ESL Translation App - Requester Help Guide

Benefits of the New Software:

No More Required Special Lotus Notes Login!

- Now, sign in with your Microsoft account, which automatically logs you in when connected to district Wi-Fi.

Seamless Data Integration

- Student and parent information is directly pulled from Infinite Campus (IC).

Universal Access

- **All** district employees now have access to the system.

Enhanced Dashboards

- Requesters, Interpreters, and Admins each have their own dashboards:
- Requesters can track the status of their submitted requests in real-time.
- They can easily switch between dashboards for Phone Calls, Document Translation, and Meeting Requests. - Both Interpreters and Requesters can access archived data and notifications through their dashboards.

Streamlined Request Process

- Requesters can start with a phone call request and seamlessly transition it into a meeting request by selecting "Initiate Follow-up Meeting.

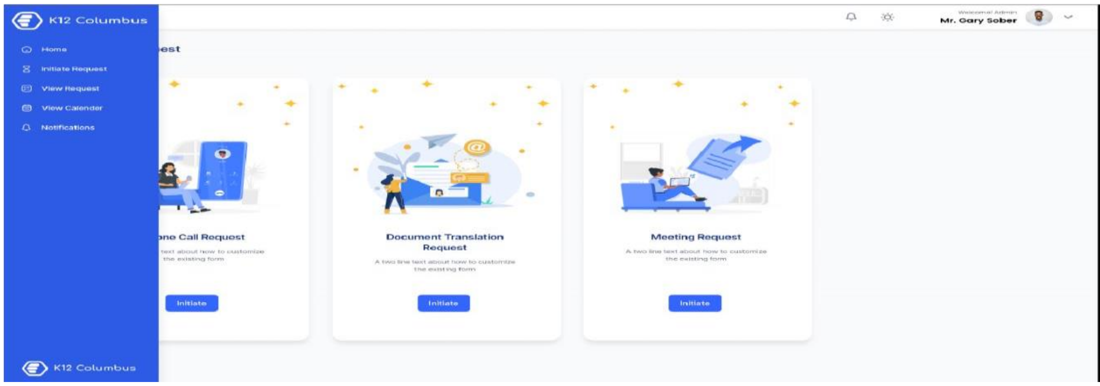
Document Translation Made Easy

- Requesters can submit translation requests effortlessly.

Technical Support

- If you encounter any issues with the software, submit a ticket through the TDX Client Portal on the CCS webpage. Simply go to Information Technology > TDX > Applications and Software > Innive K12 360 Or use this link below https://ccsoh.teamdynamix.com/TDClient/252/Portal/Requests/ServiceDet?ID=6733

Requester’s Dashboard



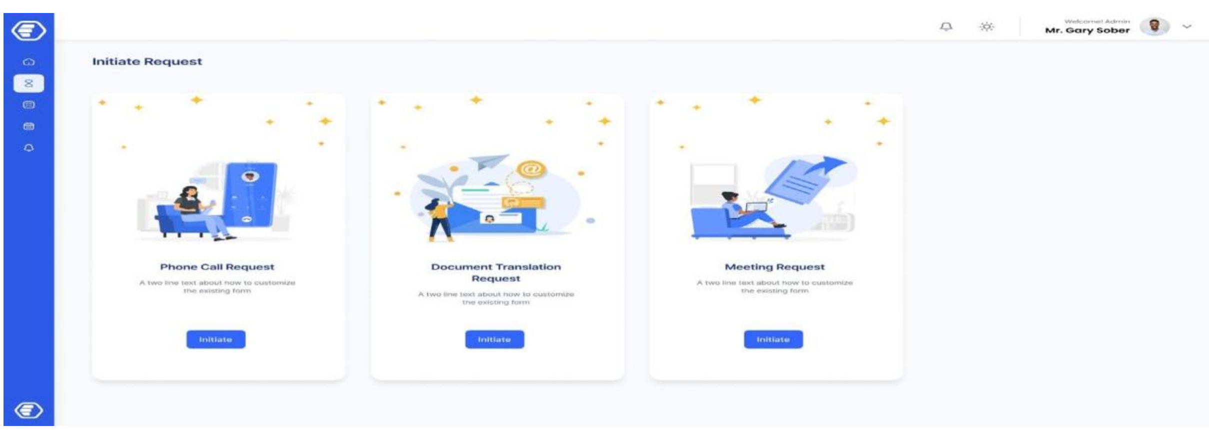
1. What are the different menu options available for the Requester?

