

**ADMINISTRATIVE OFFICE OF THE COURTS**  
**Court Interpreter Services**



**ON-LINE INTERPRETER SCHEDULING PROGRAM INFORMATION**

**[www.aocinterpreters.com](http://www.aocinterpreters.com)**

(You may want to create a Shortcut to Desktop by clicking on File>Send>Shortcut to Desktop.)

When you open the link you will see a list called the **PORTAL**

1. CLICK ON **CUSTOMER**
2. ENTER Your **LOGIN** and **PASSWORD**

LOGIN	PASSWORD	CODEWORD

3. Enter your **CODEWORD**

This entry will usually be requested only one time. However, if you go into the system with a new computer it will request it.

You will see a screen displaying a seven day and a nine week schedule graph. This screen is the home screen.

**I. REQUESTING AN INTERPRETER**

*Note: If you are entering a request with less than 72 hours YOU MUST CALL US at 501/682-9400.*

From the home screen: On the task bar you will see several boxes on the left side, (Email -do not use this feature to email our office-, Search, Home, Log Out), 'Welcome' and your name, follow across this task bar and on the far right side you will see a **Languages** box (white) and **New Order** box.

***FOLLOW THESE STEPS TO ENTER AN INTERPRETER REQUEST:***

- a. **Choose a language** from the PULL DOWN MENU on **Languages** box.

*Note: CALL the office if the language you request is other than: SPANISH, SIGN LANGUAGE, VIETNAMESE, LAOTIAN, MARSHALLESE, KOREAN*

- b. **Click** on the **New Order** box.

A default screen with **four** sections will pop up.

On the **upper left section** enter the following information:

**APPOINTMENT DATE:** A calendar of the current month will automatically come up. Scroll accordingly if you need a different month. Click on the date you need the interpreter.

**APPOINTMENT TIME:** Enter Appt. Time using one of the following formats (0900am, 0900AM, 0900- [minus=AM] or 0530pm, 0530PM, 0530+ [plus=PM] Military Time not allowed).

**ESTIMATED TIME:** Enter estimated length of assignment indicated with numbers only no letters in this box. *Note: Unless you know for a fact - do not put more than 4 hours.*

**SERVICE NAME:** Enter name of Defendant, witnesses, victims or person needing interpreter. If you have more than 1 person needing an interpreter set for the same time or concurrently, you can put the word **“multiple”** in this box. List case info or other names in the **COMMENTS** (lower right section). **DO NOT ADD A REQUEST FOR EACH PERSON IF THEY ARE SCHEDULED DURING THE SAME TIME PERIOD.**

**SERVICE PHONE: PLEASE LEAVE THIS BOX EMPTY.**

On the **upper right section** enter the following information:

**REQUESTED BY:** Enter contact name for the court (Trial Court Assistant, Court Clerk, etc.)

**PHONE:** Enter contact phone number for the court—interpreter will call for info or if running late.

**EMAIL:** Enter email address for contact person for the court.

On the **lower left corner** enter the following information:

**APPOINTMENT ADDRESS:**

The name of the Judge and court address (that you have supplied to us) will appear in this section automatically. **Please check to make sure this is the court address where the assignment will take place as some judge’s hold court in more than one city. You do not need to change it, but add the new info to the LOCATION INFO box.**

**LOCATION INFO:** If there is additional information that needs to be given to the interpreter regarding the location of the assignment please enter it in this box.

On the **lower right corner** enter the following information:

**JOB TYPE:** Choose option that best matches the case type in the pull down menu. (This box gives you many abbreviations the most common are *HEARING, TRIAL, PLEA, ARRAIGNMENT*) please enter it in the comments box as well anything that will help our office determine what type case it will be. For example, if you chose *Hearing*, then enter divorce, custody or Suppression, etc., etc.

**GENDER: PLEASE DO NOT SELECT A GENDER.** This is for the gender of the interpreter.

**REQUESTED INTERPETER: PLEASE LEAVE THIS BOX EMPTY.**

The AOC Court Interpreter Services will monitor your request and schedule the interpreter.

