

global wordsmiths

Global Wordsmiths Interpretation Portal Frequently Asked Questions (FAQs)

TOPICS INCLUDE

1. *What is the Interpretation Portal?*
2. *How do I access the Interpretation Portal?*
3. *What are the benefits of the Interpretation Portal?*
4. *How do I request a Preferred Interpreter?*
5. *How do I know when an Interpreter is confirmed for my appointment?*
6. *What should I do if my appointment has not been confirmed?*
7. *How far in advance should I place my requests?*
8. *Can I communicate directly with an Interpreter about an appointment?*
9. *Can I access usage data for my organization?*
10. *Can I request multiple appointments at once?*
11. *What if my requested language is not listed?*
12. *I am unable to access the Interpretation Portal, what should I do?*
13. *I am receiving an error message that the Interpretation Portal is blocked. How can I access the site?*
14. *Is the Interpretation Portal HIPAA compliant?*
15. *Why is the appointment form not allowing me to enter an address?*

FOR EARLY INTERVENTION PROVIDERS

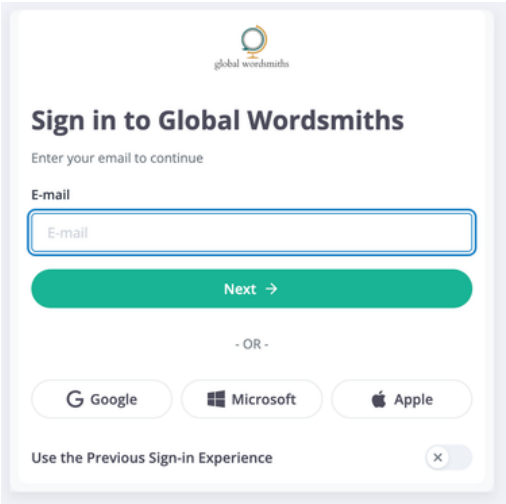
1. *I am working with twins, siblings or children in the same household/ language. Do I need to request separate appointments?*
2. *My account has multiple counties listed. Which one should I place the request under?*

WHAT IS THE INTERPRETATION PORTAL?

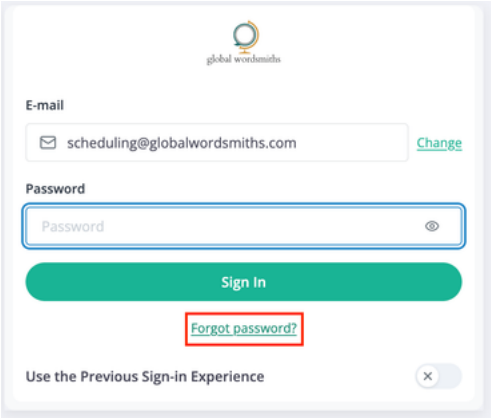
Global Wordsmiths uses Interpretation Management Software to schedule and connect customers with interpreters for onsite, pre-scheduled video, and on-demand services, including over-the-phone interpretation (OPI) and video remote interpretation (VRI). The Interpretation Portal lets users manage all of these services in one convenient location.

HOW DO I ACCESS THE INTERPRETATION PORTAL?

1. ***New account invitations** are sent via email by Account Administrators or the Global Wordsmiths Team. You will receive notification to create your account which can be completed via password or by Single Sign-On (SSO) via Google Microsoft or Apple.. Once created, you can **sign in using this link:** https://globalwordsmiths.interpretmanager.com.*



2. *Existing accounts (accounts previously set up by your organization) will need to reset the password using the following steps:*
   a. *Go to https://globalwordsmiths.interpretmanager.com (make sure you Bookmark this page!)*
   b. *Enter your organization email address*
   c. *Click on Forgot Password*



   d. *A link will be sent to your email address to reset your password*
   e. *Your account is now set up and ready to use*

If you are unsure if an account was already created for you, please contact the Support Coordination Team at scheduling@globalwordsmiths.com for assistance.