Requester have the following menu options available:

- Create Request - Allows the user to create an interpretation request for Phone Call, Document Translation and Meeting
- View Request - Allows the user to view the requests and its details
- View Calendar - Allows the user to view the calendar with the interpretation requests that are scheduled
- Notifications - Allows the user to view the notifications on the interpretation requests

2. How can a Requester create a new interpreter request?

The Requester can create a new request by choosing **“Initiate Request”** option from the left navigation menu and select the type of request of their choice: Phone call, Document Translation OR Meeting Request by clicking on one of the tiles as shown below



Phone Call Request

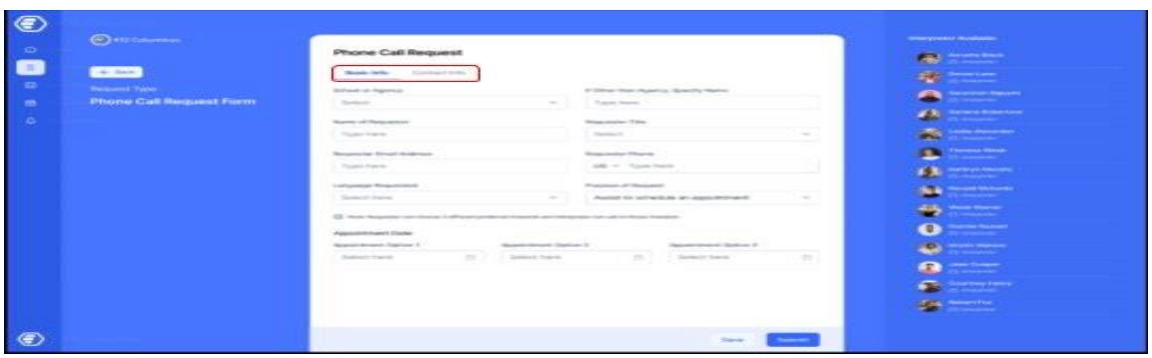
1. How can a Requester submit a Phone Call Request?

Basic Info:

a. Name of the Requester (automated once sign-in)
b. Requester Title
c. Requester Phone Number
d. Requester Email (automated once sign-in)
e. Language of the Parent

Purpose of the Call:

- **Relay A Message:** The interpreter will call the parent and relay the message once the call is completed the requester will receive an email. ***Please log back in the software to view the full detail of the interpreters note***.
- **Schedule Student Appointment** with the Parent: The requester can choose up to 3 different preferred timeslots (Times that work best for the requester). The interpreter will call the parents to check their availability based on the timeslot provided.

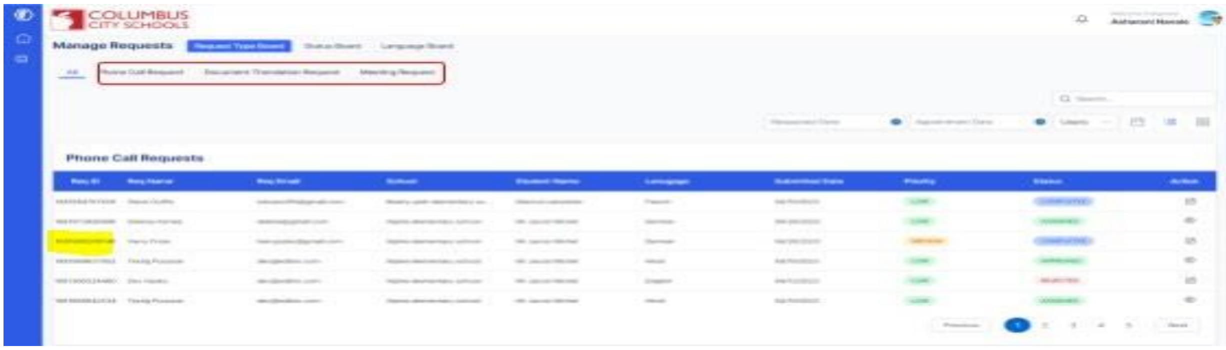


Contact (Student's) Info:

- Name of the School the student attends (If the student is not assigned to a school yet please selected the Administrative Tracking to bypass the IC information. For Student ID please click on the + button and input the student and parent information than click save.)

