



Universal
Language Service

User Guide
CUSTOMER PLATFORM

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1. Introduction

1.1 Security

Please be aware that per HIPAA privacy laws and OCIO 141.10 Standards, each individual / user must have their own Unique User ID and Password. Multiple users can be set up to access the same account, but their credentials must be unique and kept confidential.

1.2 Browser Requirements

Universal Language's scheduling platform is best supported with Google Chrome. The platform also works with Apple® Safari® version 10.x on Mac OS X.

- For all browsers, 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

2. Platform Login

2.1 General Overview

2.1.1 User Types

Universal offers two different types of user profiles available for the scheduling platform, and they are issued based on the level of access the user will need.

1. Standard Access – Users can enter, edit, view, and/or cancel jobs (interpreter requests), as well as check interpreters in and out for jobs.
2. Limited Access – Users can view jobs and complete online check-in / check-out for interpreters.

2.2 Logging In

1. Go to the Scheduling Platform login page (<https://uls.force.com/customerlightningcommunity/s/login/>)
2. Enter 'Username' and 'Password'
 - Usernames will always be the email address provided to Universal Language
 - If logging in for the first time, customers will receive an email with a link to create a new password
 - The password reset link may go directly into the Spam / Junk folder. To avoid this, mark *Accounts@ULSonline.net* as a safe sender to ensure all future emails regarding login information is received.
3. Click "Log In" button

3. Home Page / Orientation

3.1 Tabs Overview

3.1.1 Jobs Tab

The *Jobs* tab allows users to view all interpreter requests entered for all locations and/or departments.

START (ARRIV... ↑	DAY	DUR...	JOB...	LAN...	INTERPRETER	CLIENT LAS...	CLIEN...	CUSTOMER	TYPE O...	CUS...
3/19/2019 12:05 PM	Tue	2 hr 0 min	J-890216	Afrikaans		Garcia	Gaby	DEMO Customer Account - Location 1	HCA Medical	Pending
3/25/2019 2:30 PM	Mon	1 hr 0 min	J-756642	Afrikaans		Adams	Ann	DEMO Customer Account - Location 1	Private Sector	Pending

- 4 views are available on the Jobs Tab:
 - My Upcoming Jobs
 - My Upcoming Cancelled Jobs
 - My Past Jobs
 - My Disputed Jobs
- Information on any given column can be organized by clicking on the column headers, allowing users to display jobs in ascending/descending order.

3.1.2 Accounts Tab

The *Accounts* tab shows a list of all locations and/or departments that interpreters 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.

CUSTOMER ACCOUNT ↑	PHONE	JOB STREET AD...	JOB SUITE / BLDG	JOB CITY	JOB STA...	JOB ZIP...
DEMO Customer Account - Location 1	(123) 456-7890	9876 NE 54th St		Anytown	WA	98118
DEMO Customer Account - Location 2	(123) 456-7890	12345 NE 67th St		Anytown	WA	98118

3.1.3 Contacts Tab

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

NAME ↑	EMAIL	PHONE
Demo Requester	accounts@ulsonline.net	(123) 456-7890
Demo Requester 2	accounts@ulsonline.net	(123) 456-7890

**Please note that anytime there is a change to the job's location and/or address, suite number or other location instructions, contact Universal Language Customer Accounts Support department at Accounts@ULSONline.net

3.1.4 Job Search Tab

The *Job Search* tab gives 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.

3.1.5 Jobs Upload Tab

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

4. Requesting an Interpreter

4.1 Entering a Job

1. Log in to the Customer Platform
2. Click *Accounts*



3. Locate the correct 'Customer Account', then click on the link

MY ACCOUNTS							
	<input type="checkbox"/> CUSTOMER ACCOUNT ↑	PHONE	JOB STREET AD...	JOB SUITE / BLDG	JOB CITY	JOB STA...	JOB ZIP...
1	<input type="checkbox"/> DEMO Customer Account - Location 1	(123) 456-7890	9876 NE 54th St		Anytown	WA	98118
2	<input type="checkbox"/> DEMO Customer Account - Location 2	(123) 456-7890	12345 NE 67th St		Anytown	WA	98118

