ARKANSAS SUPREME COURT
ADMINISTRATIVE OFFICE OF THE COURTS
COURT INTERPRETER SERVICES

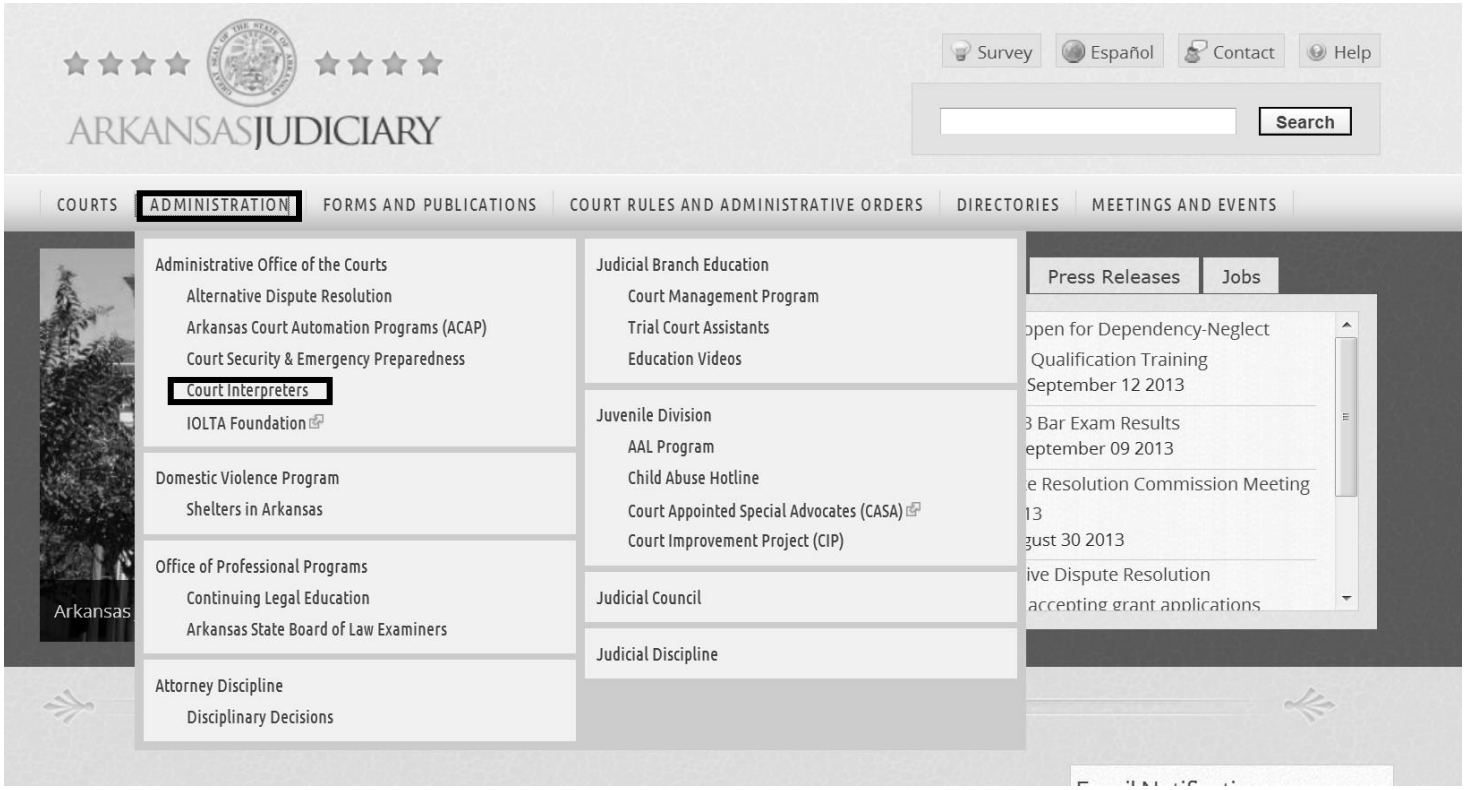
ON-LINE INTERPRETER SCHEDULING PROGRAM INFORMATION
https://courts.arkansas.gov