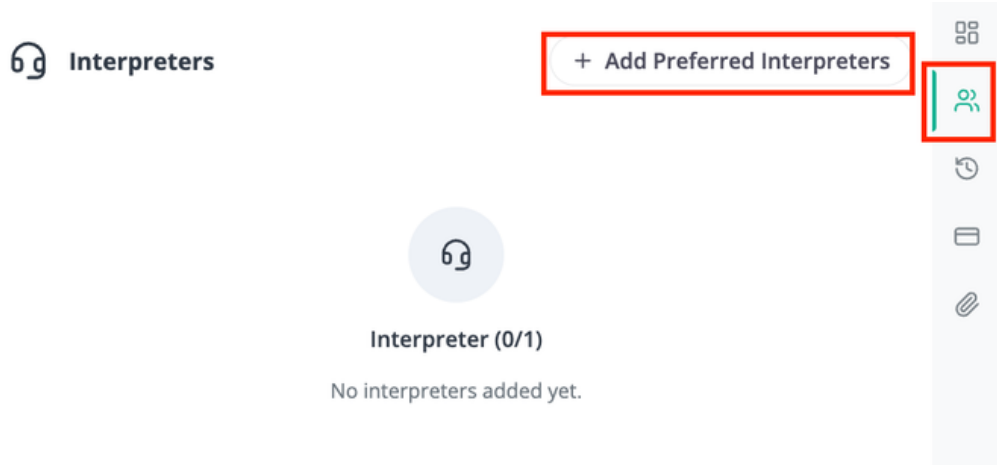
WHAT ARE THE BENEFITS OF THE INTERPRETATION PORTAL?

Some of the benefits of the portal include the ability to:

- *Place on-site and pre-scheduled video interpretation requests 24/7*
- *Connect to an on-demand Interpreter from a laptop, desktop or mobile phone*
- *Review and track the status of all upcoming and past appointments and calls*
- *View and download usage logs for data collection*
- *Edit requests when details of your appointment have changed*
- *Cancel appointments that are no longer necessary*
- *Request a "Preferred Interpreter"*

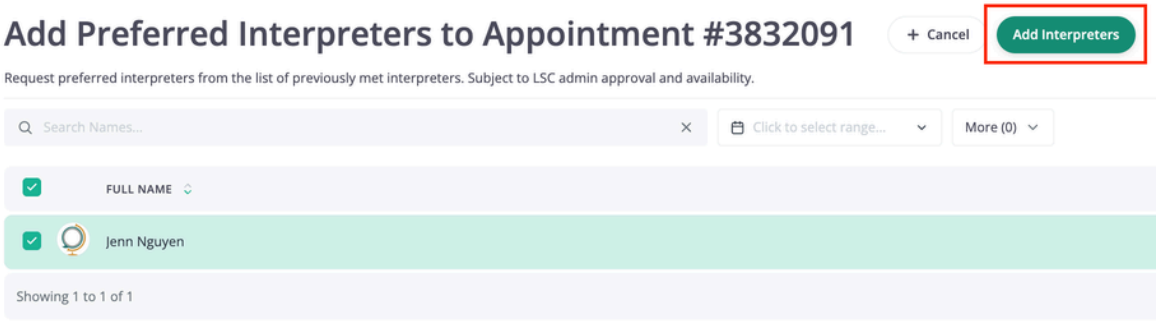
HOW DO I REQUEST A PREFERRED INTERPRETER?

To add a Preferred Interpreter, once the Appointment form is saved (Appointments > Click into the appointment itself > Team Icon) then click on + ***Add Preferred Interpreters*** *in the upper right of the window:*