4. Click "Create New Job" button in upper right-hand corner
 - HCA Medical Requesters may select "Create New Family Job" when requesting an interpreter for multiple family members who are all Medicaid enrollees. See Section 4.2 for instructions on how to request Family Member Appointments.
- Create New Job Create New Family Job
5. Enter the 'Type of Job' based on contract/agreement you are utilizing
 - **Medical Requesters**
 - **HCA Medical:** Select when requesting an interpreter for a Medicaid client's appointment.
 - **DSHS Requesters**
 - **HCA-DSHS:** DSHS staff should choose this type of job when requesting an interpreter for a single client's appointment.
 - **HCA-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 2 hours or greater.
 - **DCYF Requesters**
 - **HCA-DCYF:** Select when requesting an interpreter for a single client's appointment.
 - **HCA-DCYF Block Time:** Staff from DCYF offices should select this type of job when multiple clients may be seen in a window of time that is 2 hours or greater.
 6. HCA Medical Jobs only: Select appointment service type in 'HCA Service Type' field. This is a required field.
 7. Enter 'Job Information'
 - **Language:** Language being requested for the Limited English Proficient (LEP) individual (use drop down box)
 - **Start (Arrival) Time:** Time the 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 LEP individual
 - For HCA Medical jobs, client name must be entered exactly as it appears on client's ProviderOne Card
 - **Client First Name:** First name of LEP individual
 - For HCA Medical jobs, client name must be entered exactly as it appears on client's ProviderOne Card
 - **Client ID:** Required for ALL HCA jobs
 - **HCA Medical:** Enter client's ProviderOne number exactly as it appears on client's ProviderOne card; include all 9 numbers, capitalize "WA", do not include any additional spaces, dashes or characters
 - **HCA DSHS / DCYF:** Enter any number used by organization to identify client
 8. Enter 'Location Information'
 - **Job Street Address:** Location where services are being provided
 - **Job City:** City where service is being provided