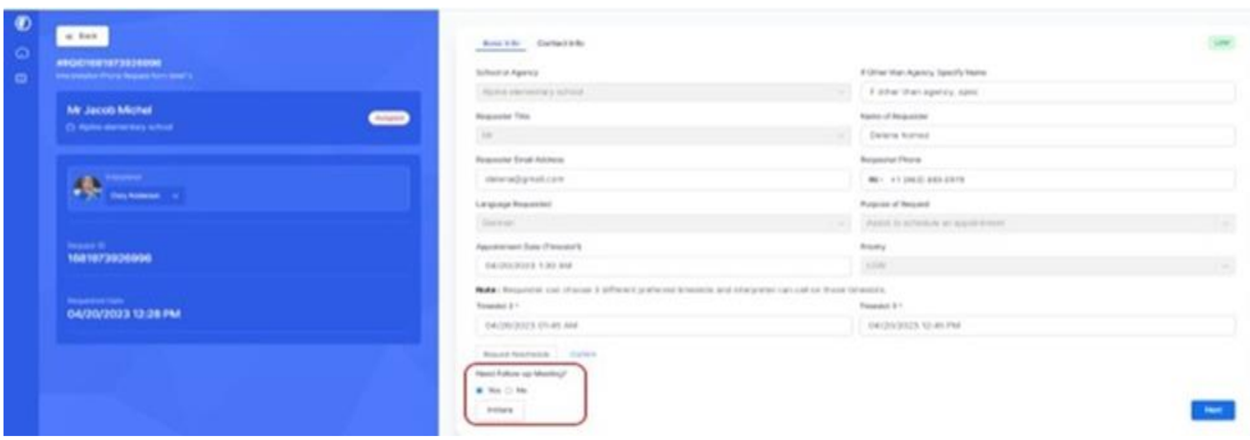
- After selecting the school, entering the student number will populate the rest of the information from the IC, including student name, parent name, parent number, and address.

- Once the interpreter is **assigned**, the requester will receive an email that an interpreter has been assigned



How to check when a call is completed:

- Once the **Interpreter** completes the requested phone call, the requester will receive an email that the phone request is completed by interpreter.
- The requester can go back in the software and on your dashboard, click “View” and see the status of all the request that you submitted.
- click on the **ReQID** (on left side) number to open, then click Next and you will see a box (show notes) click on that box and you see all the attempts made on that call and the note from the parent.



4. How can a Requester convert the Phone call request to meeting request?
The interpreter can select the Need Follow-up meeting option to **Yes** and then **click on initiate meeting request**

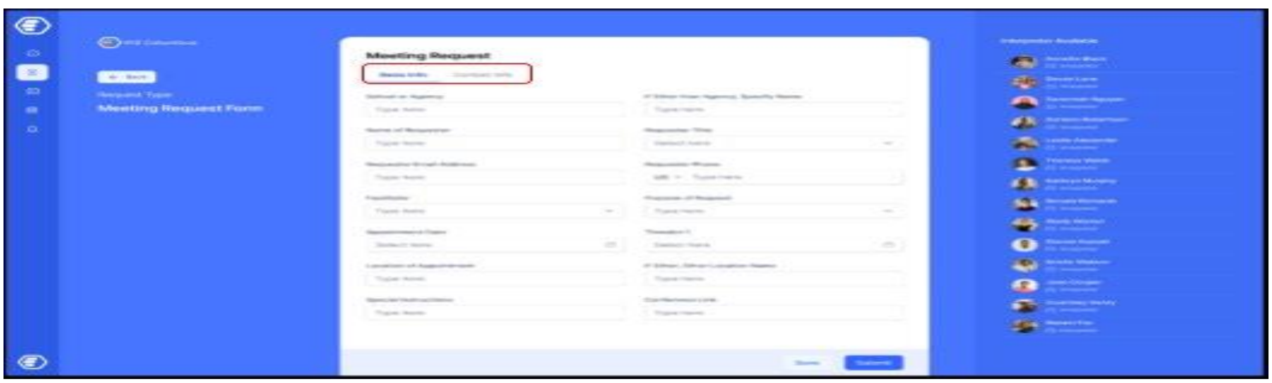
– Please make sure to updated the new date & time of the meeting on the new request the student and parent and the requester information will remain the same Then click **submit**