LOGIN	PASSWORD	CODEWORD

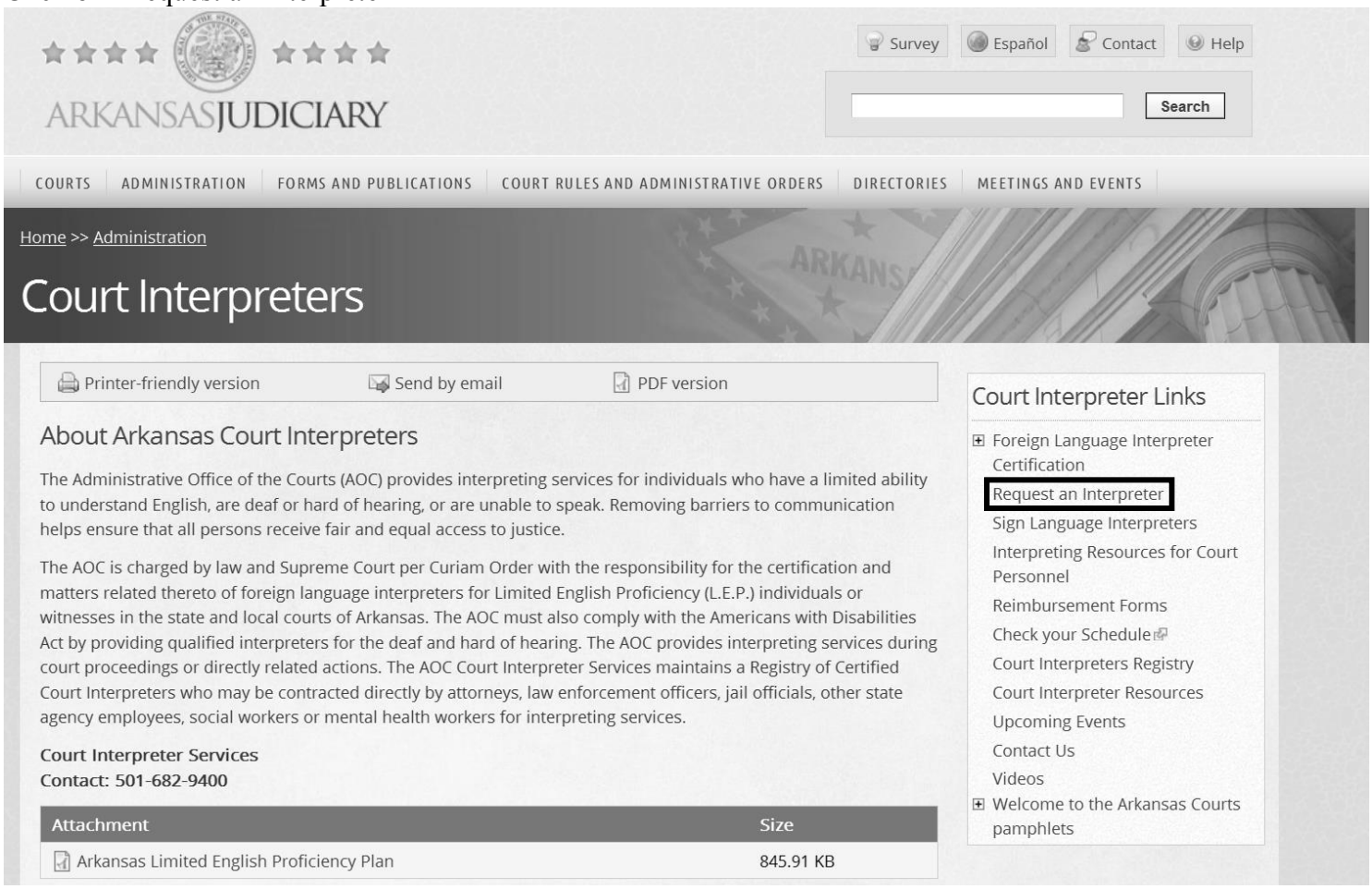
(Print this page and enter your Login, Password and Codeword for future reference)

Accessing the Online Scheduling Program

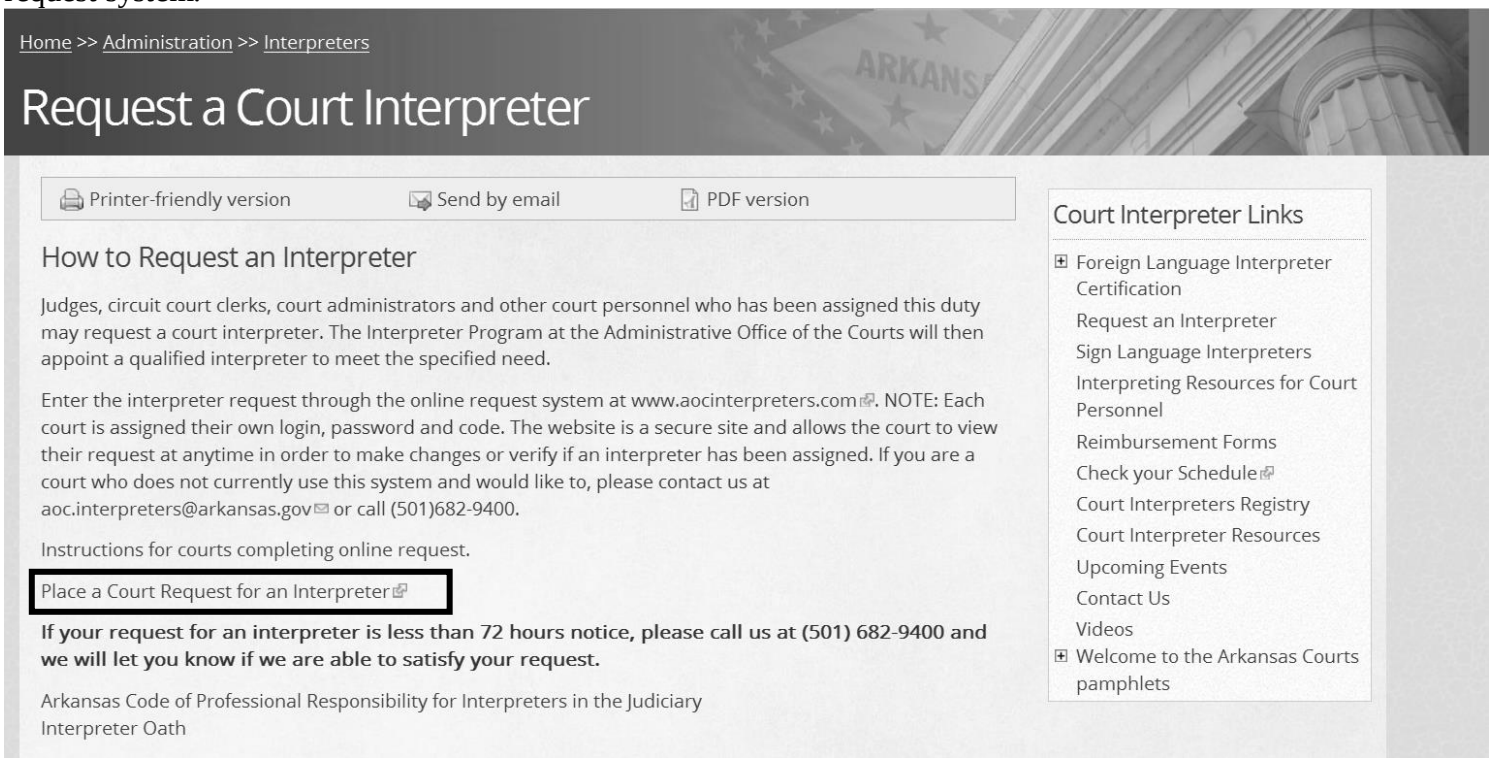
To access the online scheduling program go to https://courts.arkansas.gov, place your mouse cursor on the "ADMINISTRATION" link and choose "Court Interpreters":



Click on “Request an Interpreter”

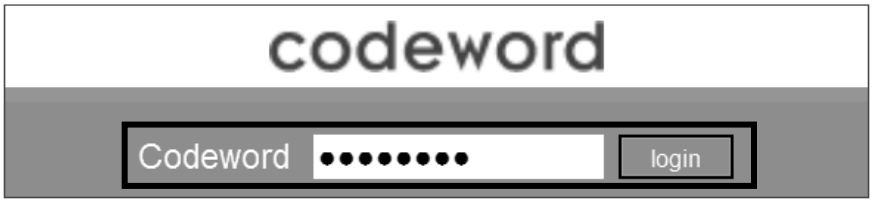


Click on “Place a Court Request for an Interpreter”. This will take you to the Customer Login page on the online request system.



