

Portal/Software Instructions

<p>How do I report my times for a job?</p>	<p>Smartphone App (preferred): Interpreter Intelligence Browser Website: https://ulc.interpreterintelligence.com/app/login Email/text: interpreting@ulanguage.com, 952-224-5600</p> 
<p>What is University Language Center's "token" on app?</p>	<p>ulc</p>
<p>What are my login credentials?</p>	<p>ULC has already created an account for you. Your email is typically your username. Example: Username: email@emailaddress.com Password: email@emailaddress.com Once you log in for the first time, you will be prompted to change your password.</p>
<p>What do I do if I am unable to log?</p>	<p>Please contact ULC at interpreting@ulanguage.com or 952-224-5600 and we will reset your temporary password.</p>
<p>What do I do if I forget my password?</p>	<p>Go to: https://ulc.interpreterintelligence.com/app/login/forgotPassword</p>
<p>How do I switch between agencies in the app?</p>	<p>You will need to log out and log back in using the token unique to each agency.</p>
<p>When do I report my time to "invoice" – or "close" – a job?</p>	<p>Your start/end times for your jobs should be reported/closed as soon as the job is completed. Jobs must be "closed" the same day the job is completed.</p>
<p>How do I know if I have a new job?</p>	<p>If you are assigned and confirmed, the job will appear on your app dashboard calendar <i>and</i> you will receive an emailed confirmation/Job Order with job details. If you are unsure if you have been confirmed, you can always contact interpreting@ulanguage.com and the coordination team will let you know.</p>
<p>When I say I'm available for a job request, am I then assigned to the job?</p>	<p>We reach out to interpreters via email, text or portal. Texts will ask if you're available. Emailed requests include both "available" and "decline" buttons, which relay your availability to University Language Center.</p> <p>Selecting "available" in the email or saying available/yes alerts us that you are available for the job, but you may or may not be assigned. If you are assigned and confirmed, the job will appear on your dashboard calendar and you will receive an emailed Job Order with job details.</p>
<p>Why isn't my closed job appearing on my</p>	<p>A Closed job will only show up on your Receivables tab for payment once it has been approved by ULC. Our billing team reviews remittances on</p>

Receivables tab (if available)?	closed jobs frequently, so if you don't see a closed job listed yet, it should appear soon once it's been approved.
What if I have a late cancellation?	You will not need to submit anything for a late cancellation that was officially cancelled by ULC before you arrived on site and, if appropriate, you will be paid per the cancellation policy.
What if my rate is incorrect?	If the rate on your Job Order is incorrect, please contact ULC at 952-224-5600.
How can I keep track of my closed jobs and payments?	Each job you close comes to ULC for verification and approval for payment. Once your closed job has been approved, it will be available in your remittance 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!
When will I get paid?	<i>Payments will be made on the same schedule as our current system. Appointments from Thursday - Wednesday will have direct deposits on the Friday of the following week. Reminder: ALL Appointments must be closed the same day as the appointment service date.</i>
How do I get paid for my jobs?	You must close your jobs. Closing a job in the app or website is the equivalent to submitting an invoice When you close out of a job, you will be prompted to verify start and end times and add any pre-approved incidentals, like parking, by adding it in the notes. Mileage will be added automatically, if approved in your Job Order.
How do I get reimbursed for parking and/or mileage?	All approved reimbursable expenses will be listed on your Job Order before the start of the job. Please contact us before arrival with any questions. All requests for parking and mileage must be made before the start of the job. Receipts are required if parking is indicated as reimbursable on your Job Order. You must submit your receipt when you close a job. Attach a copy of the receipt by adding a document. Mileage will automatically be calculated if listed on the Job Order.
When will jobs start showing up in the portal?	All jobs scheduled on or after July 1, 2025 will appear in your dashboard.
Launch Date:	As of July 1, you will only be able to close jobs with our new system.
JOBS JANUARY 1, 2025-JUNE 30, 2025:	Data for jobs that occurred from January 1-June 30, 2025 will include basic placeholder details of the job and \$0.00 payment as they were

	processed in our previous software. You can check the job notes for details or call ULC.
--	--