



# Online Portal User Guide

## DSHS - CBA

Pre-Scheduled IPI, OPI, VRI

Click on the section header in the Table of Contents to be taken directly to that section of the document.

# Table of Contents

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Introduction.....	3
UniversalLanguage Contact Information .....	3
Portal Login.....	3
Portal Overview .....	4
Tabs Overview .....	4
Requesting an LAP/Interpreter .....	6
Entering a Job.....	6
Entering Block-Time Jobs.....	9
Locating a Job .....	10
Repeat Job Feature .....	10
Connecting to the LAP/Interpreter for Phone & Video Appointments.....	10
Job Management.....	11
Job List Views .....	11
Job Page.....	11
Edit a Job .....	11
Cancel a Job.....	12
Verify Job Status .....	13
Check-In/Out LAP/Interpreter Online.....	13
WeCare .....	14
Report Feedback on a Job via the Scheduling Portal.....	14
Billing Information.....	15
Check-In/Out Process LAP/Interpreters.....	15

# Introduction

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## UniversalLanguage Contact Information

Contact Center (24/7/365)

Email: [Scheduling@ULSonline.net](mailto:Scheduling@ULSonline.net)

Phone: (425) 454-8074 / (888) 462-0500 option 1

Account Management Department

Email: [Accounts@ULSonline.net](mailto:Accounts@ULSonline.net)

Phone: (425) 450-7020 / (888) 462-0500 option 2

Billing Department

Email: [Billing@ULSonline.net](mailto:Billing@ULSonline.net)

Phone: (425) 450-7021 / (888) 462-0500 option 3

WeCare (Feedback)

Email: [WeCare@ULSonline.net](mailto:WeCare@ULSonline.net)

Phone: (425) 691-5444 / (888) 462-0500 option 1

## Portal Login

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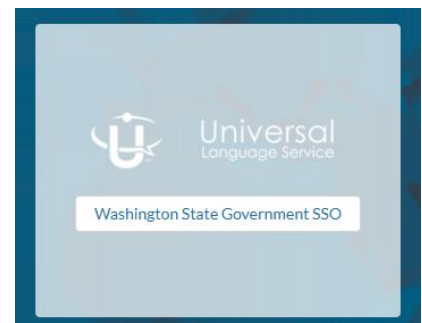
### Browser Recommendations

We recommend using Google Chrome for best results.

- Enable JavaScript, cookies, and pop-ups for full functionality.
- For Mac OS users on Apple Safari or Chrome, make sure the system setting show scroll bars is set to always.

### Logging In

1. Go to UniversalLanguage's Washington State Government SSO Portal Login Page:  
<https://universallanguage.my.site.com/customerlightningcommunity/s/loginss0>
2. Click the *Washington State Government SSO* button to login using Single Sign On (SSO).



## Types of Access

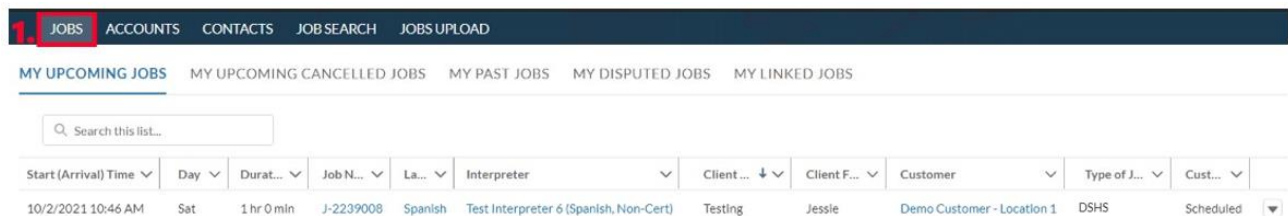
There are different levels of access to the Portal. Based on the user's profile, they will have the following access based on type of access:

- **Single Standard access:** Provides the authorized requester the ability to request, edit, and cancel jobs as well as check-in/out LAP/Interpreters for appointments on a single account.
- **Hierarchy Standard access:** Provides the authorized requester the ability to request, edit and cancel jobs as well as check-in/out LAP/Interpreters for appointments on multiple accounts.
- **Single Limited access:** Limits the Portal user's ability to check-in/out LAP/Interpreters for appointments for jobs under a single account. They will not have the ability to submit, edit, or cancel requests on the online portal.
- **Hierarchy Limited access:** Limits the Portal user's ability to check-in/out LAP/Interpreters for appointments for jobs under multiple accounts. They will not have the ability to submit, edit, or cancel requests on the online portal.