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 (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.

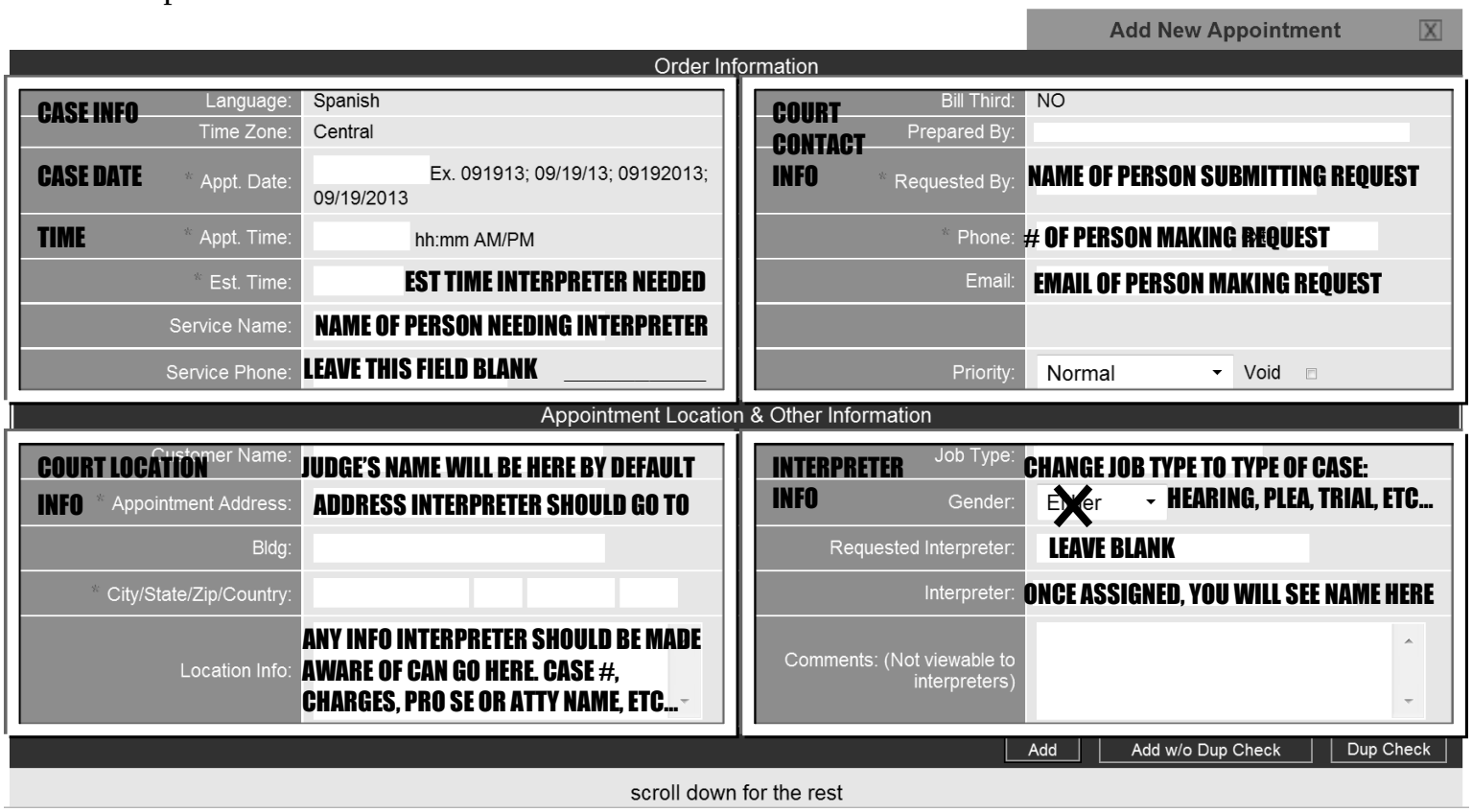
The following languages may be ordered through this system:

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

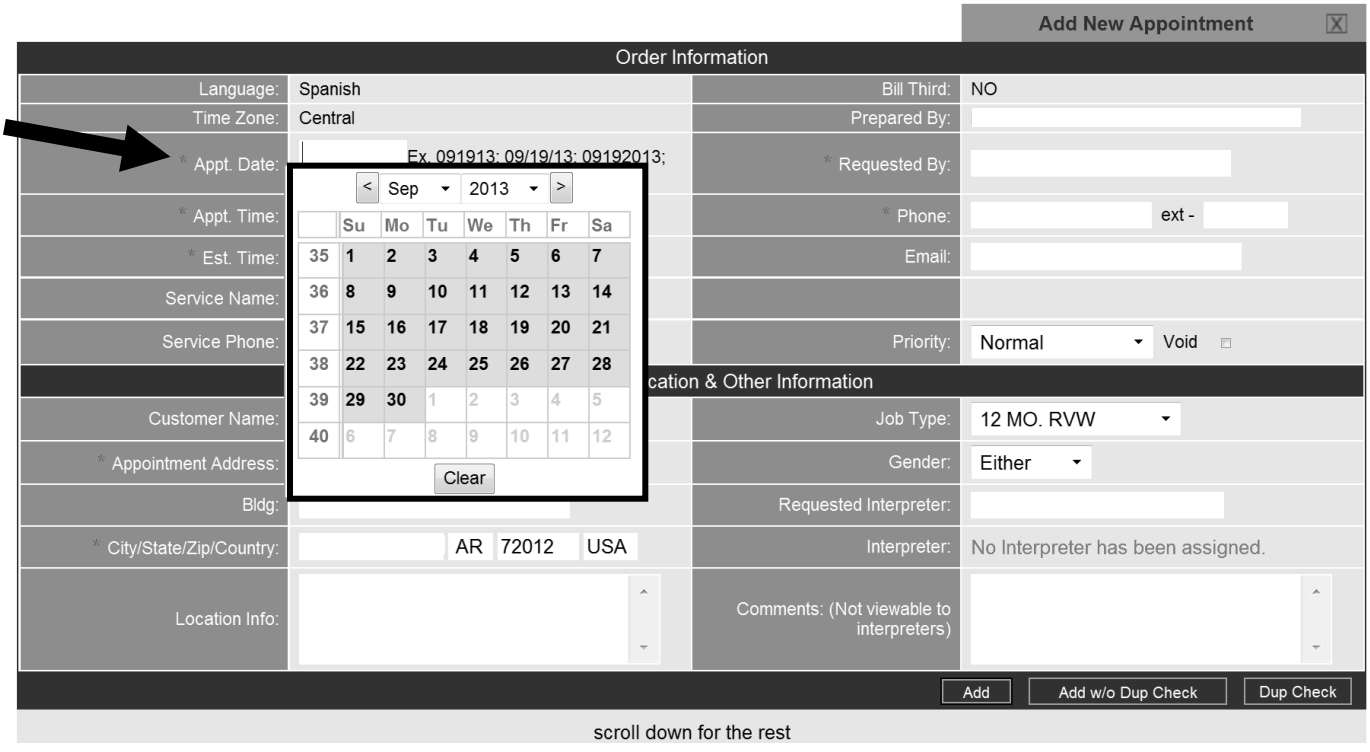
All others must be called into Court Interpreter Services.

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



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.**

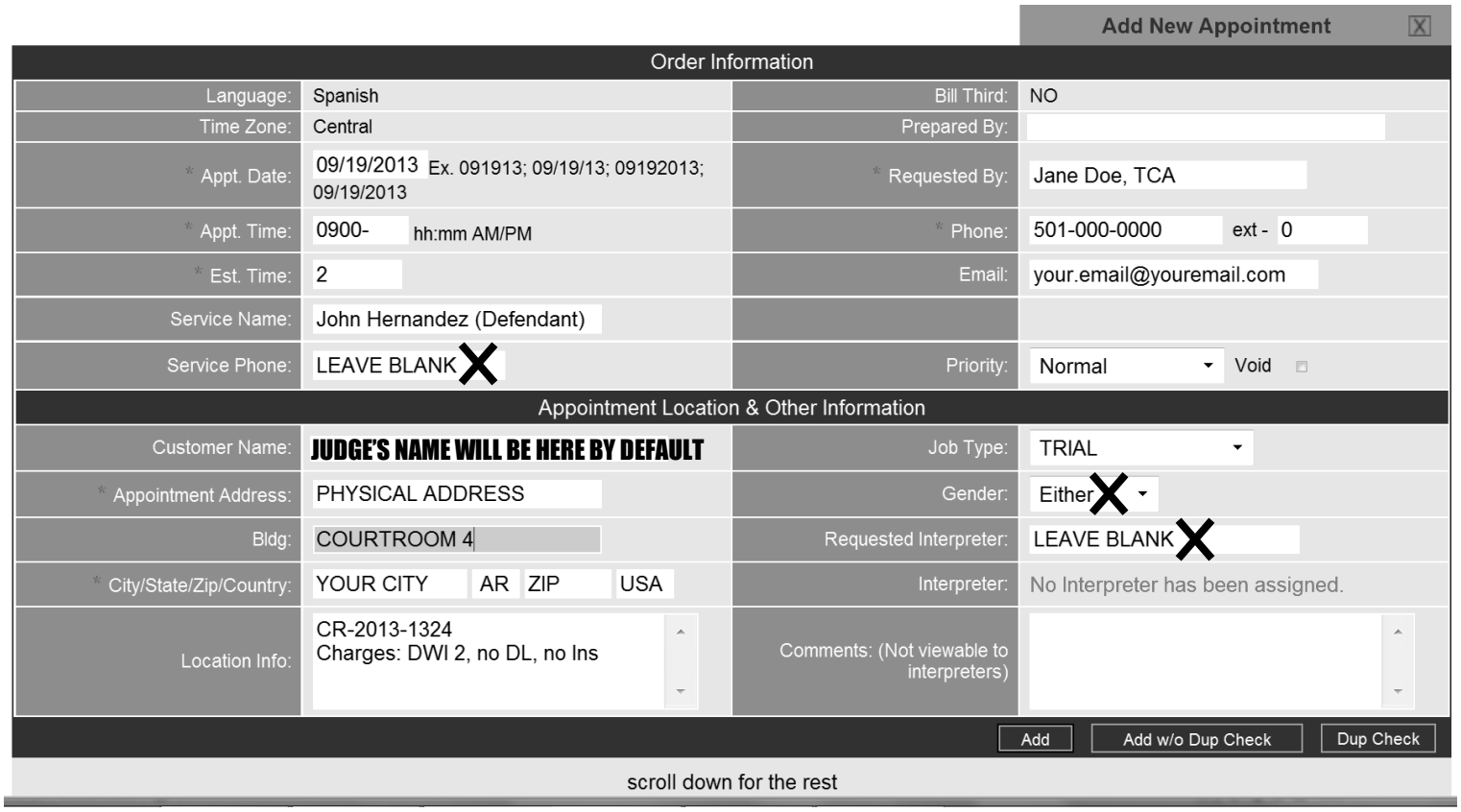
- Enter the name of the person needing the interpreter (defendant, witness, victim). If more than one individual requires an interpreter on the same date and time, put the word "multiple" in this box. In the "Location Info" or "Comments" section, list the case numbers and names of the individuals. **Do 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.