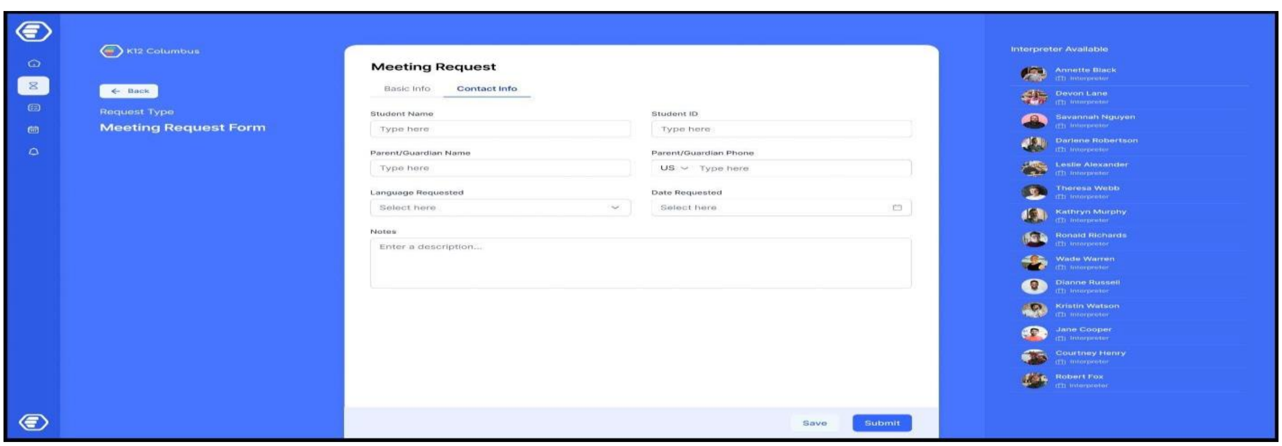
5. Submitting a **Meeting Request?**

Once the requester clicks the initiate button as mentioned in Point 3, they will be redirected to the below Meeting request form.

Basic Info:

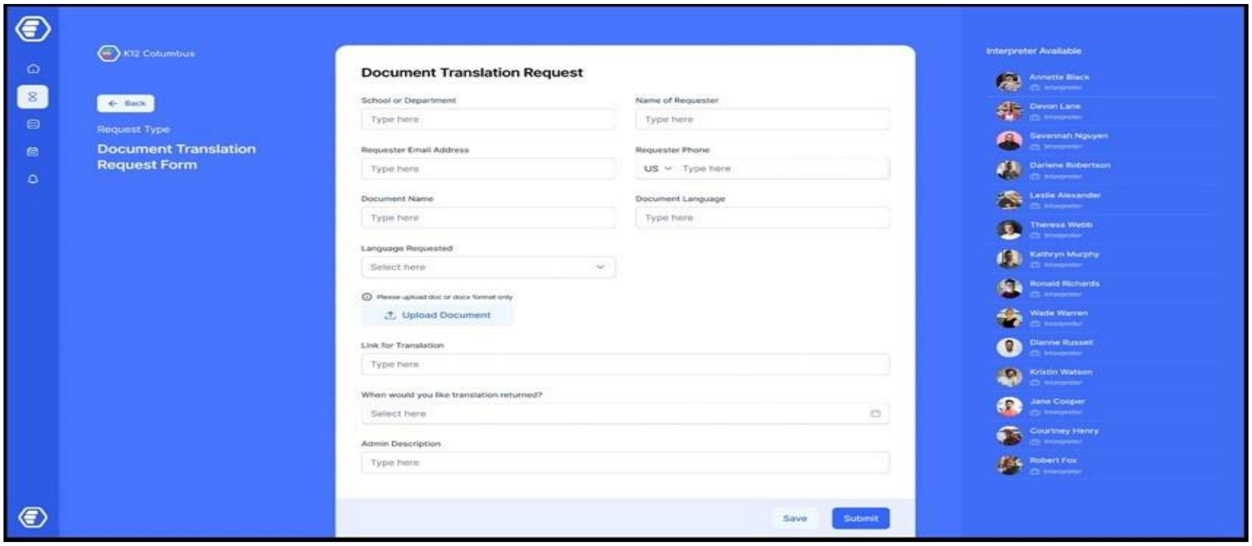
- Name of the Requester (automated once sign-in)
- Requester Title
- Requester Phone Number
- Requester Email (automated once sign-in)
- Language
- Purpose of Meeting (Select from the dropdown menu)
- Date
- Start & End Time
- Type of Appointment (Virtual, In-person (school Appointment) Home visit, or Others) If **Others** is selected **PLEASE ADD** the location name and Full Address
- Special Instruction
- Notes (please include any important information you would like the interpreter to know when completing this request)