## Portal Overview

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### Tabs Overview



Start (Arrival) Time	Day	Durat...	Job N...	La...	Interpreter	Client ...	Client F...	Customer	Type of J...	Cust...
10/2/2021 10:46 AM	Sat	1 hr 0 min	J-2239008	Spanish	Test Interpreter 6 (Spanish, Non-Cert)	Testing	Jessie	Demo Customer - Location 1	DSHS	Scheduled

### Jobs Tab

The *Jobs*<sup>1</sup> tab allows users to view all appointment requests entered for all locations and/or departments. Information on any given column can be organized by clicking on the column headers, allowing users to display jobs in ascending/descending order.

- Five (5) views are available on the *Jobs* tab:
  - My Upcoming Jobs
  - My Upcoming Cancelled Jobs
  - My Past Jobs
  - My Disputed Jobs
  - My Linked Jobs

## Accounts Tab

Customer Account ↑	Phone	Job Street Address	Job Suite / Bldg	Job City	Job State	Job Zip Code
Demo Customer - Location 1	(206) 781-6040	5300 Tallman Ave	2nd Floor	Seattle	WA	98107

The *Accounts*<sup>2</sup> tab shows a list of all locations and/or departments that appointments may be requested for within the user’s organization. Each account can be clicked on to view full account information including *Confirmation & Update Preferences* and default settings for the services applied to the account.

## Contacts Tab

Name ↑	Phone	Email
New Customer Contact	(206) 781-6040	testtt@test.com

The *Contacts*<sup>3</sup> tab contains a list of all users from an organization that are added to the account being accessed.

*Note:* Anytime there is a permanent change to the organization’s location and/or address, suite number or other location instructions, contact Customer Accounts Support Department at [Accounts@ULSonline.net](mailto:Accounts@ULSonline.net).

## Job Search Tab

Job Search Filters

From (Date) Client First Name Status Language Customer Job Suite/Bldg  
To (Date) Client Last Name Reason for Cancellation Interpreter Type of Job Job City  
Reset Search

The *Job Search*<sup>4</sup> tab give users the ability to access requests based on multiple search criteria. Searched results can be exported into an Excel file by clicking the *Export Results* button.

**Step 1** Download the Excel template with prefilied column information using the button below:

Download Excel Template

Open the file using Microsoft Excel or any text editor and fill in each column's respective data for each Job. Each row should represent a single job record.

**Step 2** Once the rows of data are populated, **Save As** the file as a Comma Separated Value (.csv) file type and upload it using the interface provided below. Only files with the file type ".csv" will be accepted.

Upload Files Or drop files

In the case that some rows of data encounter formatting issues while being uploaded, information about the row number and cause of the issue will be presented in the table below.

#### Format Guidelines

- Up to 300 Interpreter requests can be uploaded at one time.
  - The Job Upload Template file is constructed and evaluated with its specific format. Please download a fresh copy of the template if cause of error is unknown.
  - Duration Minutes field is formatted to 15 minute increments; smaller minute values will be rounded to the next increment. It is highly recommended that durations are reviewed before and after upload.
  - The Red font column headings in the template are required information for each job to be successfully saved (if there is a default value stored in the account, those values will be applied to blank fields). Other fields may be required for successful processing, so completing as many fields as possible is recommended.
- |                         |                            |                            |
|-------------------------|----------------------------|----------------------------|
| A. Customer             | F. Client Last Name        | AB. Pro Choice Job         |
| B. Language             | N. Requester Name          | AC. Type of Industry       |
| C. Start (Arrival) Time | O. Requester Phone Number  | AD. Mode of Communication  |
| D. Duration Hours       | P. Confirmation Preference | AE. Interpretation Setting |
| E. Duration Minutes     | Z. Type of Job             |                            |
- The remaining columns that are not included in the required list above are optional and will not affect the success/failure of data interpretation for that row if left blank, however, they may be put 'On Hold' if that information is required for other reasons (*i.e. eligibility verification, billing*).
  - Helpful picklists are provided to help you enter exact values so your interpreter requests will

The *Jobs Upload*<sup>5</sup> tab gives Standard Access users the ability to enter multiple appointment requests via one CSV file. Please refer to this page for a current template and instructions on uploading jobs.

