

REPORTING YOUR SIGN IN/OUT TIMES FOR YOUR JOBS VIA THE APP (for payment)

****The Mobile APP is the PREFERRED AND RECOMMENDED METHOD****

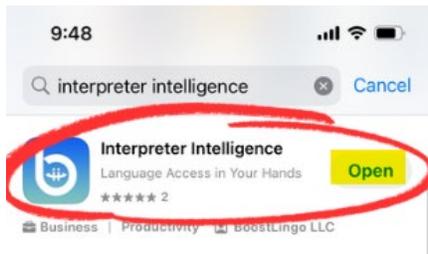
The following are instructions to log into the Interpreter Intelligence app to submit your sign in/out times for each job. You can choose to use the website or the app for your smartphone, to report your sign in/out times. **This must be done on the same day as the date of service for the job.** We recommend using the app for your smartphone.

Steps to “Close,” or report your sign in/out times, for every job:

1. Log in
2. Find a Job to close
3. Enter your sign in/out times
4. Enter Interpreter Initials verifying the sign in/out time and select “Confirm”

Download the app on your smartphone:

Visit your smartphone’s app store and search for “Interpreter Intelligence”. Download the app.

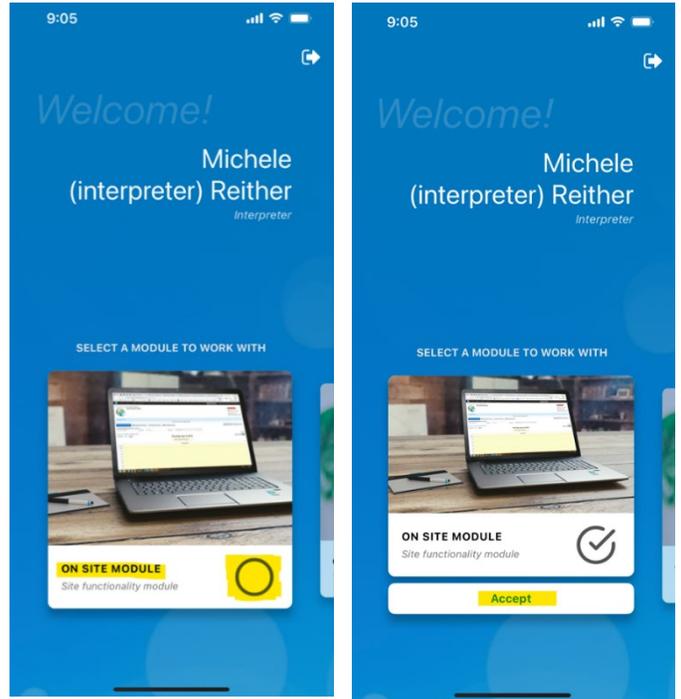


STEP 1: Login on the app

Open the app on your smartphone and enter your login credentials and “ulc” as the token. The app may ask if they can send you notifications, select “Allow.”

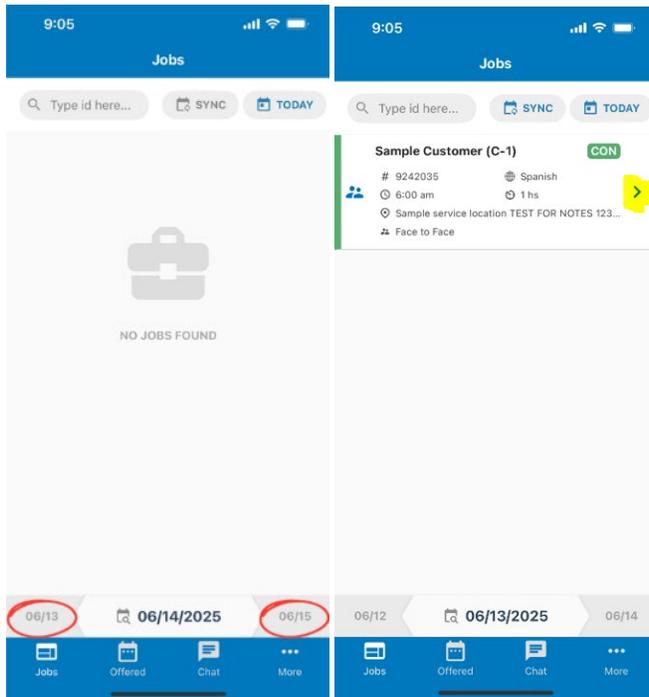


Select “On Site Module” and then select “Accept”.