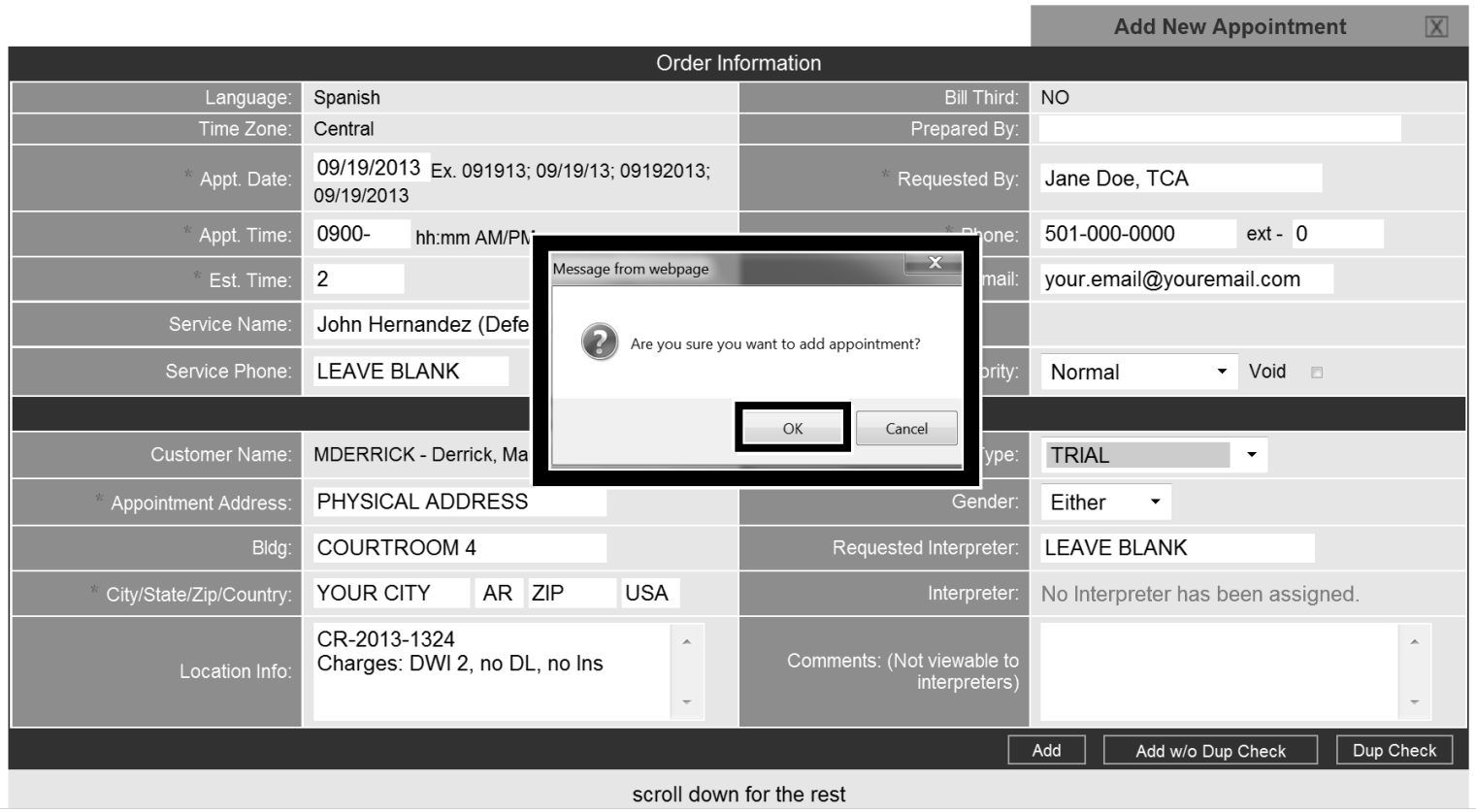
- Enter the name of the court trial court assistant, court clerk, etc in the "Requested By" section. Also, enter a good contact phone number (should the interpreter need to contact the court if they are late or to confirm an assignment), and an email address for the contact person.

- 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.

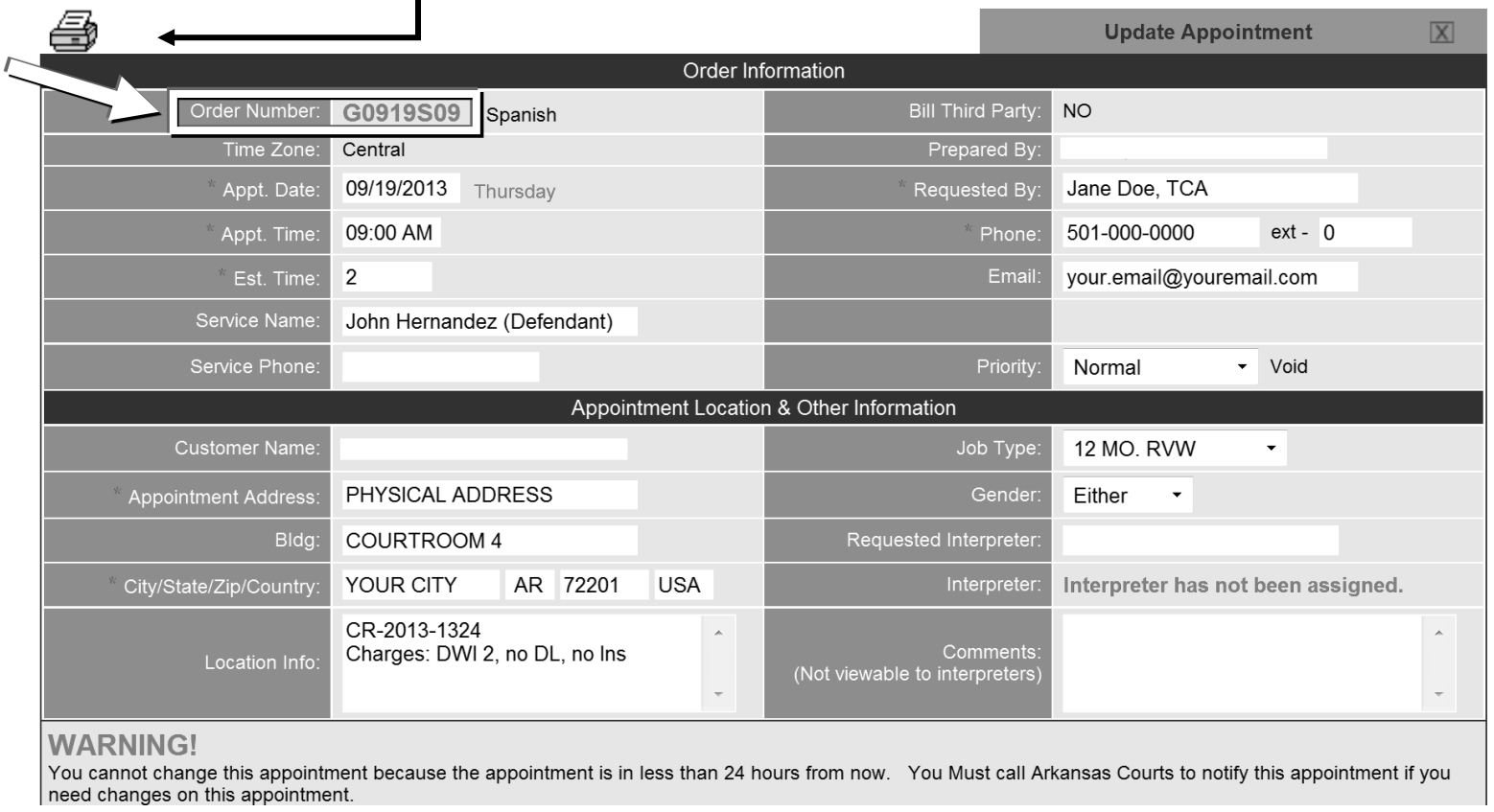
- Do not choose a gender. This refers to the gender of the interpreter if a special request is being made. Do not put a name in the "Requested Interpreter" box; Court Interpreter Services will monitor your request and schedule the interpreter. In the "Location Info" section enter the charge(s) and case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