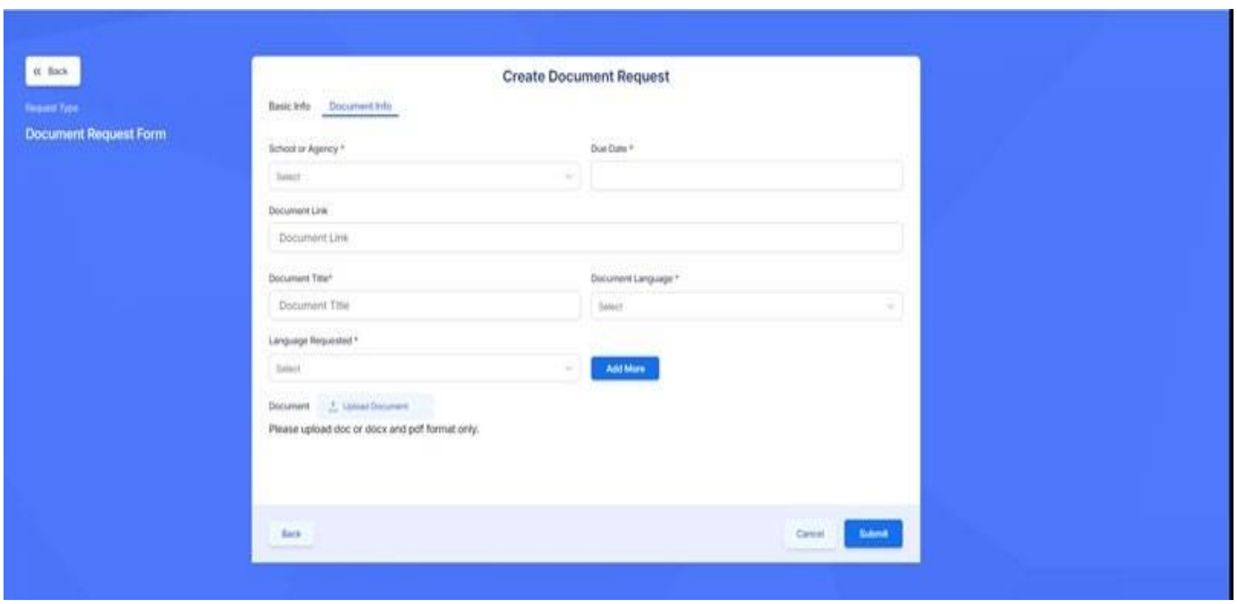




6. How can a Requester submit Document Translation Request?

Please fill out all the details in the Basic Info and attach the document to be translated. File must be Convertible to Word Document.