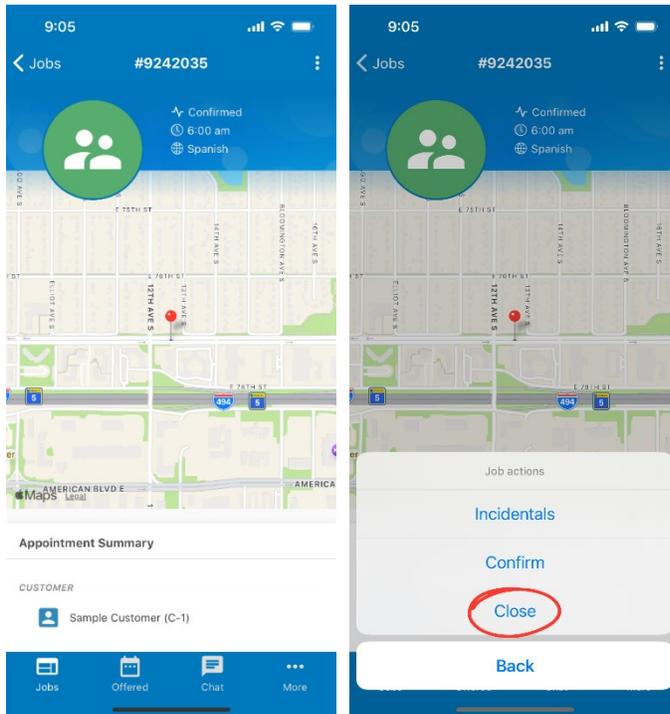


STEP 2: Find jobs to “Close”

Closing jobs means entering accurate start and end times so the job can be paid. To find a job to close, navigate to the job’s date of service by using the date buttons on the bottom of the screen. Select the job you would like to close.



Select the three dots in the top right corner of the job screen. Select “Close”.

