

ARKANSAS SUPREME COURT ADMINISTRATIVE OFFICE OF THE COURTS COURT INTERPRETER SERVICES



ON-LINE INTERPRETER SCHEDULING PROGRAM INFORMATION

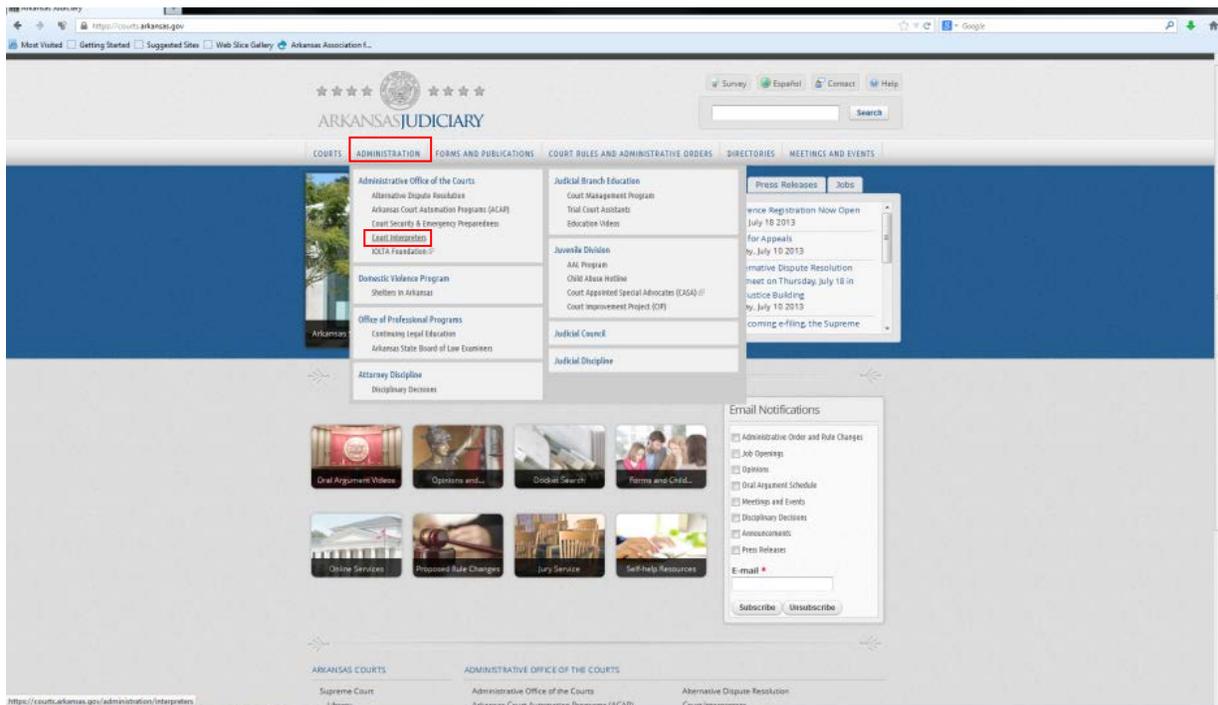
<https://courts.arkansas.gov>

| LOGIN | PASSWORD | CODEWORD |
|-------|----------|----------|
| | | |

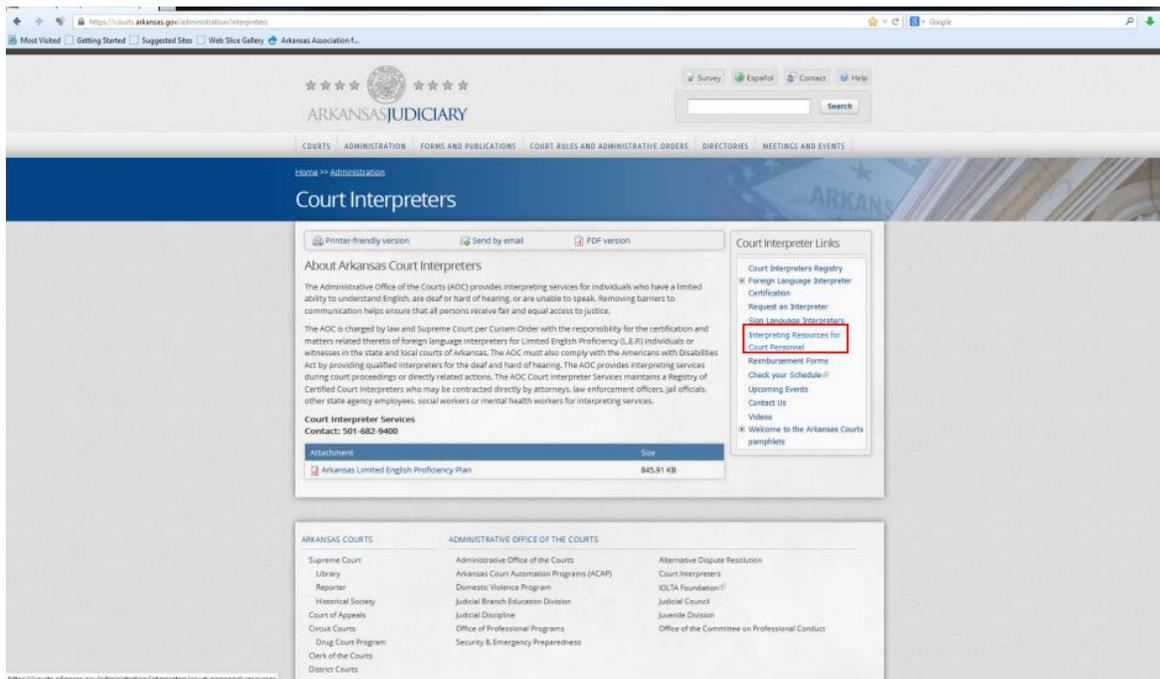
(Print this page and enter your Login, Password and Codeword for future reference)