## Requesting an LAP/Interpreter

### Entering a Job

Authorized Requesters main method of requesting interpreters is through the online Scheduling Portal. Requests may be submitted outside the Portal (e.g., via email, telephone, or facsimile transmission) when the Authorized Requester is experiencing an urgent situation.

UniversalLanguage defines urgent as a technology-based outage preventing an Authorized Requester from accessing their online portal to request, manage, and maintain jobs, or for same/next day last-minute emergency appointment changes and walk-ins.

**Note:** A separate request should be entered for every appointment, including clients with multiple appointments on the same day. Having a unique job number for every appointment is required for billing purposes.

1. Log in to the Portal via UniversalLanguage's Washington State Government SSO Portal Login Page:  
<https://universallanguage.my.site.com/customerlightningcommunity/s/loginssso> to ensure adherence to data security and HIPAA requirements of the contract.
2. Click the *Accounts* tab.
3. Locate the correct *Customer Account*, then click on the link.
4. Click *Create New Job* button in the upper right-hand corner.
5. Enter the *Type of Job*
  - *DSHS*: DSHS Staff should choose this type of job when requesting an

- LAP/Interpreter for a single client's appointment.
- *DSHS Block Time*: Staff from DSHS Community Service Offices (CSO's) should select this type of job when multiple clients may be seen in a window of time that is two (2) hours or greater.

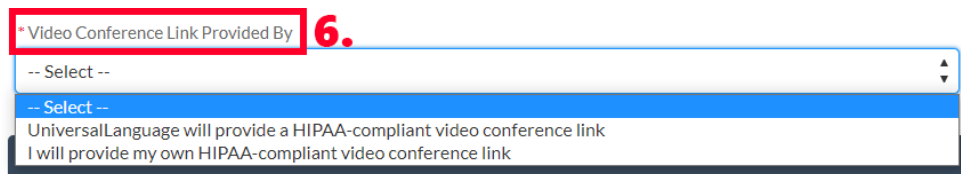
**6.** Select the *Type of Service* for the appointment.

- In-Person
- Phone Pre-Scheduled
- Video Pre-Scheduled

*Note: Choosing the correct job and service type is critical for accounting and billing purposes.*

**7.** Enter *Job Information*

- *Language*: Select language being requested for the client using the drop-down box.
- *Start (Arrival) Time*: Time the LAP/Interpreter will start providing services
- *Duration Hours*: Number of hours for request
- *Duration Minutes*: Number of minutes for request
- *Client Last Name*: Last name of the LEP client
- *Client First Name*: First name of the LEP client
- *Reference #*: Internal identifier (optional unless 'Reference # Description' field contains info)
  - *Reference # Description*: Will contain a brief explanation of info required in Reference # field; if blank, Reference # is not required)
- *Provider / Case Worker*: Name of Provider or Case Worker who will be at appointment (visible to LAPs)
- *Client ID*: Number your organization uses to identify the client
- *Notes To Interpreter*: This field should be used for any special instructions for the LAP/Interpreter (e.g. directions, contact info for social service appointments).
- If *Video Pre-Scheduled* was selected as the Type of Service, you must select one of the following options in the *Video Conference Link Provided By*<sup>6</sup> field:



- I will provide my own HIPAA-compliant video conference link
  - If selected, a text field will appear where you can enter the video

meeting information (e.g., Zoom, Microsoft Teams link). Video link or appointment note must be entered into the text field during the creation of the request. The *Requester Video Conference Link Info*<sup>7</sup> box will remain editable if you want to add the meeting information later.

\* Video Conference Link Provided By

I will provide my own HIPAA-compliant video conference link

\* Requester Video Conference Link Info **7.**

Put your video link here, or a note stating it will be added later.

- UniversalLanguage will provide a HIPAA-compliant video conference link.
  - If selected, UniversalLanguage will provide a video conference link in the *Requester Notes* field.
- Once the job has been entered, this option cannot be changed. The *Video Conference Link Provided By* field will be locked upon saving the job.

## 8. Enter *Location Information*

- *Job Street Address*: Location where services are provided
- *Job City*: City where service is provided
- *Job State*: State where service is provided
- *Job Zip Code*: Zip code where service is provided
- *Customer*: Customer Account will auto-populate from step three (3).
- *Requester Name*: Name of person entering request
- *Requester Phone Number*: Phone number to be used in the event UniversalLanguage has questions/comments regarding the request.