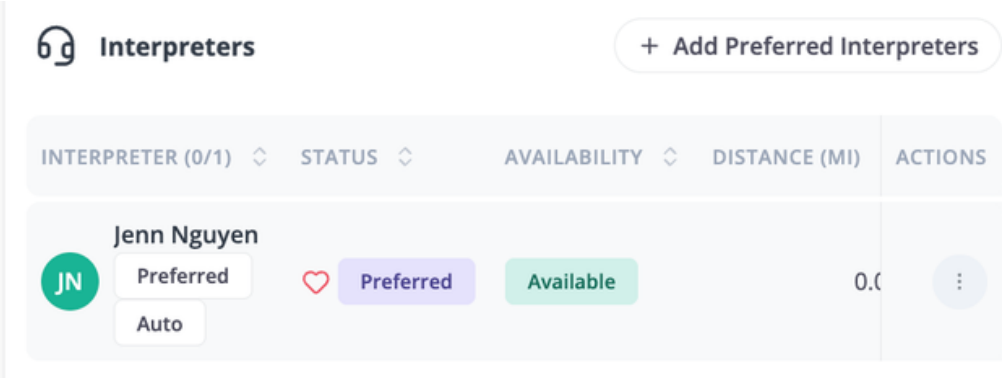


From there, you will see a list of Interpreters you've previously worked with, including the last Appointment Date and Number of the Appointments. You also have the ability to search and filter by different criteria such as name and ID.

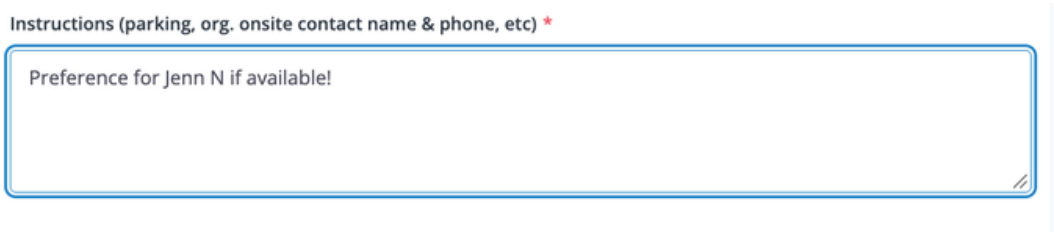
Once you have located the interpreter(s) you wish to mark as preferred, select the box next to their row and click Add Interpreters:



When the Global Wordsmiths Team views the appointment they will see the interpreters marked as Preferred in the status section with a pink highlight and red heart icon:



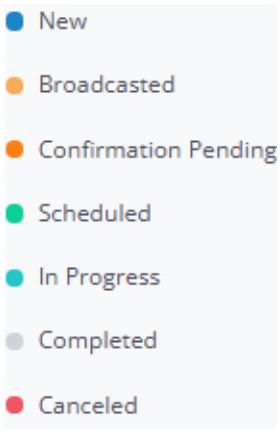
If you know the name of a linguist that is <u>not showing up as an option</u>, update the appointment and enter the name in the Notes section on the appointment form:



Global Wordsmiths will prioritize broadcasting appointments to your Preferred Interpreter(s). If they are unavailable, the appointment will then be routed to other qualified Interpreters.

HOW DO I KNOW WHEN AN INTERPRETER IS CONFIRMED FOR MY APPOINTMENT?

Appointments can be in one of the following Statuses with associated colors:



- ***New (blue)*** *- Appointment created but is not yet broadcasted to interpreters*
- ***Broadcasted (yellow)*** *- Appointment broadcasted to Interpreters but not yet accepted*
- ***Confirm Interpreters (orange)*** *- Appointment accepted by one or more interpreter and is awaiting confirmation from the Global Wordsmiths team*
- ***Scheduled (green)*** *- Appointment confirmed by both Global Wordsmiths team and interpreter. You're all set!*
- ***In Progress (light blue)*** *- appointment is underway*
- ***Completed (gray)*** *- appointment has concluded*
- ***Canceled (red)*** *- Appointment has been canceled by user or by Global Wordsmiths team*

When an Interpreter is confirmed (Scheduled Green Status), you will receive an automated email confirmation notifying you with important details and a direct link to the appointment within the portal.

WHAT SHOULD I DO IF MY APPOINTMENT HAS NOT BEEN CONFIRMED?