Accessing the Online Scheduling Program

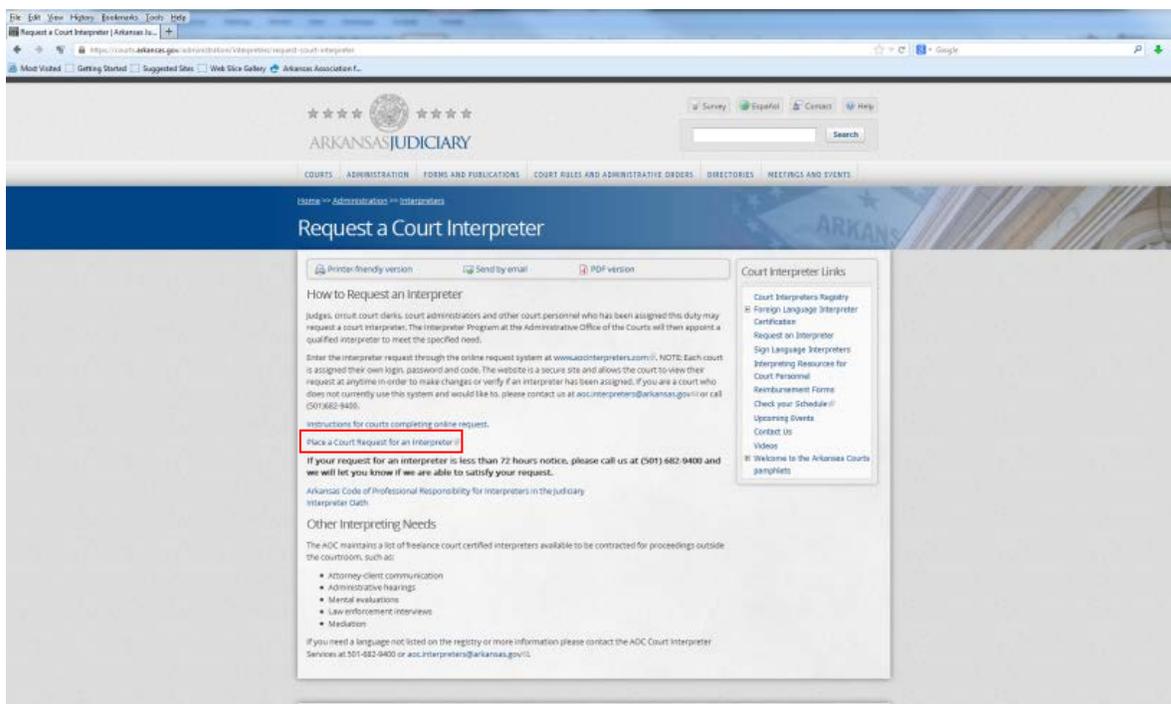
To access the online scheduling program go to <https://courts.gov>, place your mouse cursor on the “ADMINISTRATION” link and choose “Court Interpreters”:



Click on “Interpreting Resources for Court Personnel”:



Click on “Place a Court Request for an Interpreter”. This will take you to the online request system.



Click on “Customers”



This will take you to the customer login screen. On this screen enter your username and password as provided to you by the AOC Court Interpreter Services and click login:

The first time you use the system a page requesting your codeword will appear the first time you use the system, however if you are using a different computer, it will appear again. Enter your codeword as provided by the AOC Court Interpreter Services and click login:

Submitting an Interpreter Request

Note: If the interpreter is needed in less than 72 hours
YOU MUST CALL COURT INTERPRETER SERVICES at 501-682-9400.

Your home screen will appear. On left side of the task bar (across the top) there are several boxes (Email, Search, Home) followed by Welcome and your name. **Do not use the “email” button to contact Court Interpreter Services.** On the top right of the screen there is a box for Language and New Order. Choose the language from the pull down menu and click the New Order box.

| Appointments | Pending | Unfilled | Agreed | Unseen | Total |
|--------------|---------|----------|--------|--------|-------|
| 07/22 MON | 0 | 0 | 0 | 0 | 0 |
| 07/23 TUE | 0 | 0 | 0 | 0 | 0 |
| 07/24 WED | 0 | 0 | 0 | 0 | 0 |
| 07/25 THU | 0 | 0 | 0 | 0 | 0 |
| 07/26 FRI | 0 | 0 | 0 | 0 | 0 |
| 07/27 SAT | 0 | 0 | 0 | 0 | 0 |
| 07/28 SUN | 0 | 0 | 0 | 0 | 0 |

| Appointments | Pending | Unfilled | Agreed | Unseen | Total |
|-----------------------|---------|----------|--------|--------|-------|
| 07/22 MON - 07/28 SUN | 0 | 0 | 0 | 0 | 0 |
| 07/29 MON - 08/04 SUN | 0 | 0 | 0 | 0 | 0 |
| 08/05 MON - 08/11 SUN | 0 | 0 | 0 | 0 | 0 |
| 08/12 MON - 08/18 SUN | 0 | 0 | 0 | 0 | 0 |
| 08/19 MON - 08/25 SUN | 0 | 0 | 0 | 0 | 0 |
| 08/26 MON - 09/01 SUN | 0 | 0 | 0 | 0 | 0 |
| 09/02 MON - 09/08 SUN | 0 | 0 | 0 | 0 | 0 |
| 09/09 MON - 09/15 SUN | 0 | 0 | 0 | 0 | 0 |
| 09/16 MON - 09/22 SUN | 0 | 0 | 0 | 0 | 0 |