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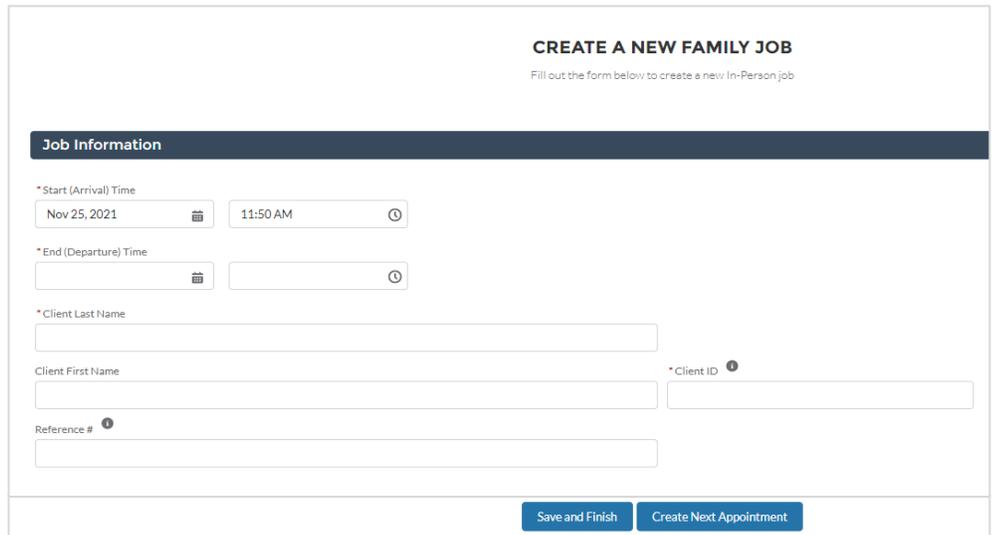
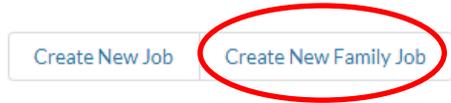
- **Job State:** State where service is being provided
 - **Job Zip Code:** Zip code where service is being provided
 - **Customer:** (Pre-filled from step 3) Name of Customer / Organization requesting services
 - **Requester Name:** Name of person entering request
 - **Requester Phone Number:** Phone number to be used in the event Universal Language has questions / comments regarding the request (usually pre-filled based on the 'Customer Account')
9. Enter confirmation preferences in the *Confirmation* section.
- **As per HCA Contract, HCA jobs are to be confirmed online. Exceptions can be made for urgent requests.**
 - **Online (portal view):** Requester reviews status of jobs by logging in to scheduling platform; **Universal Language will not contact requester to confirm**
 - **Email:** HIPPA compliant email sent to email address provided in "Confirmation Email" field when interpreter accepts job, gives back job or Universal Language is unable to secure an interpreter for the job; urgent requests only
 - **Fax:** Confirmation faxed to fax number provided in "Confirmation Fax" field; urgent requests only
 - **Phone:** Confirmation call to phone number provided in "Confirmation Phone" field; urgent requests only
 - **Job Status Email Alerts:** Select **Yes** to receive automated alert emails when a job is pending (save scheduling@ulsonline.net as a safe sender to prevent emails from going to junk/spam folder):
 - 24 hours after job creation
 - 72 hours after job creation
 - 14 days before job
 - 3 days before job
 - 10 hours before job
10. If a specific interpreter is being requested, click the "Open Interpreter Selector" button at the bottom of the page
- Customers can search for a specific interpreter using the interpreter's name or browse through a list of qualified interpreters for the language requested
 - **HCA Medical jobs only: select "Special Request Reason" to indicate why it is medically necessary to have the requested interpreter:**
 - Continuing counseling sessions
 - Applied Behavioral Analysis therapy sessions
 - Cancer treatments
 - Pediatric Private Duty Nursing sessions
 - Continuity of Care
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
- **HCA Medical jobs will be routed for eligibility verification prior to being posted for interpreters to view**
 - Eligibility for new jobs added to the platform is verified every 15 minutes.
 - Requesters receive email notifications if eligibility cannot be verified so they can review and correct the client's ProviderOne information as needed
13. Notes to interpreter
- Within the job there is a note to the interpreter. This should be where any special instructions go. The interpreters can see this once they have accepted the job.
14. It is important when setting up a job to choose the right job type. As listed above, each job type has its own requirements and we need to ensure that to bill properly and pay the interpreters properly that the job type is correct based on billing needs.

4.2 Entering Family Member Appointments

HCA Medical Requesters may enter this type of job when requesting an interpreter for multiple family members who are all Medicaid enrollees. All family members seen during a Family Member Appointment must have separately assigned job numbers. The total time requested for a Family Member Appointment cannot exceed ninety (90) minutes.

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1. Log in to the Customer Platform
2. Click *Accounts* tab
3. Locate the correct 'Customer Account', then click on the link
4. Click "Create New Family Job" button
5. 'Type of Job' will be pre-populated with 'HCA Medical'
6. Select appointment service type in 'HCA Service Type' field. This is a required field.
7. Enter 'Job Information'
 - **Language:** Language being requested for the Limited English Proficient (LEP) individual (use drop down box)
 - **Start (Arrival) Time:** Date and time the interpreter will start providing services
 - **End (Departure) Time:** Date and time the interpreter will stop providing services
 - **Client Last Name:** Last name of LEP individual
 - Client name must be entered exactly as it appears on client's ProviderOne Card
 - **Client First Name:** First name of LEP individual
 - Client name must be entered exactly as it appears on client's ProviderOne Card
 - **Client ID:** Enter client's ProviderOne number exactly as it appears on client's ProviderOne card; include all 9 numbers, capitalize "WA", do not include any additional spaces, dashes or characters
8. Enter 'Location Information', confirmation preferences and specific interpreter being requested (if applicable).
 - See steps 8-10 of Section 4.1 for detailed instructions.
9. Once all information has been entered, click "Create Next Appointment" button
10. Enter Job Information for next appointment
11. Repeat process until jobs have been entered for each family member
12. Click "Save and Finish" button