**COMMENTS:** Enter the charge(s) and case number(s) involved in the case.

**IT IS VERY IMPORTANT THAT YOU PROVIDE THIS INFORMATION TO US SO THE INTERPRETERS CAN PREPARE FOR THE ASSIGNMENT.**

- c. After you have entered all the information you **must**:  
**CLICK** on **ADD** - A box will pop up asking: Are you sure you want to add appointment?
- d. **CLICK YES**
- e. Confirm your order has been accepted.

**On the upper LEFT corner you will see an Order Number such as D0409S01 (IN RED) THIS IS YOUR CONFIRMATION AND ORDER NUMBER.**

If you would like you may *print* the order for your records. You will refer to the Order Number whenever you need to make any changes to that case. If your request date is further out than nine weeks, you will need your ORDER number to view.

**NOTE: IF YOU ADD MORE INTERPRETER CASES TO THE SAME DATE AND TIME –DO NOT ADD A NEW REQUEST. SIMPLY GO INTO THE SYSTEM AND IN COMMENTS ADD THE NEW NAME AND CASE INFORMATION.**

*Note: The system is designed to let you know when information has not been entered in the correct format. If you get a pop up that says ERROR, read the instructions and make the correction.*

## **II. CHANGES AND CANCELLATIONS**

If the event you need to make any changes or cancel a request you will need to be in the ORDER. *Note: Call us you are making changes 72 hours or less.*

**1. OPEN YOUR ORDER:** Go to the web site, as you normally would. The current seven day schedule appears on the first list. The nine week schedule appears on the lower list. If your request is within the seven days it will be on this list, if it is a later date it will be on the lower portion and you will need to **click on the week of the appointment.**

A number will appear on either the **Appointments** column or **Pending** column.

**2. CLICK** on the **underlined NUMBER** on either column – You should not have more than one request for the same date and time, but you should always verify the **ORDER NUMBER** before making any changes or cancelling an order.

### **A. MAKE A CHANGE or AN UPDATE TO A REQUEST**

1. Go to the box you need to change (such as time/date/name)
2. **Enter** the new Information
3. **CLICK** on **UPDATE**

Follow this procedure for any changes you need to make to the same request. Time, date, name of defendant, or any additional information you would like to add.

### **B. HOW TO CANCEL A PREVIOUSLY MADE THE REQUEST**

On the upper right corner (at the bottom of the section) a **small box** (next to Priority) appears with the word **VOID** next to it.

1. **CLICK INSIDE** the **VOID BOX**.
2. A box will pop up, please enter the reason you are cancelling.
3. **CLICK** on **UPDATE**

The request will be automatically cancelled.

*Note:* You will not be able to void an appointment if it is less than 48 hours, and you must call us to have the appointment cancelled. ***Always call us if you are canceling an appointment if it is 72 hours or less until the appointment time.***

### **C. EXPLANATION OF TERMS AND OTHER USEFUL ITEMS**

**Seven Day Schedule** = The current week (this includes Saturday and Sunday) **Nine**

**Week Schedule** = A list per week of nine weeks available for view. (if you have requested for a date further out than the nine weeks, you will need your ORDER number to view.)

**Appointments Column**= column indicates the day of the week number of assignments for that date.

**Pending** = column indicates the number of assignments filled. Assignment will remain in this column until that date has passed and the assignment has been completed.

**Unfilled** = column indicates the number of appointments that have either not been assigned to interpreters or that have not been accepted by interpreters.

**Block Appointment** = Change this only if case specifically requires a Certified Interpreter. PLEASE DO NOT SELECT THIS EVERY TIME YOU ENTER A REQUEST

**Series** = After the appointment has been added, this box will allow you to schedule a series of appointments for the same case/defendant. This feature will open a new window where all the information is the same except for the Appointment Date, Appointment Time, and Estimated Time.

If you have any questions, problems or forget your Login, Password, or Codeword please do not hesitate to contact our office for help at 501-682-9400 or 800-950-8821.