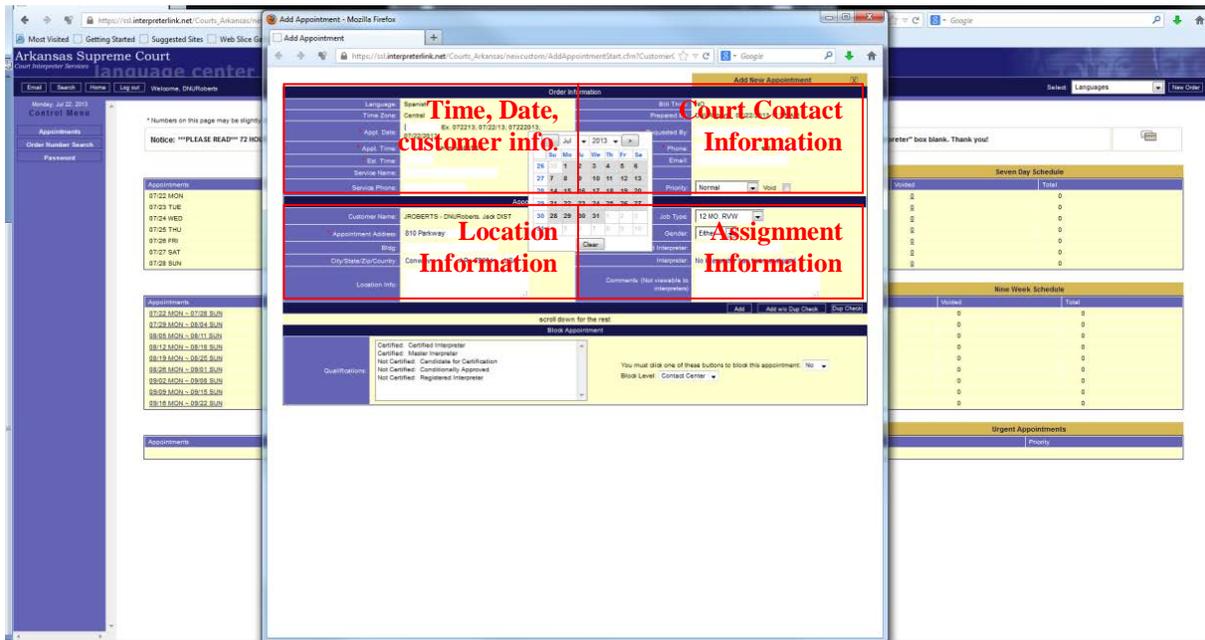
The following languages may be ordered through this system:

- Spanish
- Sign Language
- Vietnamese
- Loation
- Marshallese
- Korean

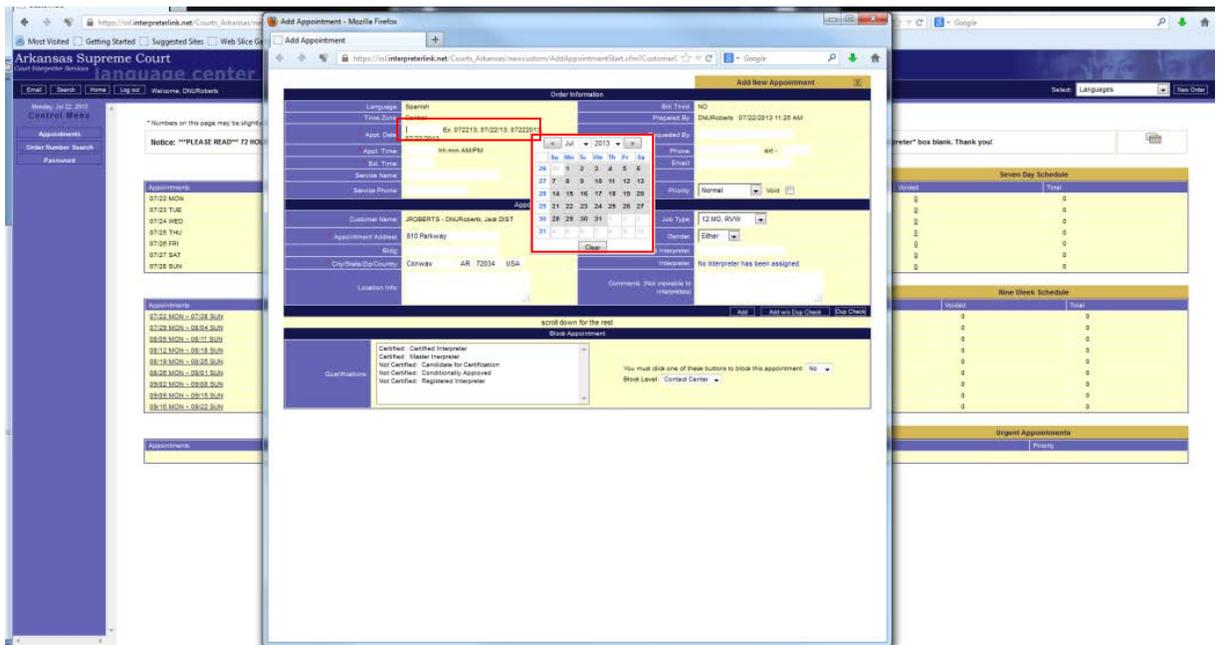
All others must be called into Court Interpreter Services.

Once a language has been selected and “New Request” has been clicked, the default screen will appear. The screen is divided into 4 sections:

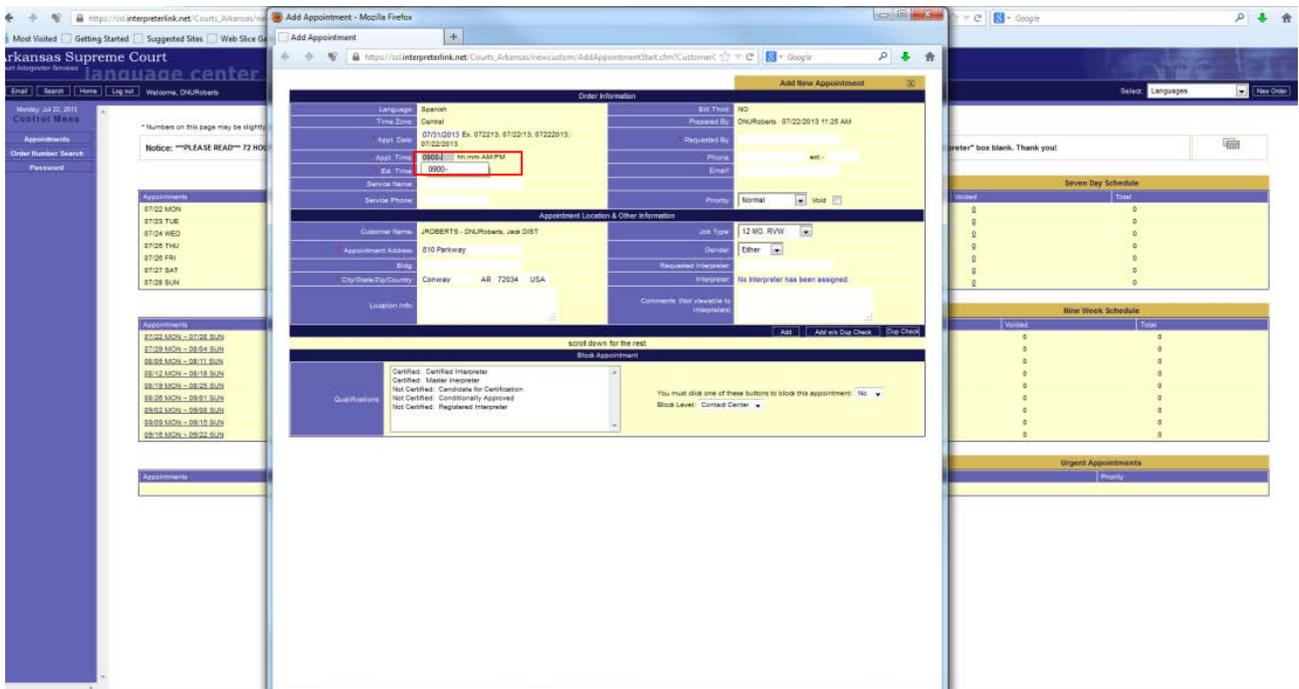
1. Time, date and customer information
2. Contact information for the court
3. Location information
4. Assnment information



