



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

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

Requester have the following menu options available:

- <u>Create Request</u> Allows the user to create an interpretation request for Phone Call, Document Translation and Meeting
- <u>View Request</u> Allows the user to view the requests and its details
- <u>View Calendar</u> 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 <u>"Initiate Request</u>" option from the left navigation menu and select the type of request of their choice: <u>Phone call</u>, <u>Document</u> <u>Translation</u> OR Meeting <u>Request</u> 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.

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Contact (Student's) Info:

- Name of the School the student attends (<u>If the student is not assigned to a school</u> 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

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How to check when a call is completed:

- Once the <u>Interpreter</u> 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 <u>ReQID</u> (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.

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- 4. How can a Requester convert the <u>Phone call request to meeting request</u>? 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 <u>Others</u> is selected <u>PLEASE ADD</u> 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)

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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.

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





7. How can a requester track the status of the requests 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>

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

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





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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.

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	New Request for ID REQ004 Your Interpreter Request ID REQ004 with Will Smith for Japanese translation for Student Alan Smith is scheduled for D3-Apr-22 at 10:00AM	99:20	
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