## 9. Enter confirmation preferences in the *Confirmation* section.

- The typical methods for confirming appointments are Online or Email. Exceptions can be made for urgent requests when appropriate.
  - *Online* (Portal view): Authorized Requester reviews the status of jobs by logging in to the Portal; UniversalLanguage will not contact the Authorized Requester to confirm.
  - *Email*: HIPAA compliant email sent to the email address provided in the *Confirmation Email* field when an LAP/Interpreter accepts a job, gives back a job, or UniversalLanguage Service is unable to secure an LAP/Interpreter for the job.
  - *Fax*: Confirmation faxed to the fax number provided in the *Confirmation Fax*

field; urgent requests when appropriate.

- *Phone*: Confirmation call to the phone number provided in the *Confirmation Phone* field; urgent requests only when appropriate.
- *Job Status Email Alerts*: Select *Yes* to receive automated alert emails when a job is pending (save [Scheduling@ULSONline.net](mailto:Scheduling@ULSONline.net) as a safe sender to prevent emails from going to the junk/spam folder):
  - 24 hours after job creation
  - 72 hours after job creation
  - 14 days before the job
  - 3 days before the job
  - 10 hours before the job

*Note: To receive Job Status Email Alerts, Confirmation Preference must be set to Email.*

- 10.** If a specific LAP/Interpreter is being requested, click the *Open Interpreter Selector* button at the bottom of the page after entering all other required information. Requesters can search for a specific LAP/Interpreter using the LAP/Interpreter's name or browse through a list of qualified LAP/Interpreters for the language requested.
- 11.** Once all information has been entered, click *Save*
- 12.** The job will be added to the system and a Job Number will appear in the upper left-hand corner of the screen, which can be used for tracking purposes.

## Entering Block-Time Jobs

Requesters may schedule block-time jobs when an LAP/Interpreter's services are needed for more than one specific client throughout the day. These requests must:

- Be scheduled for 2 to 8 hours per day
  - Be placed at least 2 weeks prior to appointment; up to 3 months of appointments can be requested at a time
  - Provide notice ASAP if LAP/Interpreter will be expected to attend out of office appointments for clients during the scheduled day
  - Indicate if a lunch break will be taken (for jobs 3 hours or longer) at the time the job is requested
    - Break is un-paid
    - Maximum break length is 1 hour
- 2.** Log in to the Portal via UniversalLanguage's Washington State Government SSO Portal Login Page:  
<https://universallanguage.my.site.com/customerlightningcommunity/s/loginsso> to ensure adherence to data security and HIPAA requirements of the contract.

1. Click the *Accounts* tab.
2. Locate the correct *Customer Account*, then click the link.
3. Click the *Create New Job* button in the upper right-hand corner.
4. Change the *Type of Job* to *DSHS Block Time*.
5. Proceed to enter the job as noted in steps 6-12 from the previous "Entering a Job" Section.
  - Enter *Block Time* in the *Client Last Name* field instead of providing specific client name.

## Locating a Job

- Option One: Type the job number into the search bar at the top of the screen and click *Search*.
- Option Two: Open the *Job Search* tab, enter filter specifications, and click *Search*.
- Option Three: Click on the *Jobs* tab and then *My Upcoming Jobs*; find the job on the list.

## Repeat Job Feature

The Repeat Job button can be found in the top right-hand corner of an existing job page. All fields from the previous job will pre-populate except date/time and duration. Requesters will need to enter those values for the new job. This is a useful tool when rescheduling an appointment or entering multiple requests for the same client and/or location.

1. Locate job to repeat.
2. Click on the *Job Number*.
3. Click on *Repeat Job*.
4. Once all information has been entered, click *Save*.
5. The job will be added to the system and a job number will appear in the upper left-hand corner of the screen.

# Connecting to the LAP/Interpreter for Phone & Video Appointments

## Over-the-Phone Interpretation (OPI) Appointments

1. Dial the Pre-scheduled OPI phone line **1-855-857-6741** at the scheduled start time and provide the agent with the Job Number for your request.
2. The requester will be put on a brief hold while the agent connects the LAP/Interpreter to

the call.

- If connection to the LEP Client is needed, the requester can provide the client's phone number. The agent will dial the client's phone number and remove themselves from the line once they have answered so the session can begin.