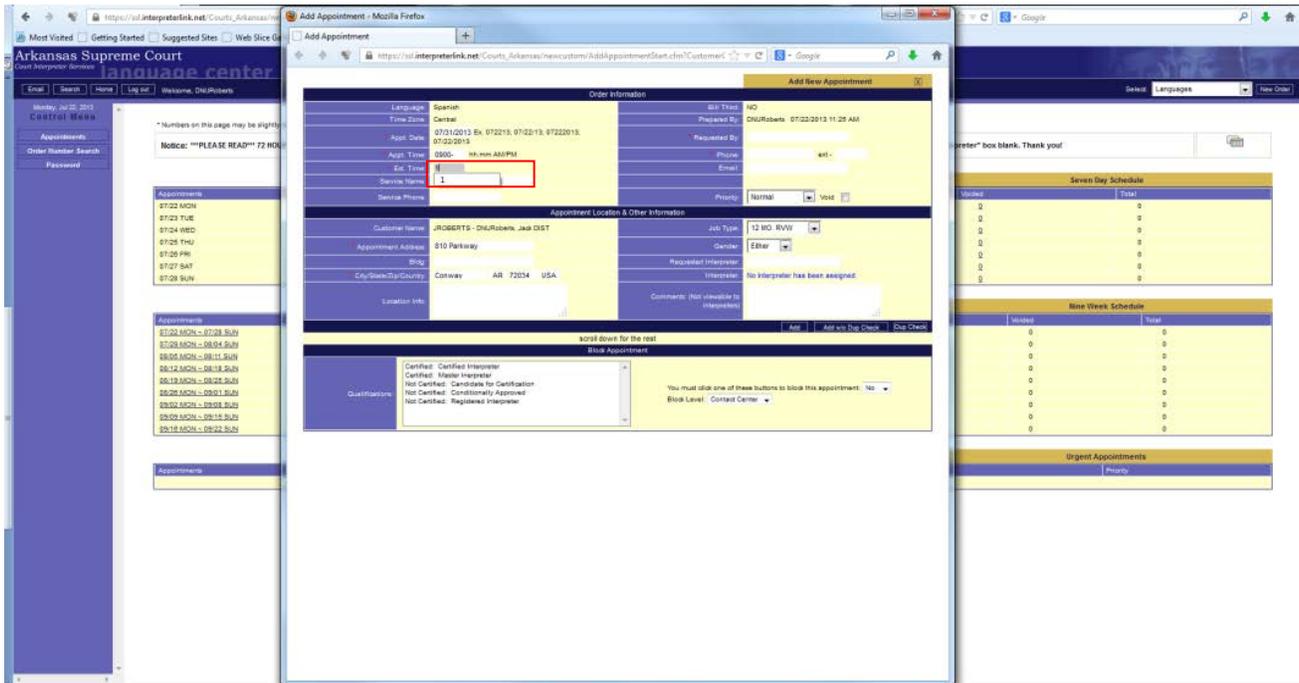
Click on the appointment date and a calendar of the current month will automatically appear. Scroll forward to another month if needed and click on the date that the interpreter is being requested for.



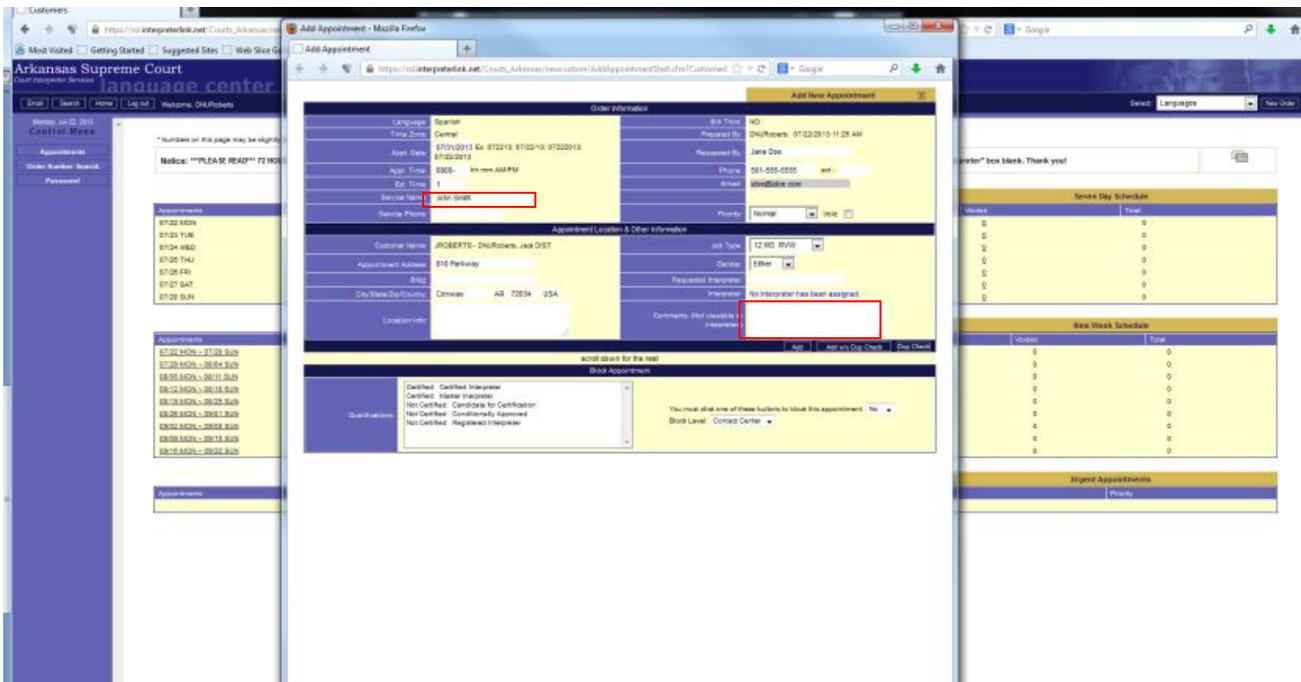
Enter the appointment time with no colon or letters. Use the minus (-) symbol for am and the plus (+) symbol for pm. For example, 9:00 am would be entered as 0900- and 9:00 pm would be entered as 0900+.