The Global Wordsmiths Support Coordination Team monitors all upcoming appointments that have not yet been confirmed by an Interpreter and will alert you via email if no interpreter is available. If the request was placed for onsite appointments, the team may offer pre-scheduled video or on-demand services as alternatives to be able to fulfill your request. If those alternatives are not feasible for you, the appointment will be marked as canceled and will not be billed.

If you are searching for an update on the status of your appointment, feel free to contact the team at scheduling@globalwordsmiths.com or (412) 228-0240 option 1.

HOW FAR IN ADVANCE SHOULD I PLACE MY REQUESTS?

You can place requests ***at any time, including short or same day notice*** *and the team will do our very best to confirm an interpreter. However, as interpreter schedules fill up quickly, the likelihood of confirming an Interpreter for your onsite appointment improves when requests are placed* ***between 2-8 weeks in advance.***

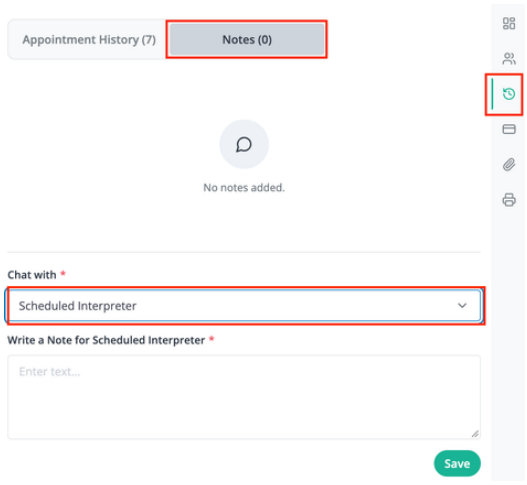
Similarly, we recommend not placing the request too far in advance (more than 3 months out). Interpreters often do not yet know their availability. If you want to place the request in the portal more than 3 months in advance, you may do so, but Global Wordsmiths may not broadcast the appointment to Interpreters until closer to the date.

As an alternative, on-demand phone and video services are available 24/7 and do not require pre-scheduling. If you need support accessing on-demand services, contact the team at scheduling@globalwordsmiths.com or (412) 228-0240 option 1.

CAN I COMMUNICATE DIRECTLY WITH AN INTERPRETER ABOUT AN APPOINTMENT?

Yes! The scheduling platform allows you to communicate with both Global Wordsmiths Supports Coordination Team (listed as "LSC Admin") or the Scheduled Interpreter through the Notes section of any appointment.

Open the Appointment Viewer for the appointment (Appointment > Activities Icon) then click on Notes. You can select to Chat with: "Scheduled Interpreter" or "LSC Admin" (Global Wordsmiths) and write any note associated with that appointment (i.e. I'm running 5 minutes late, please meet me at the front door, I'm in Suite 200 with the patient).

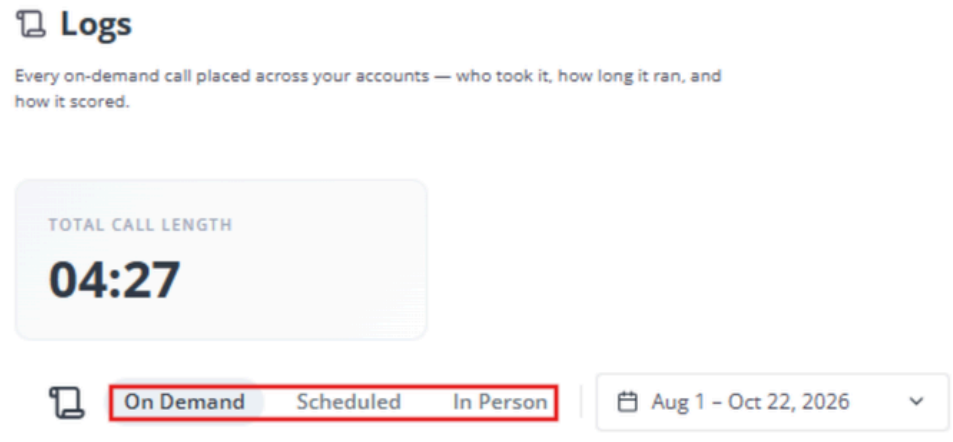


CAN I ACCESS USAGE DATA FOR MY ORGANIZATION?