4.3 Locating a Job

1. **Option One:** Type job number into search bar at the top of the screen and click "Search"
2. **Option Two:** Open *Job Search* tab, enter filter specifications, click "Search"
3. **Option Three:** Click on *Jobs* tab and then *My Upcoming Jobs*; find job on list
4. **Option Four (Family Member Appointments only):** Click on *Jobs* tab and then *My Linked Jobs*, find jobs on list

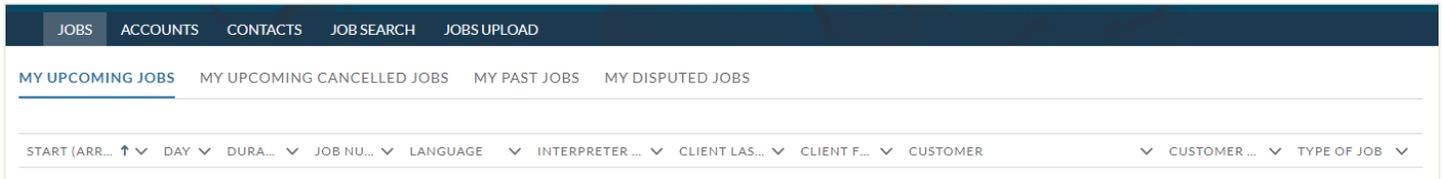
4.4 Repeat Job Feature

1. Locate job to repeat
2. Click on "Job Number"
3. Click on "Repeat Job"
4. All fields from previous job will pre-populate except date / time and duration; enter values for new job
5. Once all information has been entered, click "Save"
6. The job will be added to the system and a job number will appear in the upper left-hand corner of the screen



5. Job Management

5.1 Job List Views



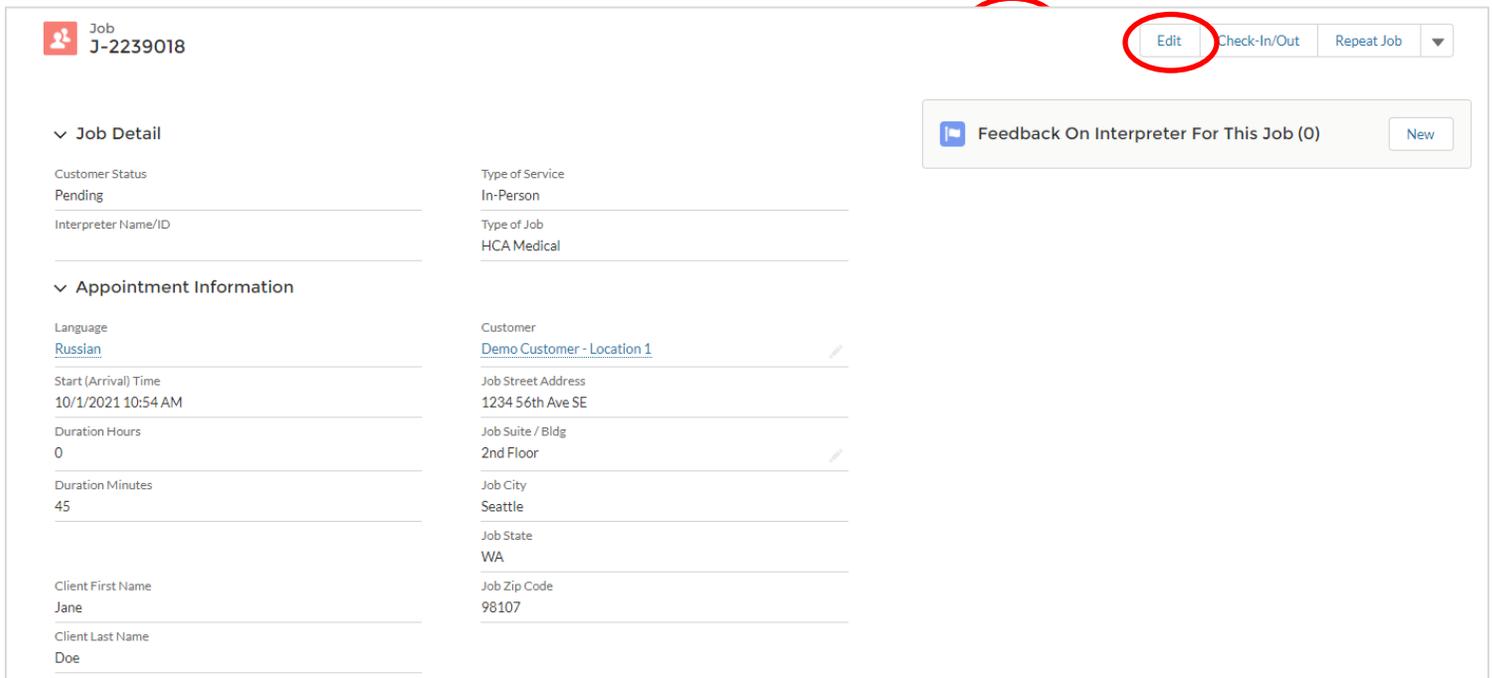
Multiple list views are available on the Jobs tab and can be toggled to see the following information:

