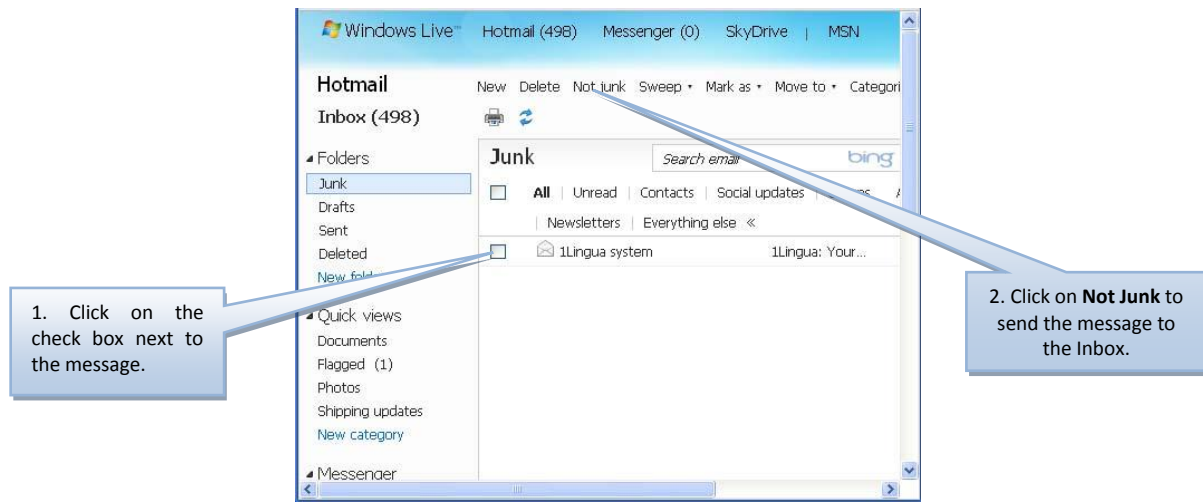
### 7.3.2. For Hotmail and MSN accounts
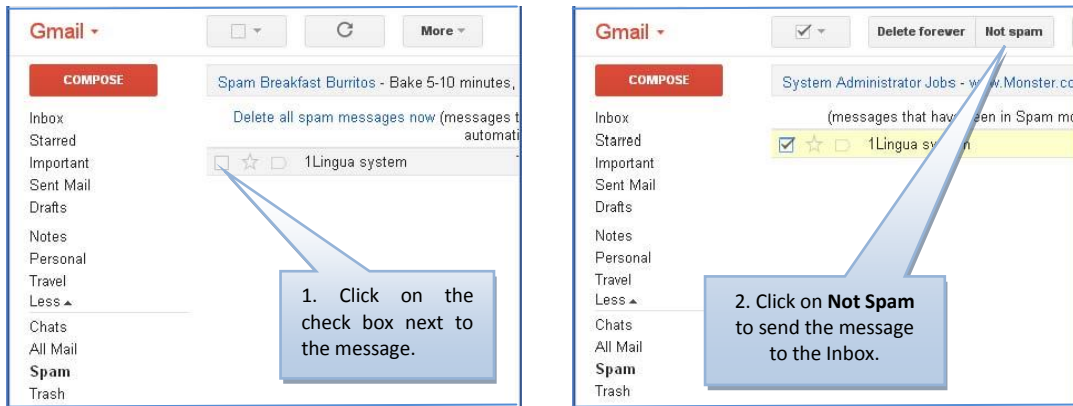


Figure 7-3-2-1

### 7.3.3. For Gmail accounts
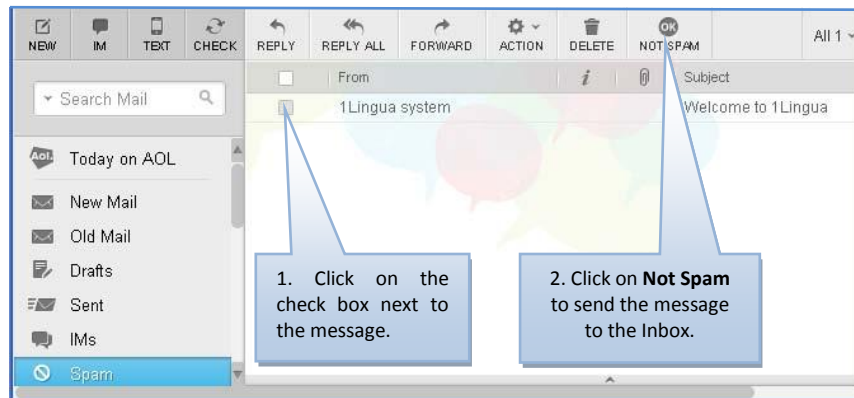


Figure 7-3-3-1

### 7.3.4. For AOL accounts



Figure 7-3-4-1

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