*Yes! Within the client portal, on the Reports tab (left side) you can access and download your Logs, which are broken down into three categories: **1) On Demand**, which includes both over-the-phone Interpretation (OPI) and video remote interpretation (VRI), **2) Scheduled**, which includes Zoom, Microsoft Teams, Google Meet, or any other scheduled video platform, and **3) In Person**, which includes onsite appointments where the interpreter is physically present.*

LOGS

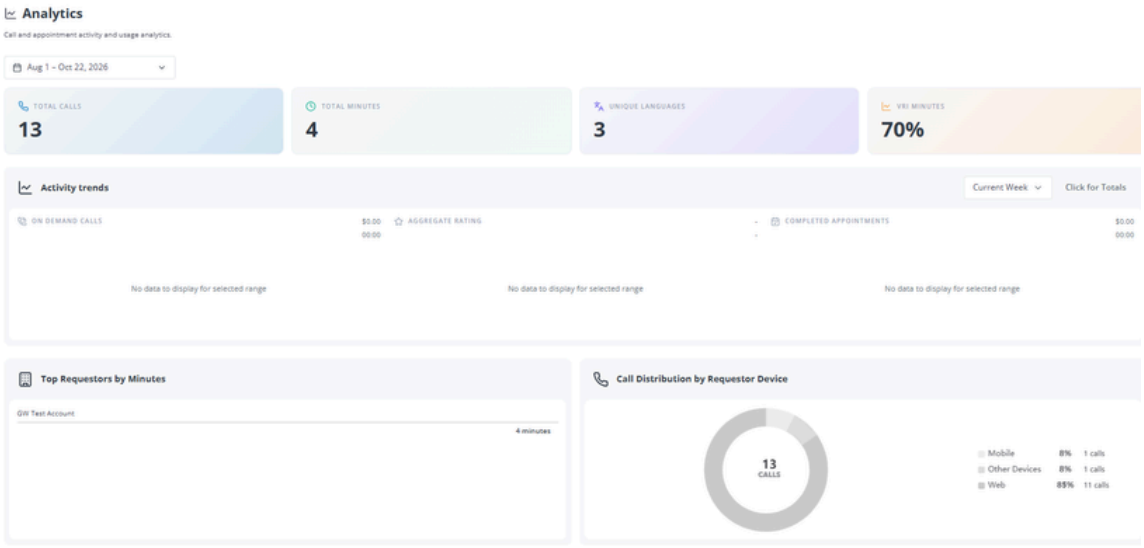






Analytics

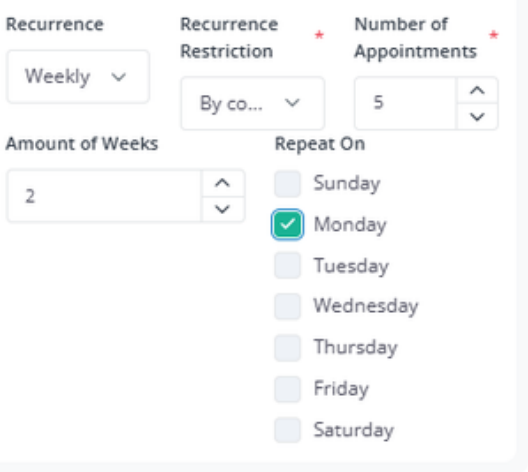
You can find additional visual tools for on-demand services within the Analytics tab.



Note: Standard "Requestor" Profiles allow you to retrieve data only for your requests. "Administrator" Profiles are able to retrieve all member's data within the account. If you need support setting Administrator Account permissions for your organization, contact the Support Coordination Team at scheduling@globalwordsmiths.com.

CAN I REQUEST MULTIPLE APPOINTMENTS AT ONCE?