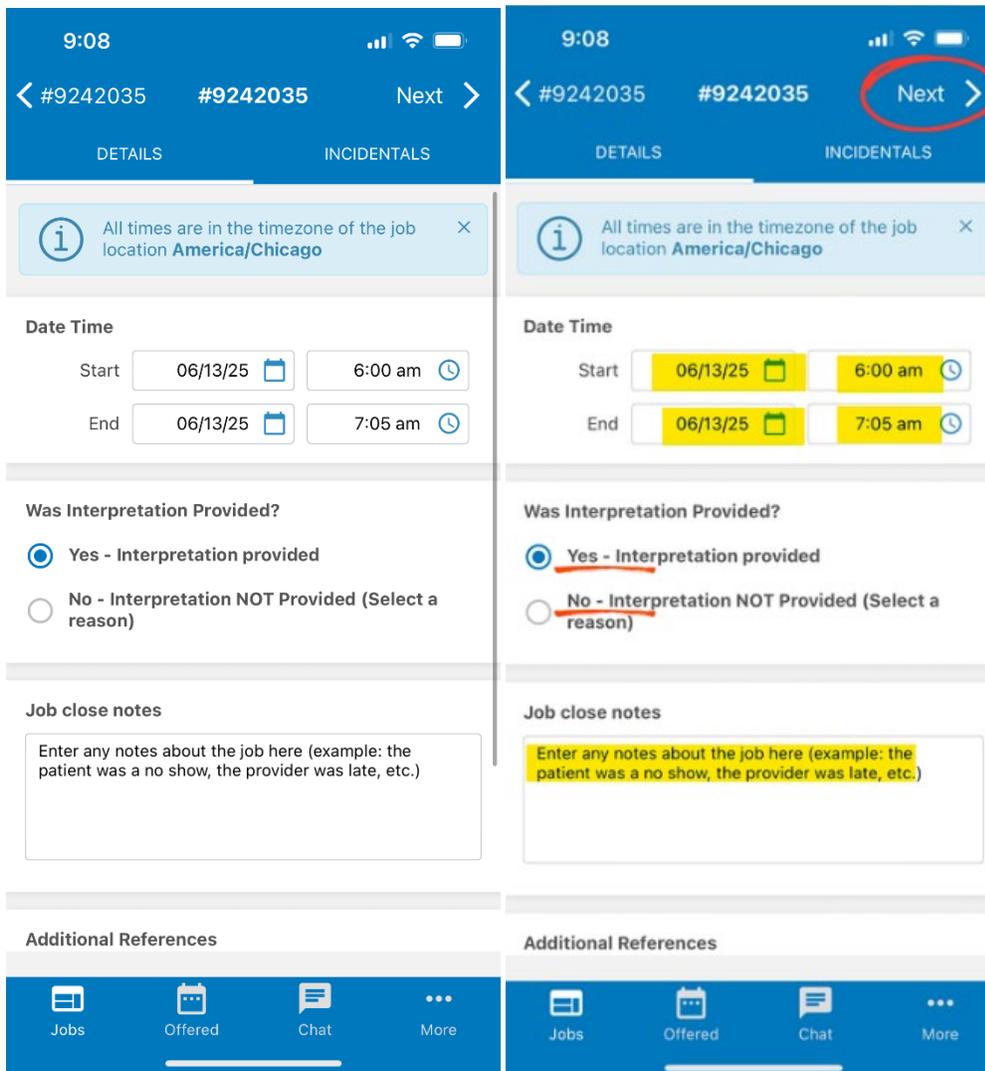


STEP 4: Enter your sign in/out times and complete the “Close Job” screen

The start and end times will automatically populate with the scheduled duration of the job. Adjust the times to match your actual start/end times of the job.

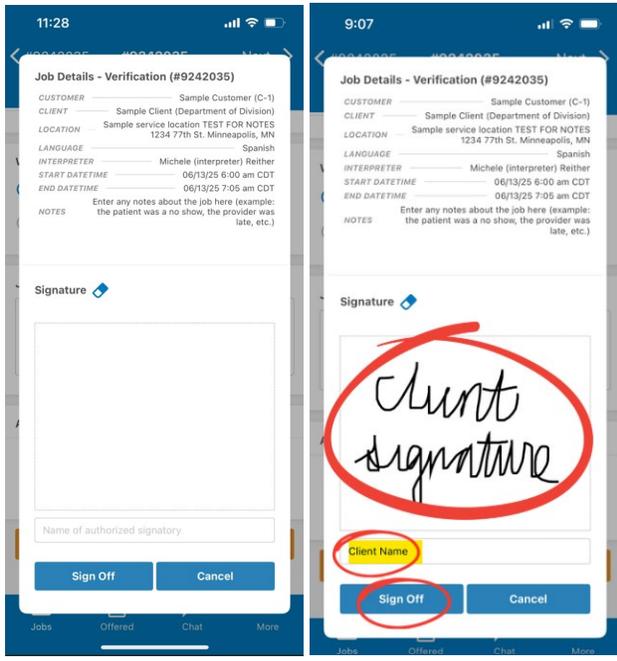
Select whether interpretation was provided: If interpretation was provided, select “Yes – Interpretation provided”. If interpretation was not provided, select “No – Interpretation NOT Provided (Select a reason)” and then scroll and select one of the reasons from the dropdown. If interpretation was NOT provided, the job status will show as "Cancelled."

Enter any notes about the job in the “Job Close Notes” section. This should include any notes about patient/client/provider no shows, late start times, early end times, durations that run over the scheduled duration, or any other information that ULC needs to know regarding the job.