1. **My Upcoming Jobs** (default view): overview of all future jobs that have been requested by all requesters on the account(s) for your organization
2. **My Upcoming Cancelled Jobs**: overview of upcoming jobs that have been cancelled by all requesters on the account(s) for your organization
3. **My Past Jobs**: overview of past jobs requested by all requesters on the account(s) for your organization
4. **My Disputed Jobs**: overview of jobs that an interpreter has disputed the submitted Start and/or End times (see section 5.2.5 for further information)
5. **My Linked Jobs**: overview of upcoming Family Member Appointments that have been requested by all requesters on the account(s) for your organization; relevant to HCA Medical Requesters only

5.2 Job Page

5.2.1 Edit a Job

1. Locate job
2. Click on “Job Number”
3. Click “Edit” in upper right-hand corner
4. Make needed adjustment(s) and click “Save”



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Note: Only certain fields may be edited after a job has been saved. Job information such 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. See Section 5.2.3 for detailed instructions.

5.2.3 Cancel a Job

1. Locate job to cancel
2. Click on “Job Number”
3. Click “Edit” in upper right-hand corner
4. Scroll down and check ‘Job Cancelled’
5. Enter ‘Reason for Cancellation’
 - **Cancelled:** Select when cancelling because interpreter is no longer needed
 - **Rescheduled:** Select when cancelling 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 appointment date is approaching, and interpreter still has not been found
 - **Other:** DO NOT use this field; for use by Universal Language Staff
 - **Unable to Fill:** DO NOT use this field; for use by Universal Language Staff
 - **Client No Show:** Select when client fails to arrive for appointment
 - **Interpreter No Show:** Select when interpreter fails to arrive for appointment
6. Enter ‘Cancelled By’
 - Should always be name of the requester cancelling the job
7. Click “Save”

5.2.4 Verify Job Status

1. Locate job
2. Click on “Job Number”
3. Review ‘Customer Status’ under the ‘Job Detail’ section
 - **Verifying:** Client eligibility is in the process of being verified (applies to HCA Medical jobs only). Each job is checked for eligibility within 15 minutes of being entered and has Eligibility Verification history at the bottom of the job detail screen. Client name and/or client id should be reviewed and corrected if status remains as ‘Verifying’ after the initial Eligibility Verification check.
 - **Pending:** Interpreter has not been secured
 - **Scheduled:** Interpreter has been secured
 - **Cancelled:** Services have been cancelled for the job
 - i. Further details regarding the cancellation (e.g. reason for cancellation, cancellation date / time, person who cancelled job) can be found by clicking on “Job Number” and reviewing the ‘Cancellation’ information in the *Job Information* Section

5.2.5 Check In / Check Out Interpreter (Online)

1. Locate job
2. Click on “Job Number”
3. Click “Check-In/Out” button in upper right-hand corner
4. To check an interpreter in, complete the ‘Check In: Actual Start (Arrival) Time’ section
 - a. Date field will automatically list appointment date
 - a. Enter Hour and Minute manually or click “Now”button to generate current time
 - a. Hour field is in military time (e.g. if services began at 2pm, enter 14 in the Hour box)
5. To check an interpreter out after services are completed, follow steps 1-3, then complete the ‘Check Out: Actual End (Departure) Time’ section
 - a. Enter Date