Enter the estimated length of the assignment using only numbers and no letters. **Do not enter an assignment that is longer than 4 hours without first confirming the length of the assignment.**



Enter the name of the person needing the interpreter (defendant, witness, victim). If more than one individual requires an interpreter on the same date and time, put the word “multiple” in this box. In the “Comments”, list the names, case numbers and names of the individuals. **Do not enter a new request for each case.**



The name of the Judge and the address of the court will automatically populate. Check to ensure that this is the court address where the assignment will take place as some judges hold court in more than one city. If it is incorrect, add the correct address to the “Location Info” box. This box can also be used if there is additional information that needs to be supplied to the interpreter regarding the location of the assignment; for example, a

landmark which will aid the interpreter to locate the court building.

Order Information

| | | | |
|---------------|--------------------------------------|--------------|---------------------------------|
| Language | Spanish | EST Time | NO |
| Time Zone | Central | Requested By | DHS/Roberts 07/22/2013 11:28 AM |
| App. Date | 07/21/2013 Ex: 07/22/13; 07/22/2013; | Requested By | Jane Doe |
| App. Time | 0900 - 10:00 AM (M-F) | Phone | 501-555-5555 ext - |
| Est. Time | 1 | Email | 501@501.com |
| Service Name | John Smith | Priority | Normal |
| Service Phone | | Void | <input type="checkbox"/> |

Appointment Location & Other Information

| | | | |
|---------------------|-----------------------------------|-----------------------|-----------------------------------|
| Customer Name | JROBERTS - DHS/Roberts, Jack DIST | Job Type | 12 MO. RVW |
| Appointment Address | 810 Parkway | Gender | Other |
| City/State/Country | Conway AR 72034 USA | Requested Interpreter | Interpreter |
| Location Info | | Comments | No interpreter has been assigned. |

Block Appointment

| | |
|-------------------|---|
| Block Appointment | You must click one of these buttons to block this appointment. No |
| Block Level | Contact Center |

Enter the name of the court trial court assistant, court clerk, etc in the “Requested By” section. Also, enter a good contact phone number (should the interpreter need to contact the court if they are late or to confirm an assignment), and an email address for the contact person.

Order Information

| | | | |
|---------------|--------------------------------------|--------------|---------------------------------|
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| Time Zone | Central | Requested By | DHS/Roberts 07/22/2013 11:28 AM |
| App. Date | 07/21/2013 Ex: 07/22/13; 07/22/2013; | Requested By | Jane Doe |
| App. Time | 0900 - 10:00 AM (M-F) | Phone | 501-555-5555 ext - |
| Est. Time | 1 | Email | 501@501.com |
| Service Name | John Smith | Priority | Normal |
| Service Phone | | Void | <input type="checkbox"/> |

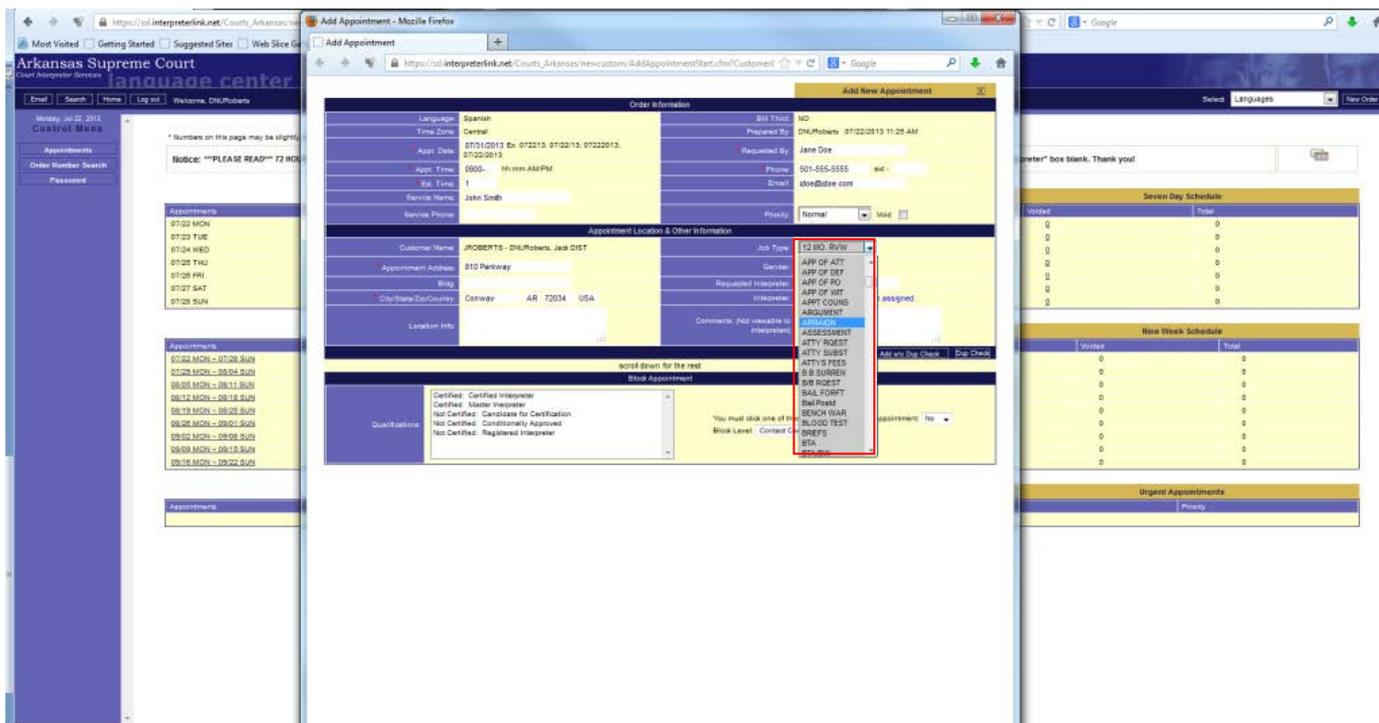
Appointment Location & Other Information