## Video Remote Interpretation (VRI) Appointments

1. Use the video conferencing link at the scheduled start time, which can be found by locating and opening the job.
  - If you choose to have UniversalLanguage provide a video conferencing link, we will save that info in the Notes to Requester field on the job for your reference and provide it to the LAP/Interpreter once scheduled.
  - If you choose to provide the video conferencing link, it will be saved in the Notes to Interpreter field on the job for the interpreter's reference.

# Job Management

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## Job List Views

Multiple list views are available on the *Jobs* tab and can be toggled to see the following information:

- *My Upcoming Jobs* (default view): Overview of all future jobs that have been requested by all Authorized Requesters on the account(s) for your organization that has not been cancelled.
- *My Upcoming Cancelled Jobs*: Overview of upcoming jobs that have been cancelled by all Authorized Requesters on the account(s) for your organization.
- *My Past Jobs*: Overview of past jobs requested by all Authorized Requesters on the account(s) for your organization.
- *My Disputed Jobs*: Overview of jobs that an LAP/Interpreter has disputed the submitted start and/or end times.
- *My Linked Jobs*: N/A for DSHS types of jobs

## Job Page

Edit a Job

1. Locate job.
2. Click on *Job Number*.
3. Click *Edit* in the upper right-hand corner.

4. Make needed adjustment(s) and click *Save*.

*Editable Fields:*

- *Job Suite/Bldg*
- *Reference #*
- *Requester Name*
- *Requester Phone Number*
- *Provider/Case Worker*
- *Interpreter Notes*
- *Requester Video Conference Information*
- *Status Updates & Confirmation* information
- *Job Cancelled* fields

**Note:** Only certain fields may be edited after a job has been saved. Job information such as date, time, and duration may not be adjusted. If attempting to reschedule a job, cancel the original job and re-enter a new job with the updated information.

Cancel a Job

1. Locate job to cancel.
2. Click on *Job Number*.
3. Click *Edit* in the upper right-hand corner.
4. Scroll down and check *Job Cancelled*.
5. Enter *Reason for Cancellation*.
  - *Cancelled*: Select when canceling because LAP/Interpreter is no longer needed.
  - *Rescheduled*: Select when canceling the original request and moving it to another date or time.
  - *Interpreter Not Found in Time*: Select when reaching out to other vendors or using an alternate contract because the appointment date is approaching, and an LAP/Interpreter still has not been found.
  - *Unable to Fill*: DO NOT use this field; for use by UniversalLanguage.
  - *Client No Show*: Select when the client fails to arrive for the appointment.
  - *Interpreter No Show*: Select when a LAP/Interpreter fails to arrive for the appointment.
6. Enter *Cancelled By*.

- Should always be the name of the Authorized Requester canceling the job.

7. Click *Save*.

### Verify Job Status

1. Locate job.
2. Click on *Job Number*.
3. Review Customer Status under the Job Detail section.
  - *Pending*: LAP/Interpreter has not been secured
  - *Scheduled*: LAP/Interpreter has been secured
  - *Cancelled*: Services have been cancelled for the job.
    - Further details regarding the cancellation can be found by clicking on the *Job Number* and reviewing the cancellation information in the *Status Updates & Confirmation* section.

### Check-In/Out LAP/Interpreter Online

Authorized Requesters are required to enter the LAP/Interpreter check-in and check-out times at the time of the appointment. Failure, or delay, to complete electronic appointment work order forms can affect the LAP/Interpreter’s ability to take additional work and may delay payments. Paper appointment work order forms may be completed instead of the electronic form at the Authorized Requester’s discretion or in cases in which the electronic form is not available (e.g. home visits)

1. Log in to the Portal via the Washington State Government SSO Portal Login Page: <https://universallanguage.my.site.com/customerlightningcommunity/s/loginssso> to ensure adherence to data security and HIPAA requirements of the contract.

2. Locate job.

3. Click on the *Job Number*.

4. Click *Check-In/Out* in the upper right-hand corner.

5. To check an LAP/Interpreter in, complete the *Check In: Actual Start (Arrival) Time<sup>10</sup>* section.

- *Date* field will automatically list the appointment date.

