

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.arkansas.gov>, place your mouse cursor on the “ADMINISTRATION” link and choose “Court Interpreters”:

The screenshot shows the Arkansas Judiciary website interface. At the top, there are navigation links for Survey, Español, Contact, and Help, along with a search bar. The main navigation menu includes COURTS, ADMINISTRATION (highlighted), FORMS AND PUBLICATIONS, COURT RULES AND ADMINISTRATIVE ORDERS, DIRECTORIES, and MEETINGS AND EVENTS. A dropdown menu is open under ADMINISTRATION, listing various services. 'Court Interpreters' is highlighted in this menu. Other items in the dropdown include: Administrative Office of the Courts, Alternative Dispute Resolution, Arkansas Court Automation Programs (ACAP), Court Security & Emergency Preparedness, IOLTA Foundation, Domestic Violence Program, Shelters in Arkansas, Office of Professional Programs, Continuing Legal Education, Arkansas State Board of Law Examiners, Attorney Discipline, Disciplinary Decisions, Judicial Branch Education, Court Management Program, Trial Court Assistants, Education Videos, Juvenile Division, AAL Program, Child Abuse Hotline, Court Appointed Special Advocates (CASA), Court Improvement Project (CIP), Judicial Council, and Judicial Discipline. On the right side, there are links for Press Releases and Jobs, and a list of recent news items.

Click on "Request an Interpreter"

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Court Interpreters

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About Arkansas Court Interpreters

The Administrative Office of the Courts (AOC) provides interpreting services for individuals who have a limited ability to understand English, are deaf or hard of hearing, or are unable to speak. Removing barriers to communication helps ensure that all persons receive fair and equal access to justice.

The AOC is charged by law and Supreme Court per Curiam Order with the responsibility for the certification and matters related thereto of foreign language interpreters for Limited English Proficiency (L.E.P.) individuals or witnesses in the state and local courts of Arkansas. The AOC must also comply with the Americans with Disabilities Act by providing qualified interpreters for the deaf and hard of hearing. The AOC provides interpreting services during court proceedings or directly related actions. The AOC Court Interpreter Services maintains a Registry of Certified Court Interpreters who may be contracted directly by attorneys, law enforcement officers, jail officials, other state agency employees, social workers or mental health workers for interpreting services.

Court Interpreter Services

Contact: 501-682-9400

Attachment	Size
Arkansas Limited English Proficiency Plan	845.91 KB

Court Interpreter Links

- Foreign Language Interpreter Certification
- Request an Interpreter**
- Sign Language Interpreters
- Interpreting Resources for Court Personnel
- Reimbursement Forms
- Check your Schedule
- Court Interpreters Registry
- Court Interpreter Resources
- Upcoming Events
- Contact Us
- Videos
- Welcome to the Arkansas Courts pamphlets

Click on "Place a Court Request for an Interpreter". This will take you to the Customer Login page on the online request system.

Home >> Administration >> Interpreters

Request a Court Interpreter

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How to Request an Interpreter

Judges, circuit court clerks, court administrators and other court personnel who has been assigned this duty may request a court interpreter. The Interpreter Program at the Administrative Office of the Courts will then appoint a qualified interpreter to meet the specified need.

Enter the interpreter request through the online request system at www.aocinterpreters.com. NOTE: Each court is assigned their own login, password and code. The website is a secure site and allows the court to view their request at anytime in order to make changes or verify if an interpreter has been assigned. If you are a court who does not currently use this system and would like to, please contact us at aoc.interpreters@arkansas.gov or call (501)682-9400.

Instructions for courts completing online request.

Place a Court Request for an Interpreter

If your request for an interpreter is less than 72 hours notice, please call us at (501) 682-9400 and we will let you know if we are able to satisfy your request.

Arkansas Code of Professional Responsibility for Interpreters in the Judiciary
Interpreter Oath

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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:

customer login

Arkansas Supreme Court
Court Interpreter Services

Login ID Username

Password ●●●●●●●●

login

Using Arkansas Courts online language center, you can place your interpreter requests as well as check availability and order status. Your order is immediately processed and forwarded to available interpreters.

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:

codeword

Codeword ●●●●●●●●

login

Submitting an Interpreter Request

Note: If the interpreter is needed in less than 72 hours (business 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.

The screenshot shows the Arkansas Supreme Court Court Interpreter Services language center interface. At the top, there is a navigation bar with buttons for Email (with a red X over it), Search, Home, Log out, and a Welcome message. A dropdown menu for 'Select: Languages' is open, and a 'New Order' button is visible. Below the navigation bar, there is a 'Control Menu' on the left with buttons for Appointments, Order Number Search, Profile, Passwords, Invoices, and Reports. The main content area displays a notice: '***PLEASE READ*** 72 HOUR MINIMUM POLICY: IF THE DATE REQUESTED IS 72 HRS OR LESS FROM DATE REQUEST IS MADE, NOTIFY OUR OFFICE IMMEDIATELY AT 501-682-9400. Notice: Please leave the "Requested Interpreter" box blank. Thank you!'. Below the notice is a 'Seven Day Schedule' table.

					Seven Day Schedule	
Appointments	Pending	Unfilled	Urgent	Voided	Total	
09/19 THU	0	0	0	0	0	
09/20 FRI	0	0	0	0	0	
09/21 SAT	0	0	0	0	0	
09/22 SUN	0	0	0	0	0	
09/23 MON	0	0	0	0	0	
09/24 TUE	0	0	0	0	0	
09/25 WED	0	0	0	0	0	

The following languages may be ordered through this system:

- **Marshallese**
- **Sign Language**
- **Spanish**
- **Vietnamese**

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. Case Information: Time, Date and Name of L.E.P. individual needing interpreter
2. Court Contact Information
3. Court Location Information
4. Interpreter Information

Add New Appointment X

Order Information

CASE INFO	Language: Spanish	Bill Third: NO
	Time Zone: Central	Prepared By: <input type="text"/>
CASE DATE	* Appt. Date: <input type="text"/> Ex. 091913; 09/19/13; 09192013; 09/19/2013	* Requested By: NAME OF PERSON SUBMITTING REQUEST
TIME	* Appt. Time: <input type="text"/> hh:mm AM/PM	* Phone: # OF PERSON MAKING REQUEST <input type="text"/>
	* Est. Time: EST TIME INTERPRETER NEEDED	Email: EMAIL OF PERSON MAKING REQUEST
	Service Name: NAME OF PERSON NEEDING INTERPRETER	Priority: Normal <input type="checkbox"/> Void <input type="checkbox"/>
	Service Phone: LEAVE THIS FIELD BLANK <input type="text"/>	

Appointment Location & Other Information

COURT LOCATION INFO	Customer Name: JUDGE'S NAME WILL BE HERE BY DEFAULT	INTERPRETER INFO	Job Type: CHANGE JOB TYPE TO TYPE OF CASE:
	* Appointment Address: ADDRESS INTERPRETER SHOULD GO TO		Gender: Either HEARING, PLEA, TRIAL, ETC...
	Bldg: <input type="text"/>	Requested Interpreter: LEAVE BLANK	Interpreter: ONCE ASSIGNED, YOU WILL SEE NAME HERE
	* City/State/Zip/Country: <input type="text"/>	Comments: (Not viewable to interpreters)	<input type="text"/>
	Location Info: ANY INFO INTERPRETER SHOULD BE MADE AWARE OF CAN GO HERE. CASE #, CHARGES, PRO SE OR ATTY NAME, ETC...		

Add Add w/o Dup Check Dup Check

scroll down for the rest

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.

Add New Appointment X

Order Information

Language: Spanish	Bill Third: NO
Time Zone: Central	Prepared By: <input type="text"/>
* Appt. Date: <input type="text"/> Ex. 091913; 09/19/13; 09192013;	* Requested By: <input type="text"/>
* Appt. Time: <input type="text"/>	* Phone: <input type="text"/> ext - <input type="text"/>
* Est. Time: <input type="text"/>	Email: <input type="text"/>
Service Name: <input type="text"/>	Priority: Normal <input type="checkbox"/> Void <input type="checkbox"/>
Service Phone: <input type="text"/>	

Appointment Location & Other Information

Customer Name: <input type="text"/>	Job Type: 12 MO. RVW <input type="checkbox"/>
* Appointment Address: <input type="text"/>	Gender: Either <input type="checkbox"/>
Bldg: <input type="text"/>	Requested Interpreter: <input type="text"/>
* City/State/Zip/Country: <input type="text"/> AR 72012 USA	Interpreter: No Interpreter has been assigned.
Location Info: <input type="text"/>	Comments: (Not viewable to interpreters)

Add Add w/o Dup Check Dup Check

scroll down for the rest



- 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 “Location Info” or “Comments” section, list the 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, **change the address to the correct location** the interpreter needs to go to.
- 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.
- Click on the arrow next to “Job Type” drop down box and choose the option that best matches the type of case. There are many abbreviations, however the most common requests are: HEARING, TRIAL, PLEA, ARRAIGN. Also enter any information in the “Location Info” 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 location info or 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 “Location Info” section enter the charge(s) and case number(s). **This information is imperative to aiding the interpreter in properly preparing for the assignment.**

Order Information				Add New Appointment <input checked="" type="checkbox"/>		
Language:	Spanish		Bill Third:	NO		
Time Zone:	Central		Prepared By:	<input type="text"/>		
* Appt. Date:	09/19/2013 Ex. 091913; 09/19/13; 09192013; 09/19/2013		* Requested By:	Jane Doe, TCA <input type="text"/>		
* Appt. Time:	0900-	<input type="text"/> hh:mm AM/PM	* Phone:	501-000-0000	ext - <input type="text"/> 0	
* Est. Time:	<input type="text"/> 2		Email:	your.email@youremail.com <input type="text"/>		
Service Name:	John Hernandez (Defendant) <input type="text"/>					
Service Phone:	LEAVE BLANK <input checked="" type="checkbox"/>		Priority:	Normal <input type="checkbox"/> Void <input type="checkbox"/>		
Appointment Location & Other Information						
Customer Name:	JUDGE'S NAME WILL BE HERE BY DEFAULT			Job Type:	TRIAL <input type="text"/>	
* Appointment Address:	PHYSICAL ADDRESS <input type="text"/>			Gender:	Either <input checked="" type="checkbox"/>	
Bldg:	COURTROOM 4 <input type="text"/>			Requested Interpreter:	LEAVE BLANK <input checked="" type="checkbox"/>	
* City/State/Zip/Country:	YOUR CITY	AR	ZIP	USA	Interpreter:	No Interpreter has been assigned.
Location Info:	CR-2013-1324 Charges: DWI 2, no DL, no Ins <input type="text"/>			Comments: (Not viewable to interpreters)	<input type="text"/>	
			Add		Add w/o Dup Check	Dup Check

scroll down for the rest

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

Add New Appointment ✕

Order Information			
Language:	Spanish	Bill Third:	NO
Time Zone:	Central	Prepared By:	Derrick, Mark DIST 09/19/2013 10:30 AM
* Appt. Date:	09/19/2013 Ex. 091913; 09/19/13; 09192013; 09/19/2013	* Requested By:	Jane Doe, TCA
* Appt. Time:	0900- hh:mm AM/PM	Phone:	501-000-0000 ext - 0
* Est. Time:	2	Email:	your.email@youremail.com
Service Name:	John Hernandez (Defe	Priority:	Normal <input type="checkbox"/> Void <input type="checkbox"/>
Service Phone:	LEAVE BLANK	Job Type:	TRIAL
Appointment Location & Other Information			
Customer Name:	MDERRICK - Derrick, Ma	Gender:	Either
* Appointment Address:	PHYSICAL ADDRESS	Requested Interpreter:	LEAVE BLANK
Bldg:	COURTROOM 4	Interpreter:	No Interpreter has been assigned.
* City/State/Zip/Country:	YOUR CITY AR ZIP USA	Comments: (Not viewable to interpreters)	
Location Info:	CR-2013-1324 Charges: DWI 2, no DL, no Ins		

Add Add w/o Dup Check Dup Check

scroll down for the rest

A number will appear in red 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.

Update Appointment ✕

Order Information			
Order Number:	G0919S09 Spanish	Bill Third Party:	NO
Time Zone:	Central	Prepared By:	
* Appt. Date:	09/19/2013 Thursday	* Requested By:	Jane Doe, TCA
* Appt. Time:	09:00 AM	* Phone:	501-000-0000 ext - 0
* Est. Time:	2	Email:	your.email@youremail.com
Service Name:	John Hernandez (Defendant)	Priority:	Normal <input type="checkbox"/> Void <input type="checkbox"/>
Service Phone:		Job Type:	12 MO. RVW
Appointment Location & Other Information			
Customer Name:		Gender:	Either
* Appointment Address:	PHYSICAL ADDRESS	Requested Interpreter:	
Bldg:	COURTROOM 4	Interpreter:	Interpreter has not been assigned.
* City/State/Zip/Country:	YOUR CITY AR 72201 USA	Comments: (Not viewable to interpreters)	
Location Info:	CR-2013-1324 Charges: DWI 2, no DL, no Ins		

WARNING! You cannot change this appointment because the appointment is in less than 24 hours from now. You Must call Arkansas Courts to notify this appointment if you need changes on this appointment.

CHANGES AND CANCELLATIONS

Changes or cancellations must be made within the order itself.

If the appointment is within 72 business hours or less, please call the Court Interpreter Services.

The program will not allow a change or cancellation less than 24 hours in advance.

This must be called into Court Interpreter Services at 501-682-9400.

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.

* Numbers on this page may be slightly behind. For performance reasons, these numbers are eventually consistent

Notice: *PLEASE READ*** 72 HOUR MINIMUM POLICY: IF THE DATE REQUESTED IS 72 HRS OR LESS FROM DATE REQUEST IS MADE, NOTIFY OUR OFFICE IMMEDIATELY AT 501-682-9400. Notice: Please leave the "Requested Interpreter" box blank. Thank you!**

					Seven Day Schedule	
Appointments	Pending	Unfilled	Urgent	Voided	Total	
09/19 THU		1	0	0	1	
09/20 FRI	0	0	0	0	0	
09/21 SAT	0	0	0	0	0	
09/22 SUN	0	0	0	0	0	
09/23 MON	0	0	0	0	0	
09/24 TUE	0	0	0	0	0	
09/25 WED	0	0	0	0	0	

					Nine Week Schedule	
Appointments	Pending	Unfilled	Urgent	Voided	Total	
<u>09/19 THU - 09/25 WED</u>	0	1	0	0	1	
09/26 THU - 10/02 WED	0	0	0	0	0	
10/03 THU - 10/09 WED	1	0	0	0	1	
10/10 THU - 10/16 WED	0	1	0	0	1	
10/17 THU - 10/23 WED	0	1	0	0	1	
10/24 THU - 10/30 WED	0	0	0	0	0	
10/31 THU - 11/06 WED	0	0	0	0	0	
11/07 THU - 11/13 WED	0	0	0	0	0	
11/14 THU - 11/20 WED	0	1	0	0	1	

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

Confirm that the order number is correct and click on the **underlined Order Number**; the request will appear.

Unfilled Appointments for: 09/19/13

RC=Requested Contractor							
Date	Time	Order #	LG	Customer	Interpreter	Service Name	Job Type
09/19/13	09:00 AM	<u>G0919S09</u>	S			John Hernandez (Defendant)	12 MO. RVW

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 24 hours. Call Court Interpreter Services if it is 72 business hours or less until the appointment time.**

Reason Voided

09/19/13 Case dismissed, interpreter no longer needed. -jb

Update

Update Appointment

er Information

Bill Third Party: NO

Prepared By: _____

* Requested By: Jane Doe, TCA

* Phone: 501-000-0000 ext - 0

Email: your.email@youremail.com

Service Name: John Hernandez (Defendant)

Service Phone: _____

Priority: Normal Void

Appointment Location & Other Information

Customer Name: _____ Job Type: 12 MO. RVW

* Appointment Address: PHYSICAL ADDRESS Gender: Either

Bldg: COURTROOM 4 Requested Interpreter: _____

* City/State/Zip/Country: YOUR CITY AR 72201 USA Interpreter: **Interpreter has not been assigned.**

Location Info: CR-2013-1324 Charges: DWI 2, no DL, no Ins Comments: (Not viewable to interpreters)

Update Update w/o Dup Check Language Change Series Performance Report Language Request

scroll down for the rest

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.

For Additional Resources:

Click on “Interpreting Resources for Court Personnel”:

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Survey Español Contact Help

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Interpreting Resources for Court Personnel

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Attachment	Size
Bench Card for Judges: Working with Interpreters in the Courtroom	442.17 KB
Guide for Clerks: Dealing with the Limited English Proficient Community	393.05 KB
Guide for Attorneys and Law Enforcement: Interpreters and the Limited English Proficient Community	387.41 KB
Language Identification Cards	191.85 KB
Interpreter Compensation Policy	157.41 KB
Arkansas Supreme Court per Curiam Order	28.68 KB
Courthouse Signs and Locations: Spanish-English Glossary	246.18 KB
Language Services Availability Poster	724.96 KB
Registry of Court Interpreters	63.95 KB

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