| | | | |
|---------------------|-----------------------------------|-----------------------|-----------------------------------|
| Customer Name | JROBERTS - DHS/Roberts, Jack DIST | Job Type | 12 MO. RVW |
| Appointment Address | 810 Parkway | Gender | Other |
| City/State/Country | Conway AR 72034 USA | Requested Interpreter | Interpreter |
| Location Info | | Comments | No interpreter has been assigned. |

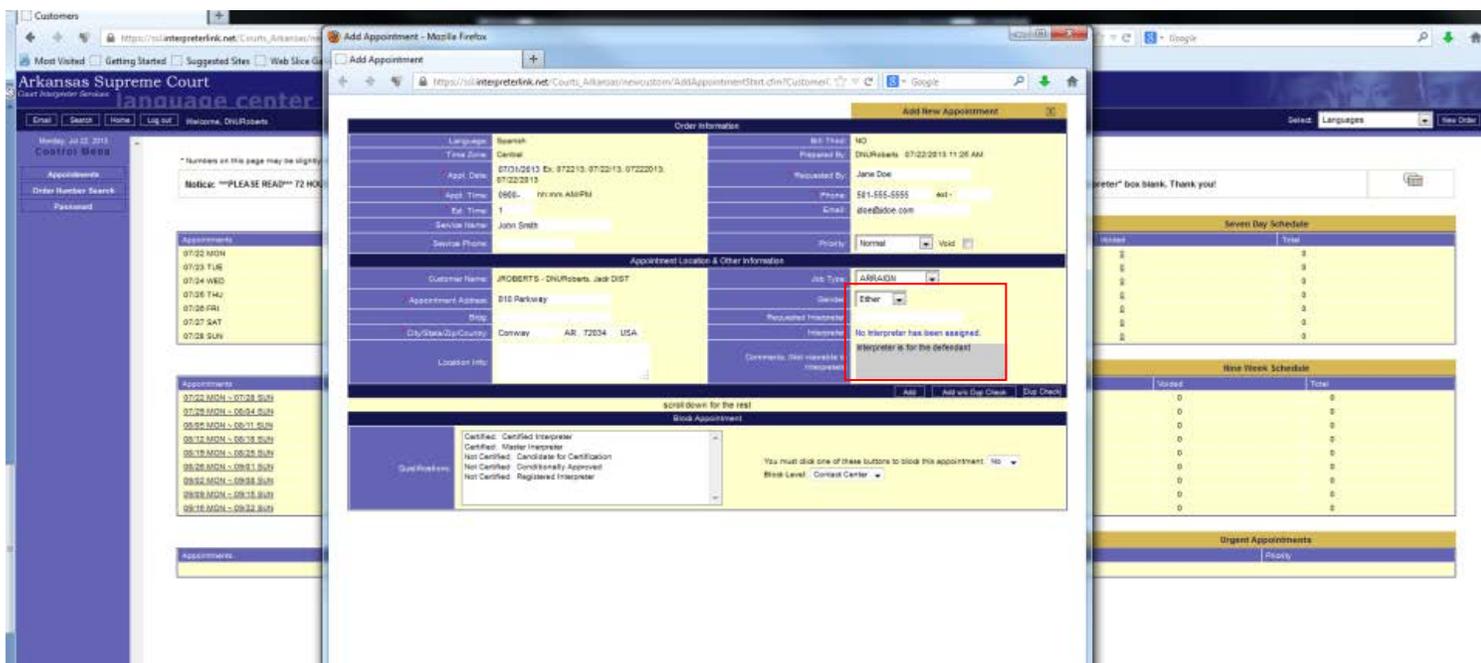
Block Appointment

| | |
|-------------------|---|
| Block Appointment | You must click one of these buttons to block this appointment. No |
| Block Level | Contact Center |