Yes! Within the Appointment form is an option to set up "Recurring" requests. First, ensure that all of the important details for the appointment are the same (Language, Location, Consumer). Then you can use the tool to request multiple appointments on a recurring basis (i.e. daily, weekly, biweekly, monthly). You can request a specific number of appointments, or select "by Date Until." Example of Request for Five Biweekly Appointments:



WHAT IF MY REQUESTED LANGUAGE IS NOT LISTED?

If the language you are requesting is not listed on your Appointment form for onsite or pre-scheduled video, or within the Calling Feature for On-Demand Phone & Video , please contact the Support Coordination Team at scheduling@globalwordsmiths.com or 412-228-0240 option 1. The language may still be available via an alternative method.

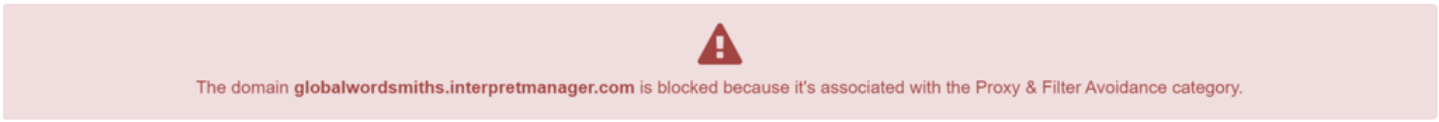
I AM UNABLE TO ACCESS THE INTERPRETATION PORTAL, WHAT SHOULD I DO?

Use the following steps to troubleshoot your accessibility issue:

1. *Make sure you are using a recommended browser: Google Chrome, MS Edge, or Firefox*
2. *Ensure that your browser is up-to-date:*
    a. *Instructions for Chrome*
    b. *Instructions for Edge*
    c. *Instructions for Firefox*
3. *Make sure that camera and microphone access are enabled in the browser:*
    a. *Instructions for Chrome*
    b. *Instructions for Edge*
    c. *Instructions for Firefox*
4. *If you have a VPN enabled, disable the VPN*
5. *Hard refresh your browser.*
    a. *On PC: hold down Ctrl + Shift + R.*
    b. *On Mac: hold down ⌘ Cmd and ⇧ Shift and press R.*

6. *Clear the cache and cookies in your browser.*
    a. *Instructions for Chrome*
    b. *Instructions for Edge:*
        i. *Clear cache*
        ii. *Clear cookies*
    c. *Instructions for Firefox:*
        i. *Clear cache*
        ii. *Clear cookies*
7. *Turn your computer off and on again. It seems simple, but it clears out any frozen processes that might be bogging down your computer.*
8. *Check your network and signal strength. Do other websites load? Run the network test at www.speedtest.net.*
9. *Run the Twilio network test to ensure that your system is not blocking the calls: https://networktest.twilio.com. If the Twilio test fails it is most likely because of firewall settings or, in the absence of a firewall, other blocks put in place by your Internet Service provider.*
10. *If you have completed the steps above and the issue is still not resolved, please try using a different recommended browser.*
11. *If you have passed all of these steps and are still having trouble, please contact scheduling@globalwordsmiths.com.*

I AM RECEIVING AN ERROR MESSAGE THAT THE INTERPRETATION PORTAL IS BLOCKED, HOW CAN I ACCESS THE SITE?



In some cases, organizations will need to adjust their organization's firewall configuration to allow for connectivity. Domain names, port openings, and IP address exceptions will need to be added to the organization's firewall configuration for voice and video services.

