



# Pre-Scheduled Video Interpretation

## Quick Reference Guide

### Step-By-Step:

#### 1. Submit an Interpreter Request via the online Scheduling Portal

*Note: During the request process, you will have the option to provide your own HIPAA-compliant video conferencing link or specify that UniversalLanguage should provide the link.*

#### 2. Monitor the Status of your request

- Review online: login to the Scheduling Portal to review the Status of your request
- Receive automatic emails: select Email as the Confirmation Preference when entering your request to receive email notifications when an LAP/Interpreter accepts or gives back a job.

*Note: Requests can be cancelled at any time by locating and opening the request and completing the Job Cancelled section. Requests that do not have LAPs/Interpreters scheduled by the scheduled start time will be cancelled by UniversalLanguage.*

#### 3. Get Connected to the LAP/Interpreter

- Use the video conferencing link at the scheduled start time, which can be found by locating and opening the job on the Scheduling Portal.
  - 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 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 LAP's/Interpreter's reference.

#### 4. Record LAP's/Interpreter's check in/out times via the Scheduling Portal.

- Locate and open the job and click on Check In/Out in upper right-hand corner. Record LAP's/Interpreter's service start and service end times.

#### Helpful Information:

- A full User Guide on this service is available [here](#).
- New staff who need access to the Scheduling Portal can request a User Profile via their supervisor.

**Questions? 24/7 Live Operators & Service Support**

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