- 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”



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.

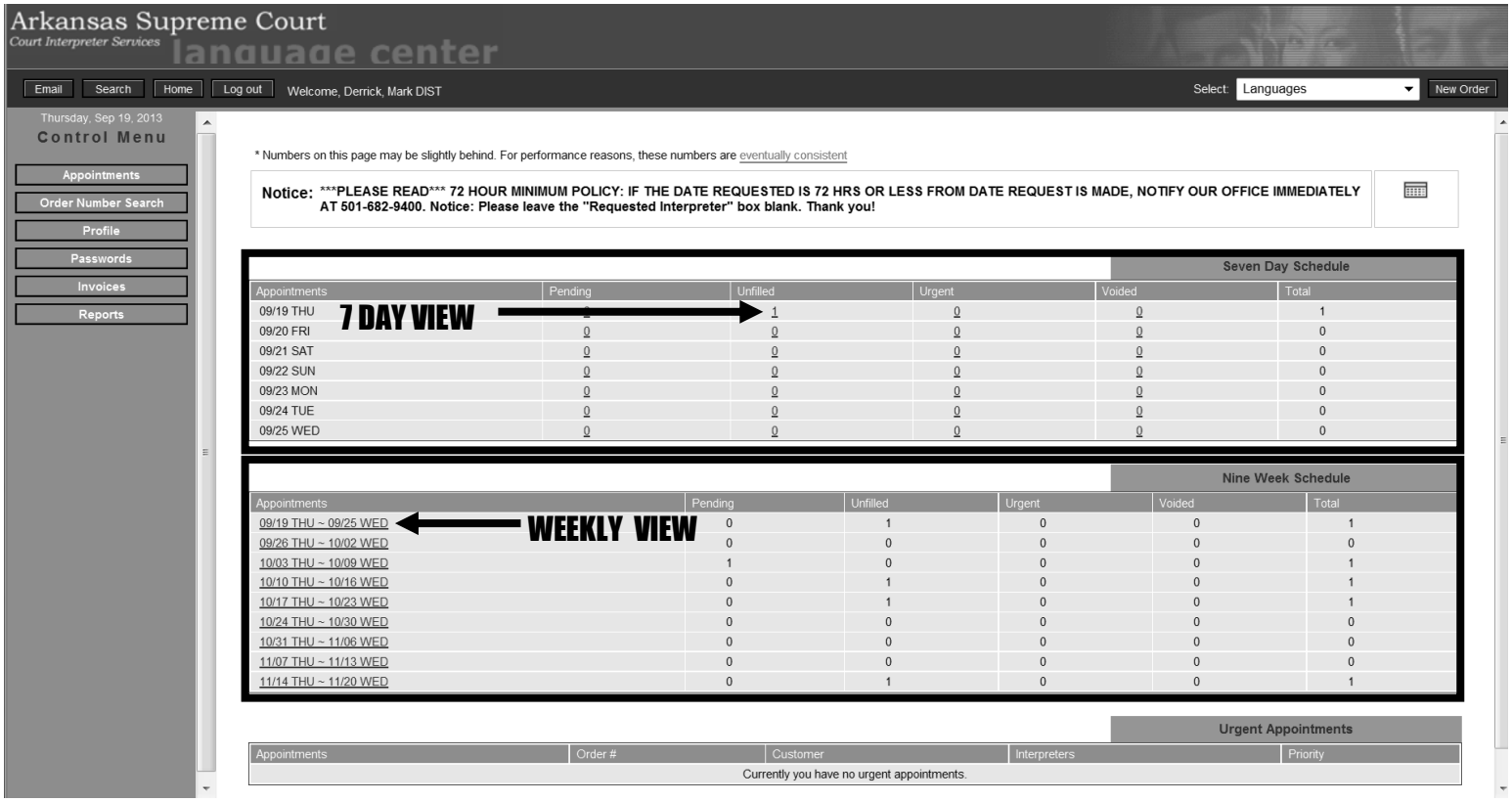


CHANGES AND CANCELLATIONS

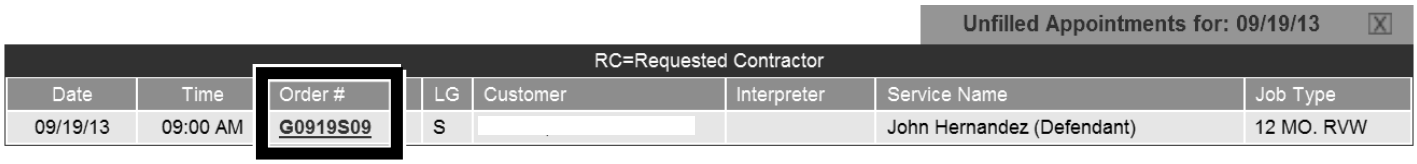
Changes or cancellations must be made within the order itself.