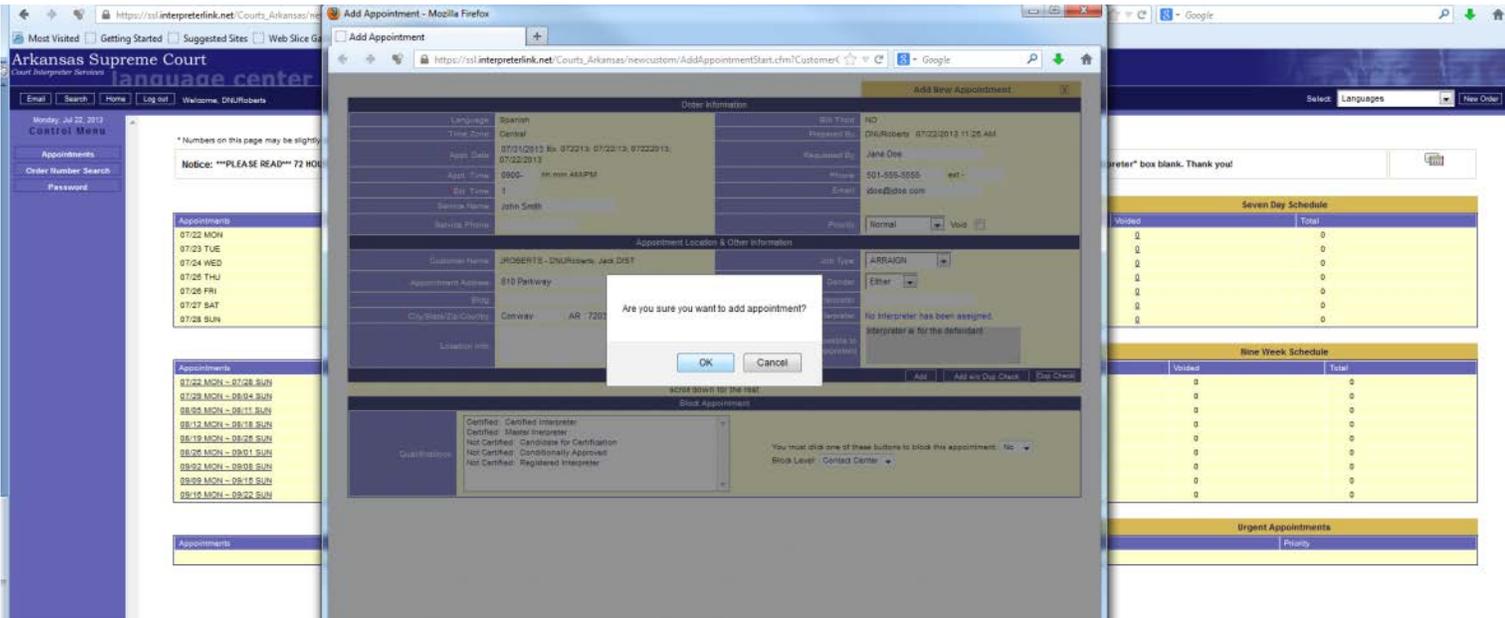
Click on the arrow next to “Job Type” and choose the option that best matches the type of case. There are many abbreviations, however the most common requests are: hearing, trial, plea and arraignment. Also enter any information in the comments box that would help Court Interpreter Services determine what type of case it is. For example, if choosing “Hearing”, add “Divorce”, “Custody”, “Suppression”, etc. in the comments section.



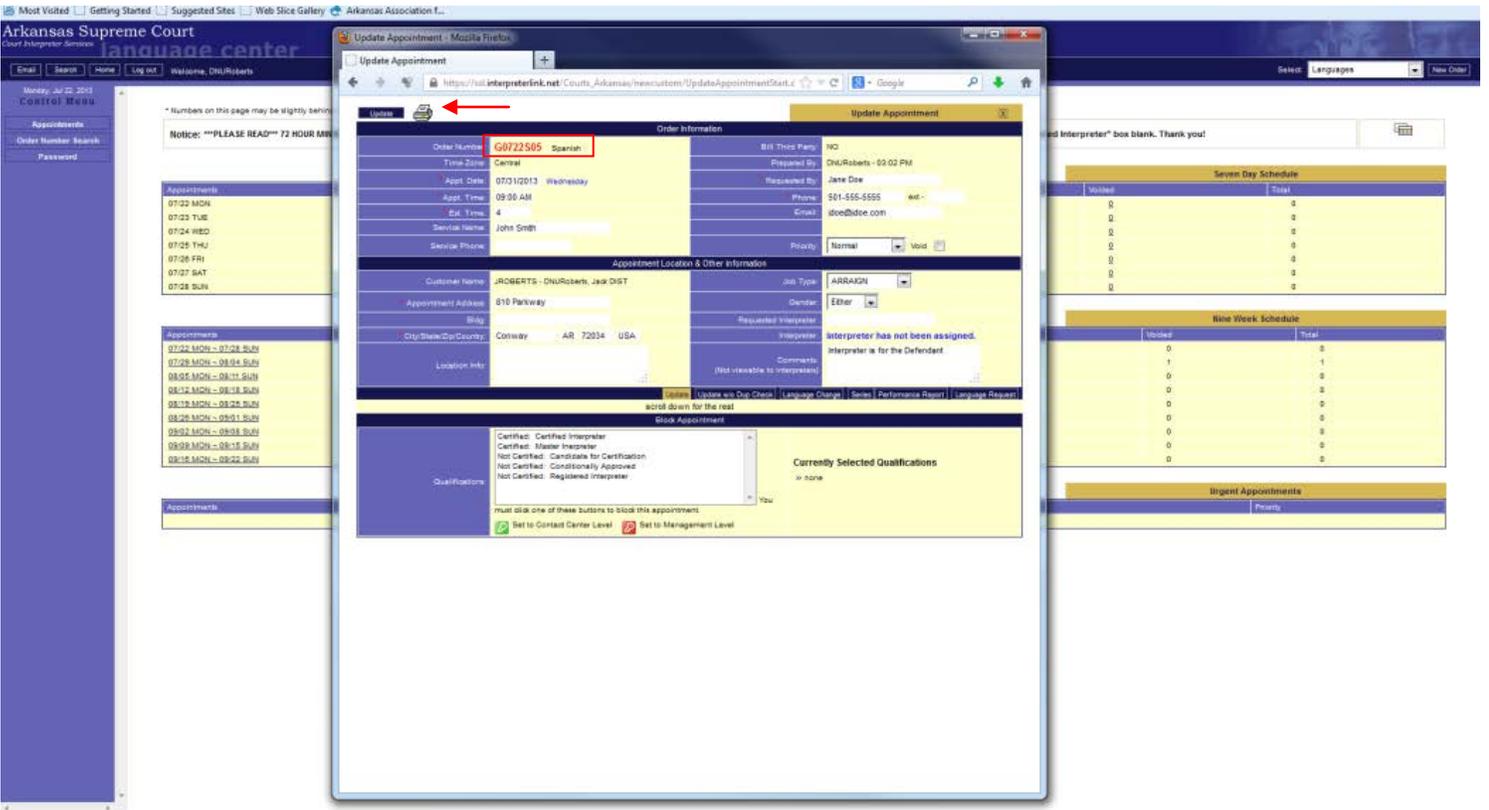
Do not choose a gender. This refers to the gender of the interpreter if a special request is being made. Do not put a name in the “Requested Interpreter” box; Court Interpreter Services will monitor your request and schedule the interpreter. In the Comments section enter the charge(s) and case number(s). **This information is imperative to aiding the interpreter in properly preparing for the assignment.**



Once the information has been entered, click “add” (bottom right section) and a message will appear asking “Are you sure you want to add appointment?” Click “OK”.



A number will appear in the upper left-hand corner. This number is both the order and confirmation number. You can print the order by clicking on the print icon on the upper left. This can be kept for your records or attached to the docket for that date.



Print Appointment

https://ssl.interpreterlink.net/Courts_Arkansas/newcustom/PrintAppointment.cfm?rec

[Print Document](#)

Order Information

| | | |
|--------------------------|---------|-------------------------------------|
| Order Number: 06722806 | Spanish | Bill Third Party: NO |
| Time Zone: Central | | Requested By: DNJRoberts - 03:02 PM |
| Appt. Date: 07/31/2013 | | Requested By: Jane Doe |
| Appt. Time: 09:00 AM | | Phone: 501-555-5555 ext |
| Est. Time: 4 | | Email: jdoe@jdoe.com |
| Service Name: John Smith | | Bill Code: |
| Service Phone: | | Priority: N |

Appointment Location & Other Information

| | |
|---|--|
| Customer Name: JROBERTS - DNJRoberts, Jane DIST | Job Type: A |
| Address: 610 Parkway | Gender: E |
| Blg: | Requested Interpreter: |
| City/State/Zip/Country: Conway, AR 72034 | Interpreter: |
| Location Info: | Comments: Interpreter is for the Defendant |

CHANGES AND CANCELLATIONS

Changes or cancellations must be made within the order itself. *If the appointment is within 72 hours or less, please call the Court Interpreter Services. The program will not allow a cancellation less than 48 hours in advance. This must be called into Court Interpreter Services.*

To change or cancel an order, open the Court Interpreter scheduling website. The home screen is divided into two parts. The upper list shows the seven day schedule and the bottom is a nine week schedule. If the order is within seven days, it will appear in the upper portion. If it is beyond that, it will appear in the appropriate week on the lower section of the screen. A number will appear in either the “Appointments” or “Pending” column. Click on the underlined number in either column and a list will appear of the assignments for the court for that date.

The screenshot shows the Arkansas Supreme Court language center website. The page has a blue header with the site name and navigation links. A control menu on the left includes 'Appointments', 'Order Number Search', and 'Password'. The main content area features a 'Seven Day Schedule' table and a 'Nine Week Schedule' table. A red box highlights the 'Seven Day Schedule' table, with a red arrow pointing to the 'Unfilled' column. A red box also highlights the 'Nine Week Schedule' table, with the text 'Weekly View' overlaid in red. Below these tables is an 'Urgent Appointments' section with a message: 'Currently you have no urgent appointments'.

| Seven Day Schedule | | | | | | |
|--------------------|---------|----------|--------|--------|-------|--|
| Appointments | Pending | Unfilled | Urgent | Voided | Total | |
| 07:29 MON | 0 | 0 | 0 | 0 | 0 | |
| 07:30 TUE | 0 | 0 | 0 | 0 | 0 | |
| 07:31 WED | 0 | 0 | 0 | 0 | 1 | |
| 08:01 THU | 0 | 0 | 0 | 0 | 0 | |
| 08:02 FRI | 0 | 0 | 0 | 0 | 0 | |
| 08:03 SAT | 0 | 0 | 0 | 0 | 0 | |
| 08:04 SUN | 0 | 0 | 0 | 0 | 0 | |

| Nine Week Schedule | | | | | | |
|-----------------------|---------|----------|--------|--------|-------|--|
| Appointments | Pending | Unfilled | Urgent | Voided | Total | |
| 07:29 MON - 07:29 SUN | 0 | 0 | 0 | 0 | 0 | |
| 07:29 MON - 08:04 SUN | 0 | 1 | 0 | 0 | 1 | |
| 08:05 MON - 08:11 SUN | 0 | 0 | 0 | 0 | 0 | |
| 08:12 MON - 08:18 SUN | 0 | 0 | 0 | 0 | 0 | |
| 08:19 MON - 08:25 SUN | 0 | 0 | 0 | 0 | 0 | |
| 08:26 MON - 08:31 SUN | 0 | 0 | 0 | 0 | 0 | |
| 08:32 MON - 08:38 SUN | 0 | 0 | 0 | 0 | 0 | |
| 08:39 MON - 08:45 SUN | 0 | 0 | 0 | 0 | 0 | |
| 08:46 MON - 08:52 SUN | 0 | 0 | 0 | 0 | 0 | |

| Urgent Appointments | | | | |
|---|---------|----------|--------------|----------|
| Appointments | Order # | Customer | Interpreters | Priority |
| Currently you have no urgent appointments | | | | |

Confirm that the order number is correct and click it; the request will appear.

The screenshot shows a table titled 'Unfilled Appointments for 07/31/13'. The table has columns for Date, Time, Order #, LCI, Customer, RCR/Requested Contractor, Interpreter, Service Name, and Job Type. The first row is highlighted in yellow, and the 'Order #' cell is enclosed in a red box.

| Date | Time | Order # | LCI | Customer | RCR/Requested Contractor | Interpreter | Service Name | Job Type |
|----------|----------|----------|-----|------------------------|--------------------------|-------------|--------------|----------|
| 07/31/13 | 09:00 AM | 69722302 | | DNU/Roberts, Jack DIST | | Interpreter | John Smith | APPROXIM |

Make any changes or update any information that is necessary and click “Update” in the upper left hand part of the screen.

If you wish to void the request, click the “void” box next to the “Priority” drop down menu. A box will appear requesting the reason why the cancellation is being made. Click “Update”. **A request cannot be voided if the assignment is within 48 hours. Call Court Interpreter Services if it is 72 hours or less until the appointment time.**

Additional Information

- **Seven Day Schedule:** The current week (including Saturday and Sunday)
- **Week Schedule:** A nine week schedule divided into weeks. If the order is greater than nine weeks out, use the order number to access the appointment.
- **Appointments Column:** Indicates the number of assignments on a particular date.
- **Pending:** Indicates the number of assignments that have been filled. Assignments remain in the column until the following day and the assignment has been completed
- **Unfilled:** Indicates the number of appointments that have either not been assigned to interpreters or that have not been accepted by interpreters.
- **Block Appointment:** *Use this ONLY if a certified Interpreter is required.*
- **Series:** After an appointment has been added, this box will enable a series of appointments to be scheduled for the same case and/or defendant. This feature opens a new window which has all of the appointment information in it except for the date, time and estimated time.