Check In: Actual Start (Arrival) Time

Date: Sep 7, 2020 Hour: 8 Minutes: 02 Now

Check Out: Actual End (Departure) Time

Date: Sep 7, 2020 Hour: 8 Minutes: 38 Now

* Service Completed?
Yes

Appointment Duration
0 Hours 36 Minutes Save

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- Enter Hour and Minute manually or click “Now” button to generate current time
 - Hour field is in military time (e.g. if services ended at 3pm, enter 15 in the Hour box)
- 6. Complete the *Services Completed?* 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
- 7. Click “Save”

For HCA Jobs: The requester is required to electronically check the interpreter in upon arrival and check the interpreter out at the end of the appointment. If Check-in / Check-out information is still missing from an HCA Job 2 business days after the appointment date, the requester will receive an email reminder asking them to complete it. The requester will have up to 30 days from the appointment date to enter the required information.

Interpreters may dispute the check-in / check-out information. If this occurs, Universal Language will reach out to the requester for verification of times and the requester will have 5 business days to respond, after which the alternate time(s) provided by the interpreter will be accepted.

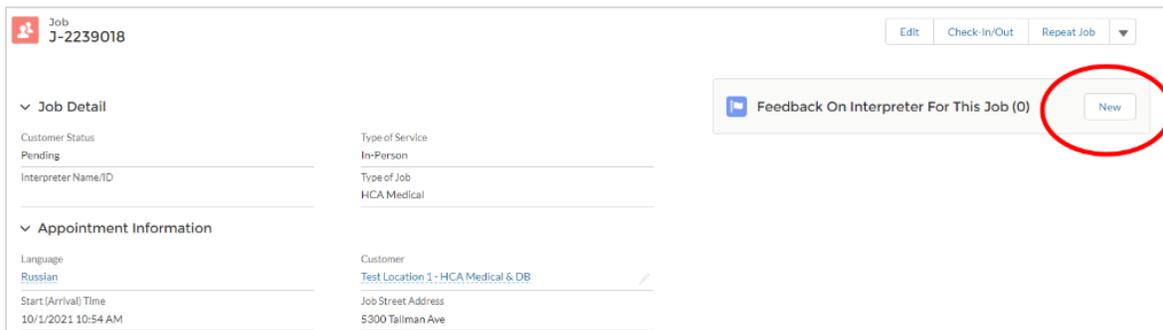
If unable to access the online scheduling portal to check an interpreter in/out for a specific job, requesters may email the Billing Department (Billing@ULSonline.net) with the Job Number, check-in time and check-out time.

5.2.6 Report Feedback on a Job

1. Locate job
2. Click on “Job Number”
3. Go to ‘Feedback on Interpreter for This Job’ section on right-hand side of the screen
4. Click “New”

5. Provide feedback

- Select all categories that apply
 - i. Interpreter and WeCare Department will receive notification
- Enter additional information in ‘Unprofessional Conduct’ text box as needed
 - i. This section is not viewable by interpreters and will be reviewed by WeCare Department prior to contacting the interpreter
 - ii. 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
 - i. Interpreter and WeCare Department will receive notification
6. Click “Save”

Universal Language Contact Information

Scheduling Department (24/7/365)

Accepting or declining jobs, asking about job status.

Email: Jobs@ULSonline.net

Phone: (425) 452-5644

Interpreter Accounts Department

Registration, documents, account settings, information sessions, continuing education opportunities, interpreter events.

Email: Interpreter@ULSonline.net

Phone: (425) 450-7022

Billing Department

Billing / invoicing, fees / charges, payment, direct deposit, job statement questions.

Email: Billing@ULSonline.net

Phone: (425) 450-7021

Help Desk

Technical assistance with scheduling platform / website / phone / fax / email.

Email: HelpDesk@ULSonline.net

WeCare

Providing feedback (praise / complaints) pertaining to interpreter service, provider experience, Universal Language staff and policies.

Email: WeCare@ULSonline.net