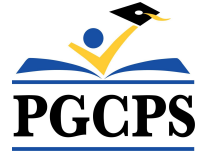


Fluency Online Interpreter Request System: Creating Video & In-Person Requests



Office of Interpreting & Translation



Fluency Online Interpreter Request System

FLUENCY in PGCPS

The Office of Interpreting and Translation (OIT) provides interpreters for approved school and district activities to ensure that parents/guardians who are not primary speakers of English or who are Deaf or hard of hearing have equitable access.

The Fluency Online Interpreter Request System supports the management of interpreting requests through the OIT. Requests for an interpreter in Fluency are for pre-scheduled formal meetings.

Requests for an interpreter must be entered online ***at least 72 business hours prior to the need.***

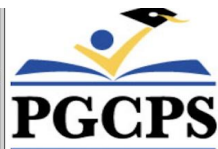


MAKING AN INTERPRETING REQUEST

In-person Interpreting Request or Video Interpreting Request

As an authorized user logs into the account, the menu will reflect **two intake options**. Select whether the request is for an in-person meeting or a video/virtual meeting.

- Prince George's County
Public Schools
Welcome, Medical Requester 1
- Internet Interpreter Scheduling System
 - Appointment Intake**
 - In-Person Interpreting Request
 - Video Interpreting Request
 - Action**
 - Review/Edit Appointments
 - Interpreter Evaluation Form
 - Interpreter Evaluation Summary Report
 - View Interpreter Checklist
 - Reports**
 - Interpreter Activity Summary Report
 - Billing Report
 - Appointment Fill Rate by Language
 - Third Party Billing Appointment Report
 - Listings**
 - Calendars
 - Department List
 - My Profile
 - Requester Users Guide
 - Super Users Guide
 - Downloads
 - TERMS OF USE
 - Change Password
 - Password Self Service Enrollment
 - Learning Center
 - Logout



Internet Interpreter Scheduling System
Version: 1.5.0

In-Person Interpreting Requests

If an **In-Person Interpreting Request** is selected, this form will appear for completion. Fill in all required information.

For parent meetings pertaining to a specific student, the **STUDENT ID #** and **FIRST** and **LAST NAME** must be entered.

If the meeting or event will require services for any parent in attendance, enter **"Multiple Parents"** for both the **FIRST** and **LAST NAME**. In the **Student ID #** field, enter **000000**.

The screenshot shows a web form titled "In-Person Interpreting Request". It is divided into several sections:

- Requester Information:** Fields for Customer Category (dropdown), Customer (dropdown), Location (dropdown), Department (dropdown), Requester Name (text), Requester Phone/Email (text), Provider Name (dropdown), and Provider Phone/Email (text).
- Appointment Information:** Fields for Calendar (dropdown), Publish (checkbox), Start Date and Time (calendar), Est. Duration (hours) (text), Language (dropdown), Interpreter Request (dropdown), Gender Request (dropdown), Appointment Authorization Code (text), Location - be specific (text), and Briefly Describe the Subject of this Appointment (text).
- Administrative Note (For Internal Use):** Fields for Subject (text) and Body (text).
- Student Information:** Fields for Student # (text), Student I.D. # (text), Student Last Name (text), and Student First Name (text).

Annotations include:

- A red box around the "Select or deselect all Calendar" and "Default" checkboxes in the Appointment Information section, with an arrow pointing to a dark blue box on the right that says "Leave these boxes checked".
- A red box around the "Student Information" section header and its fields, with an arrow pointing from the text box on the left.

Video/Virtual Interpreting Requests

If a **Video Interpreting Request** is selected, this form will appear for completion. Fill in all required information.

If the virtual link is not yet available at the time of request, enter a temporary placeholder link. **MUST** begin with **https://**

For parent meetings pertaining to a specific student, the **STUDENT ID #** and **FIRST** and **LAST NAME** must be entered. If the meeting or event will require services for any parent in attendance, enter "Multiple Parents" for both the **FIRST** and **LAST NAME**. In the **Student ID #** field, enter 000000.

The form is titled "Video Intake" and is divided into several sections:

- Requester Information:** Fields for Customer Name (Cooper Lane Elementary School), Clinic/Venue (Cooper Lane Elementary School), Department, Requester Name, Requester Phone/Email, Project Code, Provider Name, and Provider Phone/Email.
- Appointment Information:** Includes a Calendar section, a "Publish" checkbox, Start Date and Time, Est. Duration (hours), Language, Appointment Authorization Code, and a checkbox for "Check if you are using an external video provider" (which is checked).
- Administrative Note (For Internal Use):** Fields for Subject and Body.
- Service Recipient:** A section for "Service Recipient #1" with fields for Student I.D. #, Student Last Name, Student First Name, Home Phone, Work Phone, Cell Phone, and Email.

At the bottom of the form are "Save" and "Cancel" buttons. A red box highlights the "Enter Video Meeting Link" field, and another red box highlights the "Student I.D. #" field. A blue box highlights the "Check if you are using an external video provider" checkbox.

ALWAYS
check
this box

Phone # and email are required fields. If parent info is not available, requester phone # and email are recommended. Native language confirmation will be sent to the email address entered.



Questions?

Contact the OIT

interpreter@pgcps.org

301-408-5511