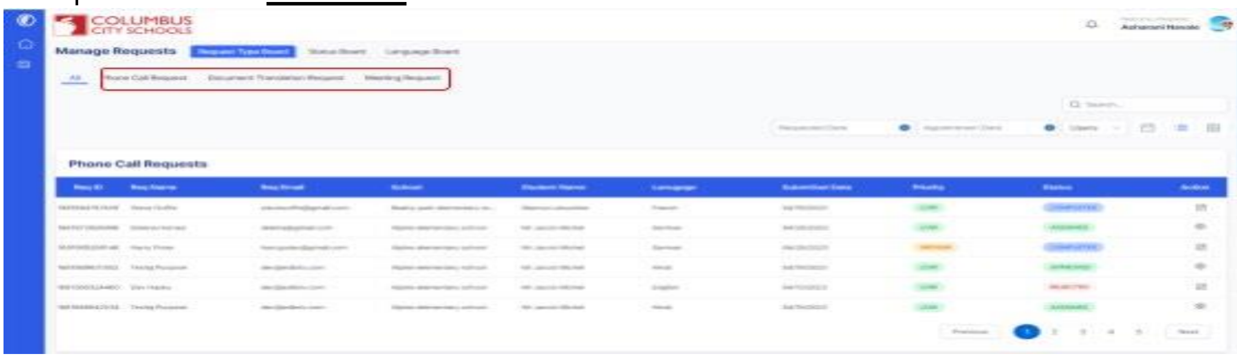




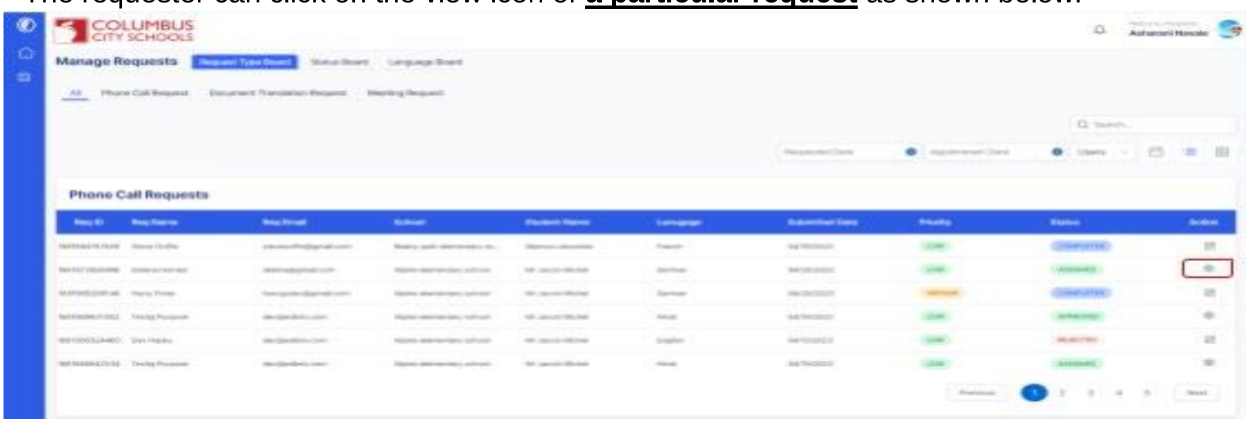
Once the details are entered, if more than one language is needed please click on **ADD MORE** than click on submit.

7. How can a requester track <u>the status of the requests</u> that are submitted?

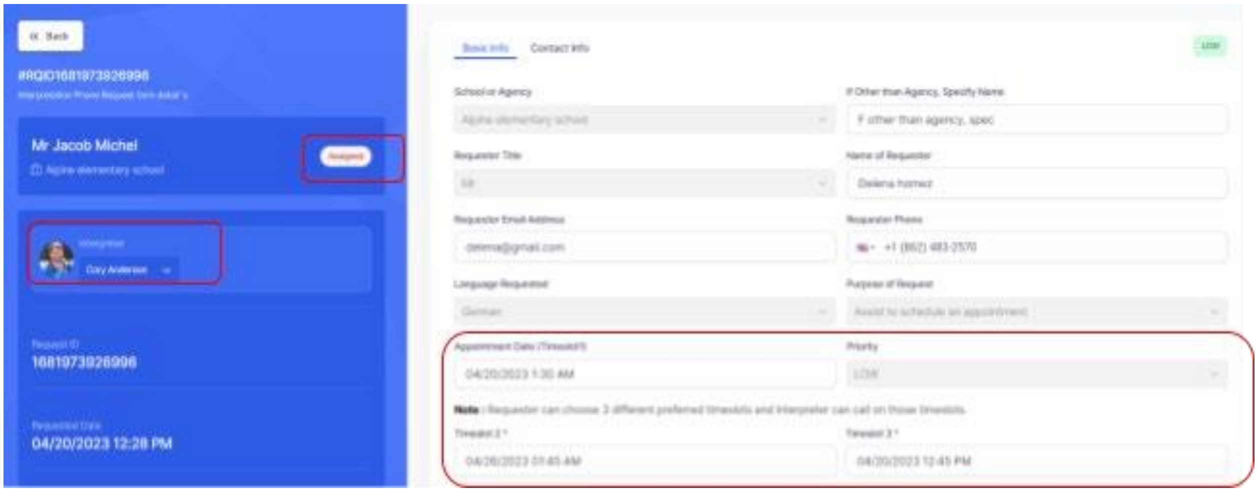
The requester can track the status of the requests under the **<u>'Manage Requests'</u>** section. They can toggle between the Phone Call, Document Translation and Meeting Request tabs to view the requests that are **<u>submitted</u>**



a. The requester can click on the view icon of **<u>a particular request</u>** as shown below:



b. The requester can view the Interpreter assigned, timeslot and the status of the request as shown below:



8. How can a Requester view the notifications?

The requester can view the notifications using the notification icon as shown below. In addition to it, they will be notified over email.