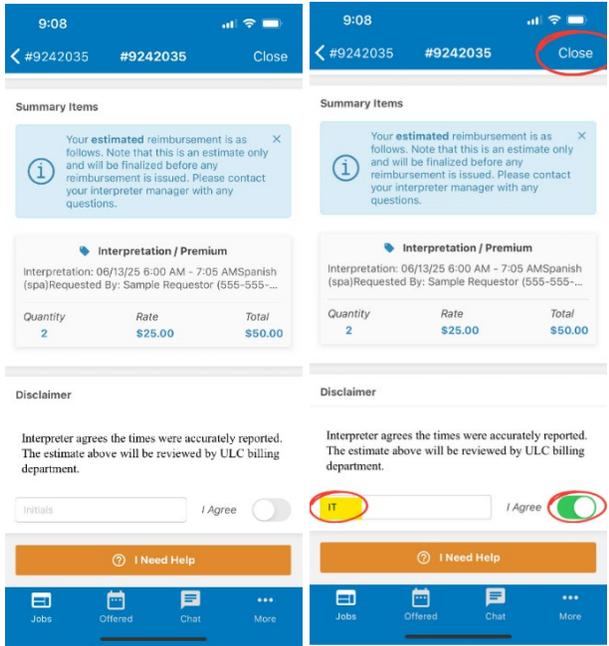


Select “Next” in the top right corner.

Complete the client signature screen. Have the client on-site contact sign their name in the “Signature” section, print their name in the “Name of authorized signatory” section, and select “Sign Off”.

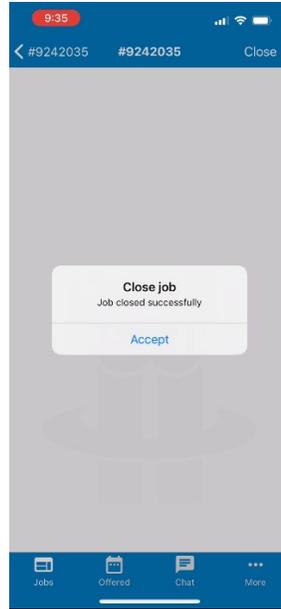
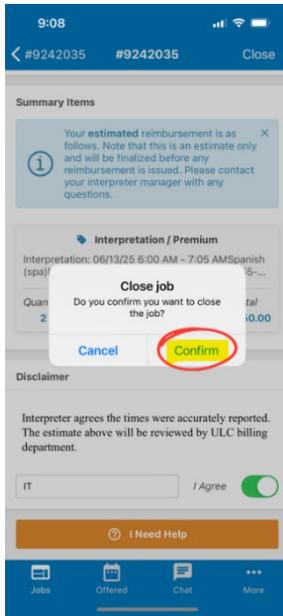


Enter interpreter initials to verify the submitted sign in/out times. The “Summary Items” section provides an ESTIMATE of your payment. Enter your initials in the “Initials” field and select the “I Agree” toggle to green. Select Close in the top right corner.

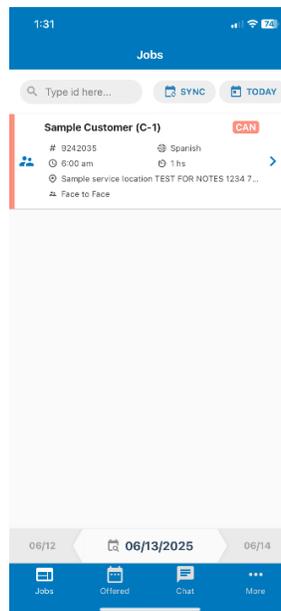
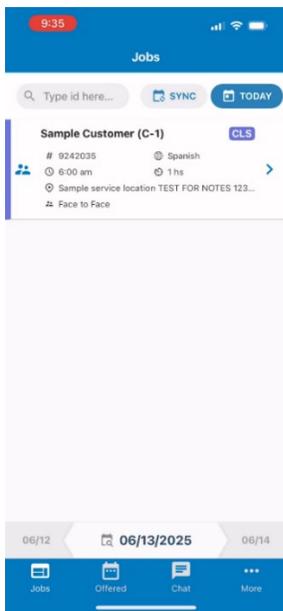


Select confirm.

Then select “Accept”.



The job will now display as “CLS” meaning it has a closed status or if the job was cancelled, it will show as “CAN” meaning it has been both closed and cancelled. **Both CLS and CAN indicate no further action is required.** You have successfully submitted your sign-in/out times for payment!



Each job you close and invoice for payment goes to ULC for verification and approval. **Once your payment has been approved, it will be available in your remittances list under the Receivables tab of your dashboard.** All jobs submitted for payment will be verified weekly. Please check your Payment Schedule PDF for pay dates!