**Check In: Actual Start (Arrival) Time 10.**

Date	Hour	Minutes	
Oct 1, 2021	10	30	Now

**Check Out: Actual End (Departure) Time 11.**

Date	Hour	Minutes	
Oct 1, 2021	16	46	Now

**\* Service Completed? 12.**

--None--

Appointment Duration  
6 Hours 16 Minutes

Save

- Enter Hour and Minute manually or click the Now button to generate the current time.
  - *Hour* field is in military time (e.g., if services began at 2 PM, enter 14 in the *Hour* box).
- 6. To check an LAP/Interpreter out after services are completed, follow steps 1-3, then complete the *Check Out: Actual End (Departure) Time*<sup>11</sup> section.
  - Enter *Date*.
  - Enter *Hour* and *Minute* manually or click the Now button to generate the current time.
    - *Hour* field is in military time (e.g., if services ended at 3 PM, enter 15 in the *Hour* box).
- 7. Complete the *Services Completed?*<sup>12</sup> Section
  - Select *Yes* if services were completed.
  - Select *No* if services were not completed.
    - Indicate the reason why in the *Reason Services Not Completed* section.

8. Click *Save*.

*Note: If the appointment duration calculated from the entered start and end times exceeds the requested duration, a box will pop up saying "Check out time exceeds the scheduled time are you sure you want to enter this time?". This allows Authorized Requesters the chance to verify that the correct times were provided and adjust if needed.*

*Note: If the appointment duration calculated from the entered start and end time doubles the requested duration or more, the Authorized Requester will be required to enter a reason for the extended duration.*

## WeCare

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The WeCare Department is dedicated to receiving feedback from Authorized Requesters to improve the quality of interpreter services provided.

Complaints or compliments can be submitted via the Scheduling Portal, phone, fax, mail, email or the [UniversalLanguage's website](#). All feedback is tracked through the Portal and is accessible to each LAP/Interpreter and Authorized Requester.

[Report Feedback on a Job via the Scheduling Portal](#)

1. Locate Job.

2. Click on *Job Number*.
3. Go to *Feedback on Interpreter for This Job* section on the right-hand side of the screen.
4. Click *New*<sup>13</sup>.
  - Be sure to click on *New*<sup>13</sup>, not the *Feedback Number*. Clicking on existing feedback will edit a previous feedback record, not create new feedback. This may attach the feedback, positive or negative, to the incorrect LAP/Interpreter.

Feedback Number	Late Arrival	No Show
<a href="#">F-0001020312</a>	<input type="checkbox"/>	<input type="checkbox"/>

[View All](#)

5. Provide feedback.
  - Select all categories that apply.
    - The LAP/Interpreter and the WeCare Department will receive a notification.
  - Enter additional information in the *Unprofessional Conduct* text box as needed.
    - This section is not viewable by LAP/Interpreters and will be reviewed by the WeCare Department prior to contacting the LAP/Interpreter.
    - Use this section to indicate that you would like to receive follow-up from our WeCare Department, when applicable.
  - Enter any positive feedback in the *Praise* text box.
    - The LAP/Interpreter and the WeCare Department will receive a notification.
6. Click *Save*.

## Billing Information

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### Check-In/Out Process LAP/Interpreters

For In-Person and Video Pre-Scheduled jobs, Authorized Requesters are required to check the LAP/Interpreter in upon arrival and check the LAP/Interpreter out at the end of the appointment. Check-In/Out times for Phone Pre-Scheduled jobs are tracked automatically; no action is needed from Authorized Requesters for this type of service.

If Check-In/Out information is still missing from a job two (2) business day after the appointment date, the requester will receive an email reminder asking them to complete it.

The start time of the appointment will be the scheduled start time or the time the

LAP/Interpreter arrives, whichever is later. If the Authorized Requester, client, and the LAP/Interpreter all agree to begin earlier than the scheduled start time, the LAP/Interpreter will be paid from when they begin providing interpreter services.

LAP/Interpreters may dispute the Check-In/Out information. If this occurs, UniversalLanguage will reach out to the Authorized Requester for verification of times and the Authorized Requester will have fourteen (14) days from the start date of the appointment to respond. If no response is received, the alternate time(s) provided by the LAP/Interpreter will be accepted.

*Note: For Block Time jobs, Authorized Requesters are responsible to obtain the following information in addition to completing Check-In/Out information: DSHS worker, name of each client, type of service, start and end time for each client, and start and end time of Block appointment, and modality used.*