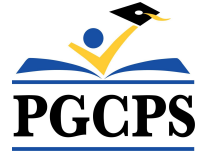# Fluency Online Interpreter Request System: Creating Video & In-Person Requests

Office of Interpreting & Translation

Fluency Online Interpreter Request System

PGCPS

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.

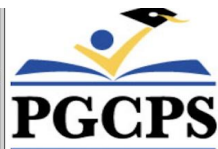Requests for an interpreter must be entered online *at least 72 business hours prior to the need.*

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.

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.

Leave these boxes checked

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.

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.

Video Intake

Requester Information
- Customer Name — Cooper Lane Elementary School
- Clinic/Venue — Cooper Lane Elementary School
- Edit | Add
- Department
- Department
- Requester Name
- Requester Phone/Email
- Project Code
- Provider Name
- Provider Phone/Email

Appointment Information
- Calendar — Select or deselect all Calendar / Default
- Publish (uncheck if the appointment is linked to a published calendar but you don't want it published)
- Start Date and Time — @ : AM
- Est. Duration (hours)
- Language
- Appointment Authorization Code
- Check if you are using an external video provider
- Enter Video Meeting Link - (For security link must start with https://)
- Briefly Describe the Subject of this Appointment

Administrative Note (For Internal Use)
- Subject:
- Body:

Service Recipient
Service Recipient #1
- Student I.D. #
- Student Last Name
- Student First Name
- Home Phone — Ext.
- Work Phone — Ext.
- Cell Phone — Ext.
- Email

Save | Cancel

Questions?

Contact the OIT
interpreter@pgcps.org
301-408-5511