Domain Names
If adding URL-based exceptions to your firewall to allow traffic for platform usage and voice/video services, the URLs (web addresses) listed below would need to be added:

www.globalwordsmiths.interpretmanager.com

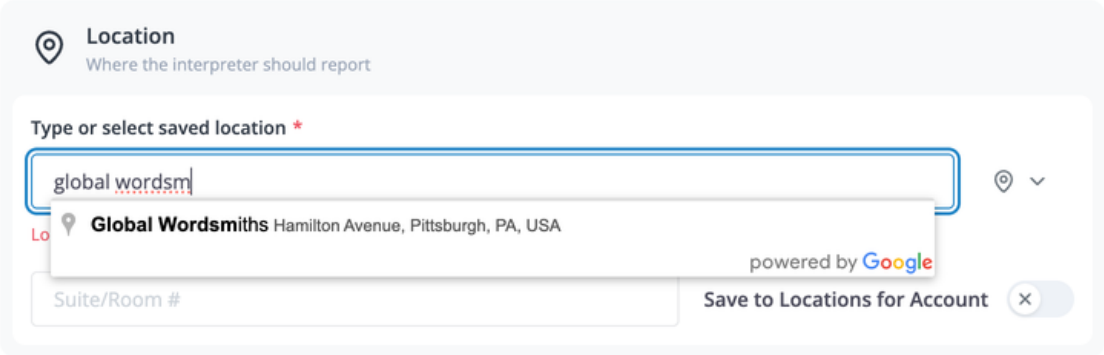
IP Address Ranges / Ports
An organization may elect to use IP-based exceptions with coordinating ports in the organization's firewall for connectivity to applications and services external to the organization. Contact scheduling@globalwordsmiths.com to request documentation.

IS THE INTERPRETATION PORTAL HIPAA COMPLIANT?

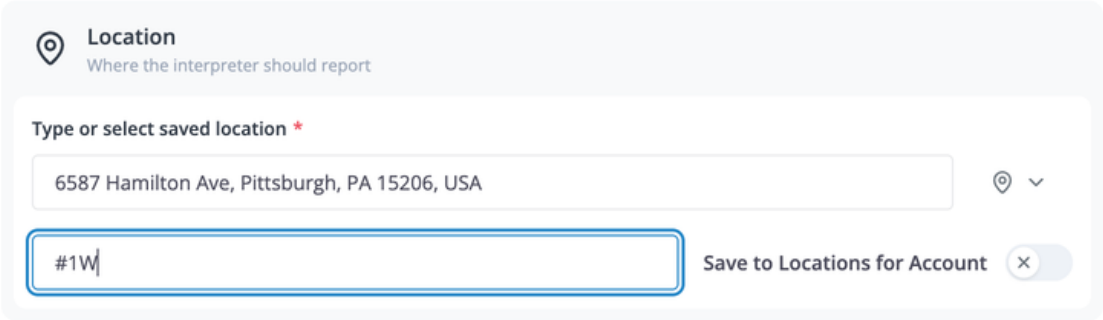
Yes! The portal is HIPAA and SOC II compliant. Documentation for both can be provided upon request.

WHY IS THE APPOINTMENT FORM NOT ALLOWING ME TO ENTER AN ADDRESS?

The portal uses locations via Google Maps. Select the address using the dropdown:



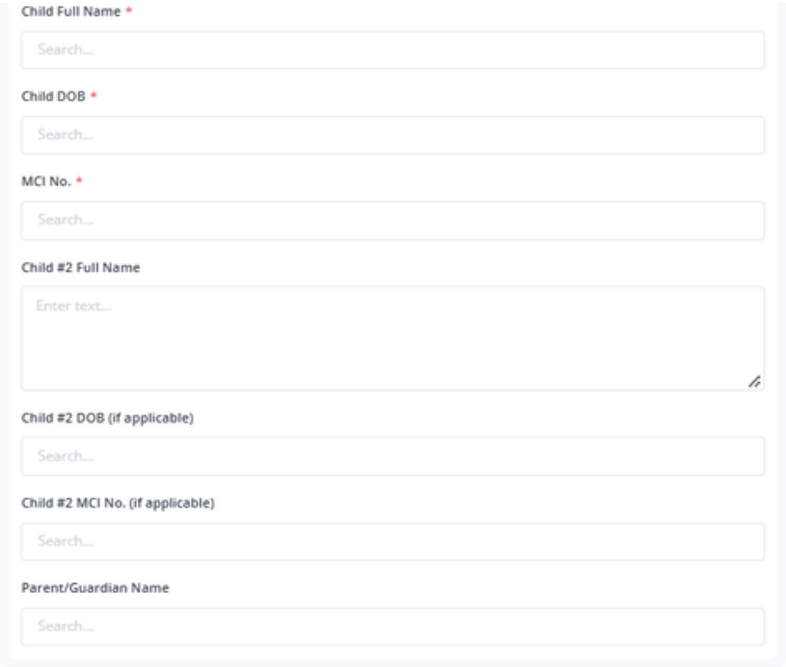
If you are adding an apartment number, suite number or room number it is best to enter it in the appropriate Suite/Room# box below:



If the issue persists, please contact the Support Coordination team (scheduling@globalwordsmiths.com).

I AM WORKING WITH TWINS, SIBLINGS OR CHILDREN IN THE SAME HOUSEHOLD/LANGUAGE. DO I NEED TO REQUEST SEPARATE APPOINTMENTS?

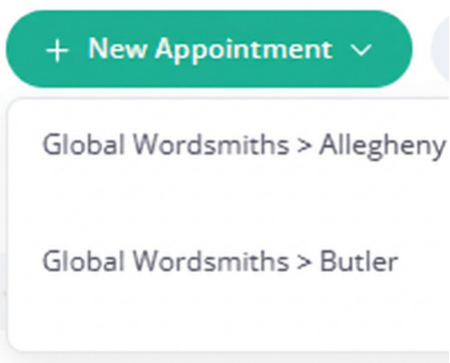
No! It is best practice to include both children on the same appointment using the custom fields. This saves time and ensures mileage is not calculated twice by the system.



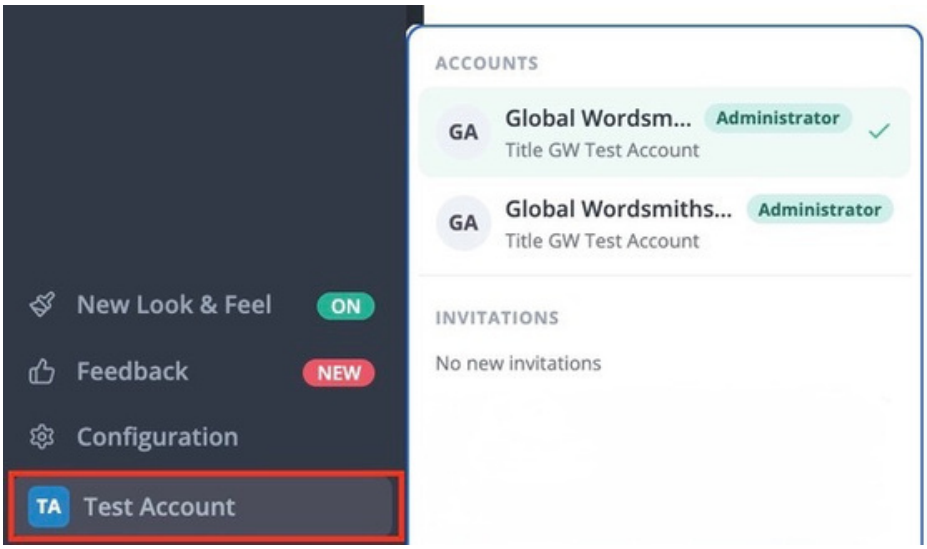
Note: Ensure you enter the correct time in your request to account for both children.

MY ACCOUNT HAS MULTIPLE COUNTIES LISTED. WHICH ONE SHOULD I PLACE THE REQUEST UNDER?

Early Intervention billing requires that the appointment is booked ***within the county where the child lives.*** *Use the household address to determine the county and select that option when creating a new appointment request:*



You can also toggle between accounts by selecting the Account Name in the bottom left menu:



Note: If the county is not listed, contact the Support Coordination Team (scheduling@globalwordsmiths.com) immediately to ensure the account is created for your organization.