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.

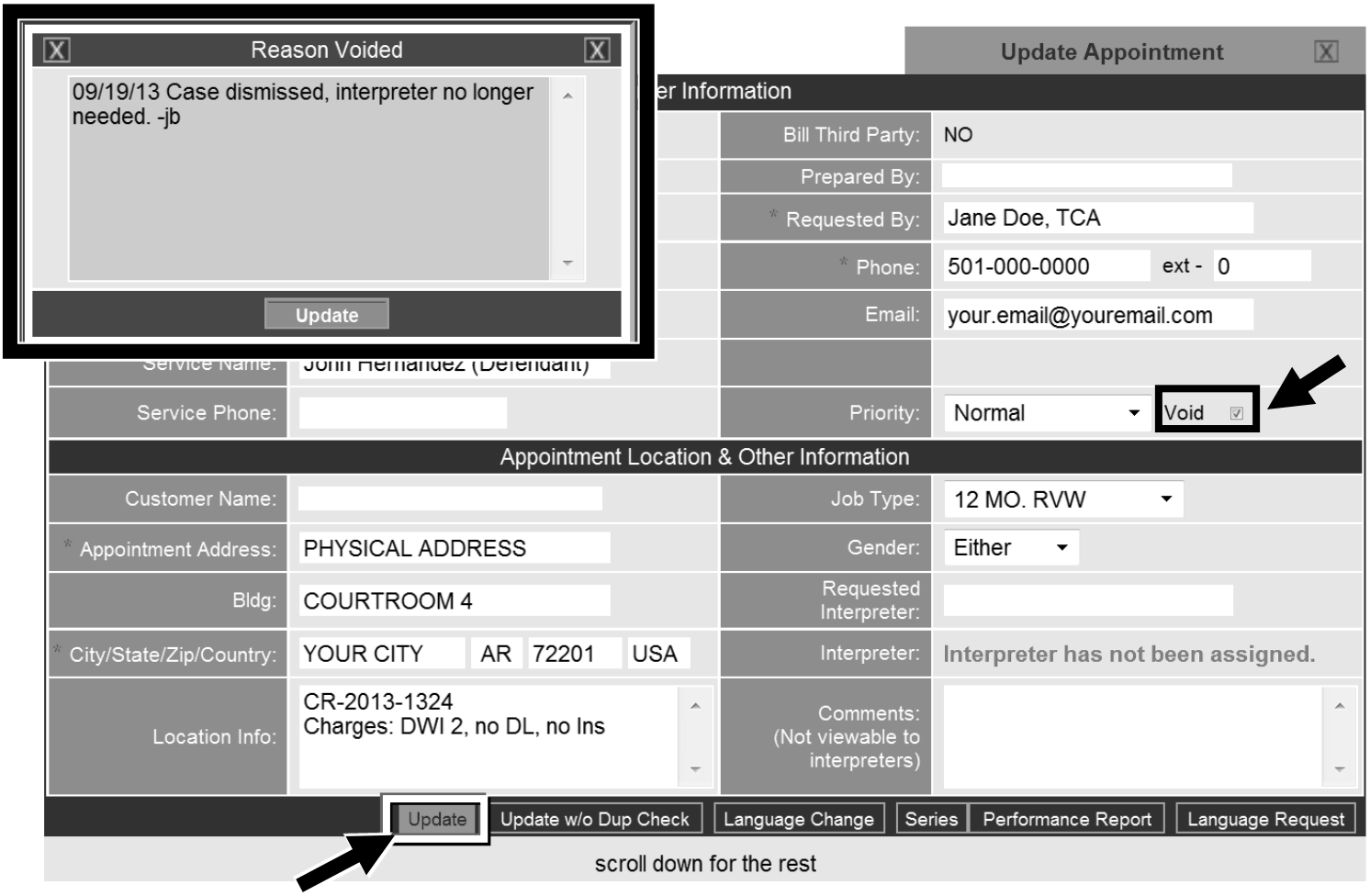


Confirm that the order number is correct and click on the **underlined Order Number**; the request will appear.

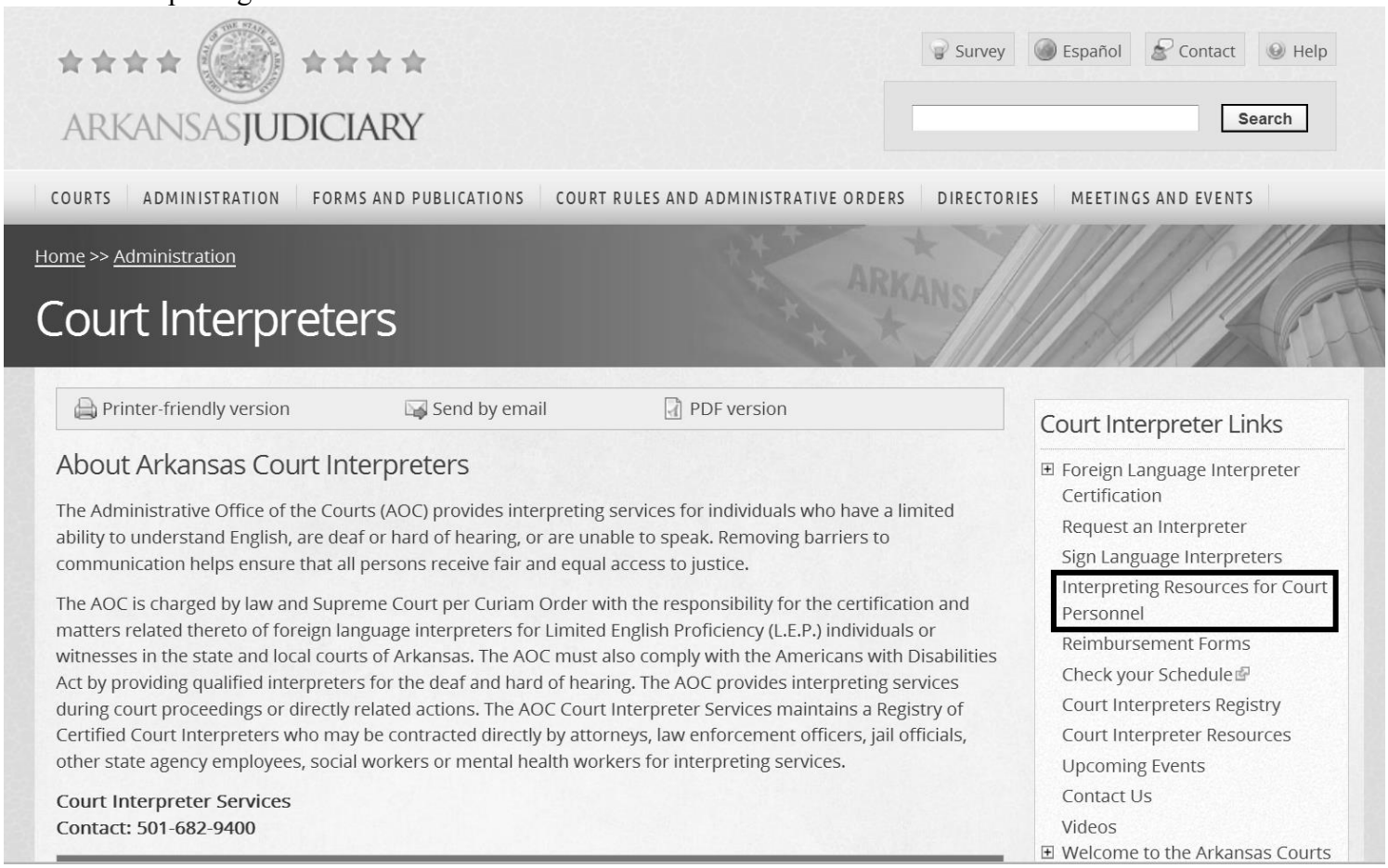
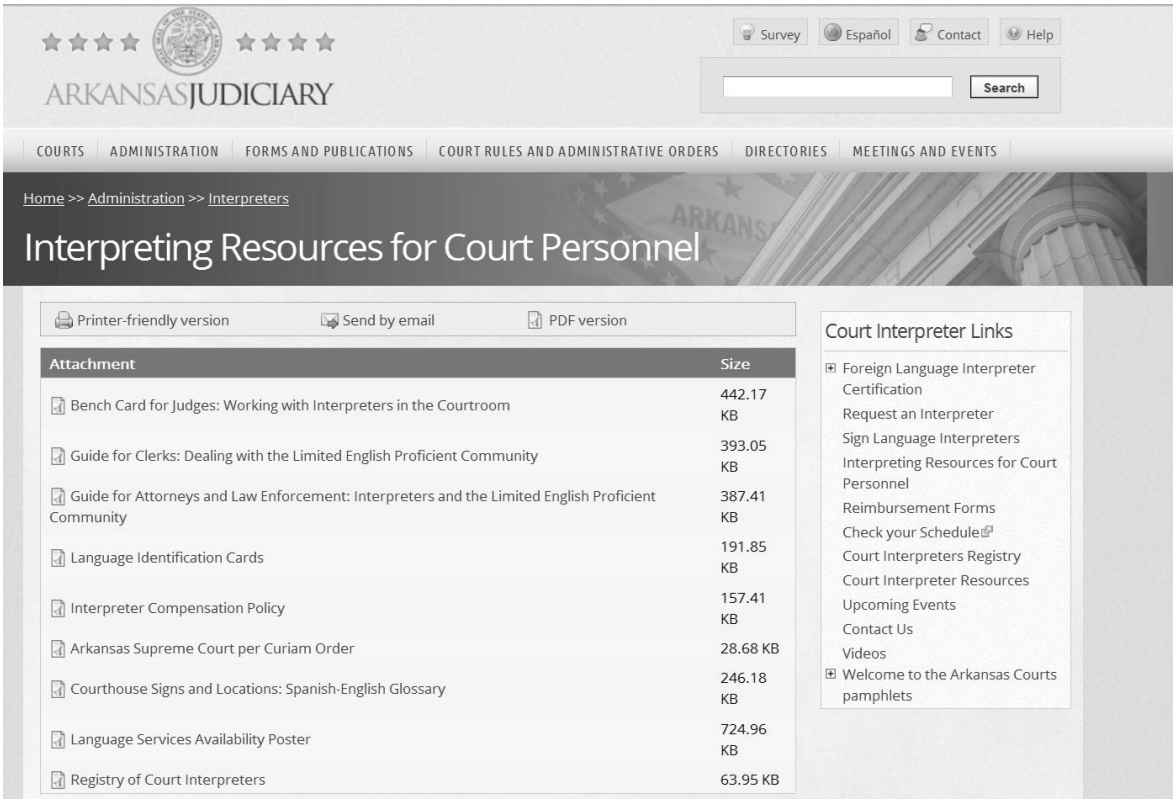


Make any changes or update any information that is necessary and click "Update" in the upper left hand part of the screen.

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 <u>business</u> hours or less until the appointment time.**



<u>Additional Information</u>

- **<u>Seven Day Schedule</u>**: The current week (including Saturday and Sunday)
- **<u>Week Schedule</u>**: A nine week schedule divided into weeks. If the order is greater than nine weeks out, use the order number to access the appointment.
- **<u>Appointments Column</u>**: Indicates the number of assignments on a particular date.
- **<u>Pending</u>**: Indicates the number of assignments that have been filled. Assignments remain in the column until the following day and the assignment has been completed
- **<u>Unfilled</u>**: Indicates the number of appointments that have either not been assigned to interpreters or that have not been accepted by interpreters.
- **<u>Block</u> <u>Appointment</u>**: *Use this ONLY if a certified Interpreter is required.*
- **<u>Series:</u>** 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”: