

Interpreter's Orientation Package



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About MCIS



Mission

Improve access to critical information and services through high-quality language solutions.

Vision

Connecting people globally through languages.

Values

Respect - we treat others as we expect to be treated.

Quality - our goal is to provide professional reliable language services.

Collaboration - we can only be successful when we work together.

Accountability - we take responsibility for our own decisions and actions.

Learning - we are a learning organization.

MCIS Language Solutions is a non-profit social enterprise that has been relentlessly pursuing its goal of removing language barriers for over 25 years. With over 60 full-time staff and engaging a roster of over 6,000 interpreters, translators, voice artists, transcriptionists, training facilitators, and other language professionals, MCIS provides a full suite of language solutions: from language interpretation, translation and transcription to localization, training and training development for government, legal, police services and healthcare organizations in 300+ languages.

Every year MCIS invests some of its net income into initiatives that support free services for victims of violence and the homeless, and training subsidies for aspiring interpreters and translators. With a growing demand for language services, a long record of accomplishment of success, and deep roots in the community, MCIS has positioned itself to capture more market share in the language industry by simply demonstrating there is a better way to conduct.



Interpreter's Code of Ethics



INTERPRETER'S CODE OF ETHICS

Interpreter's Orientation Package

ACCURACY & FIDELITY

Interpreters strive to render all messages in their entirety accurately, as faithfully as possible and to the best of their ability without addition, distortion, omission or embellishment of the meaning.

CONFIDENTIALITY

Interpreters will not disclose and will treat as confidential all information learned, either uttered or written in the performance of their professional duties, while adhering to relevant requirements regarding disclosure.

IMPARTIALITY

Interpreters strive to maintain impartiality by showing no preference or bias to any party involved in the interpreted encounter.

RESPECT FOR PERSONS

Interpreters demonstrate respect towards all parties involved in the interpreted encounter.

MAINTAINING ROLE BOUNDARIES

Interpreters strive to perform their professional duties within their prescribed role and refrain from personal involvement.

PROFESSIONALISM

Interpreters at all times act in a professional and ethical manner.

ACCOUNTABILITY

Interpreters are responsible for the quality of interpretation provided and accountable to all parties and the organizations engaging the interpreter's service.

CONTINUED COMPETENCE

Interpreters commit themselves to lifelong learning in recognition that languages, individuals, and services evolve and change over time and a competent interpreter strives to maintain the delivery of quality interpretation.

Important Acronyms



IMPORTANT ACRONYMS

Interpreter's Orientation Package

IS

Interpretation Services (the department of MCIS that coordinates with vendors; to be contacted whenever you have questions about a job or require assistance).

VM

Vendor Management (the department of MCIS that caters to vendor profiles; to be contacted for assistance with profile management, request reference letters, etc.).

SP

Service Provider (the EN speaker).

nESP

Non-English-Speaking Person (usually referred to as the “client”; sometimes also referred to as **LESP** or **Limited English-Speaking Person**).

F2F

Face-to-face Job, usually referred to as “in-person” or sometimes as “**on-site interpretation**” job (**OSI**).

OPI

Over-the-Phone Interpretation.

VRI

Video Remote Interpretation .

RSI

Remote Simultaneous Interpretation.

VoS

Verification of Service form (to be used to obtain the SP’s signature in F2F jobs and to close a job).

CON/CAN/CLS

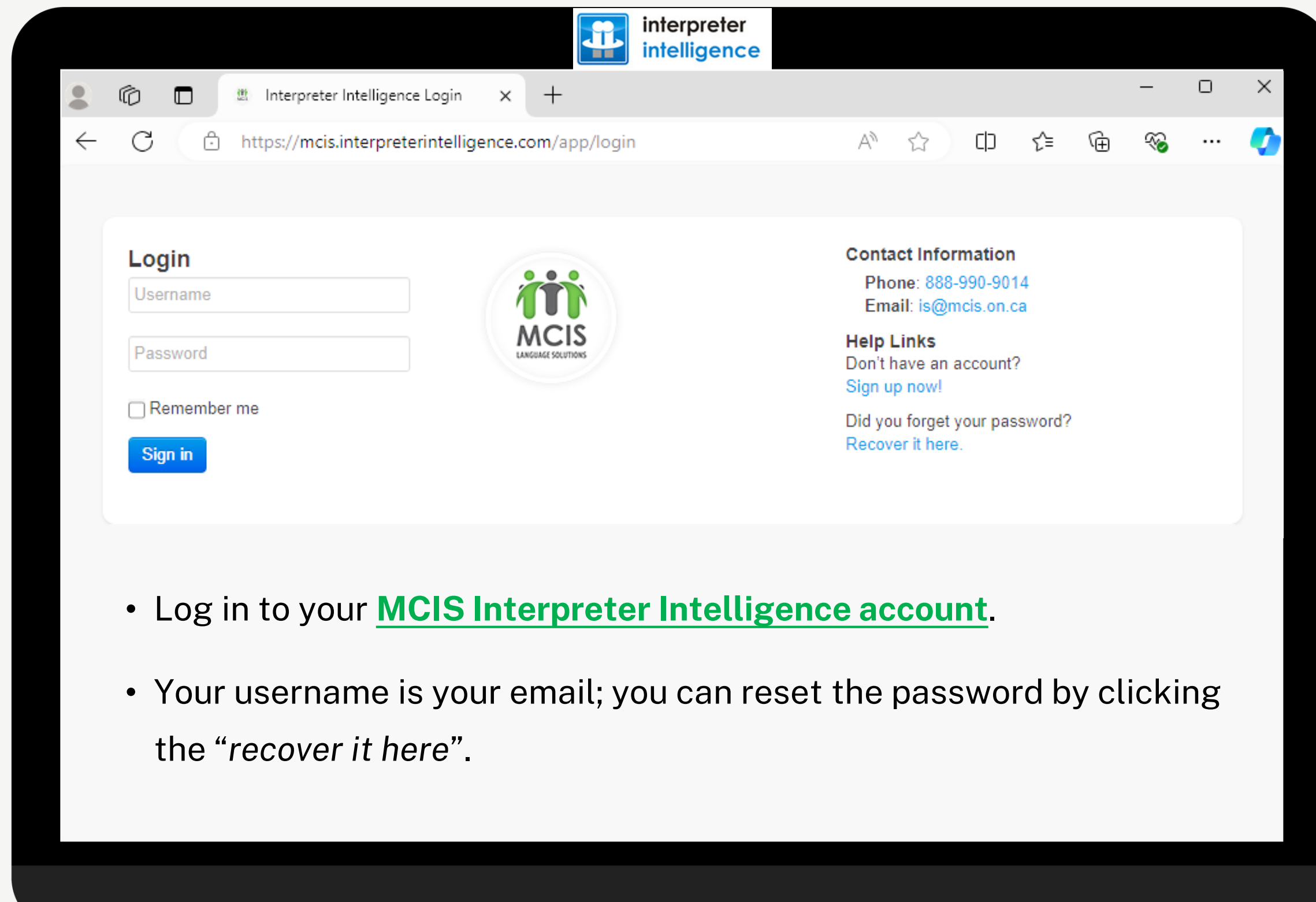
Confirmed/Cancelled/Closed (job status to indicate whether an offered job is confirmed, or an assigned job is cancelled, or a completed job has been closed).

Interpreter Intelligence (11)



HOW TO ACCESS THE PLATFORM

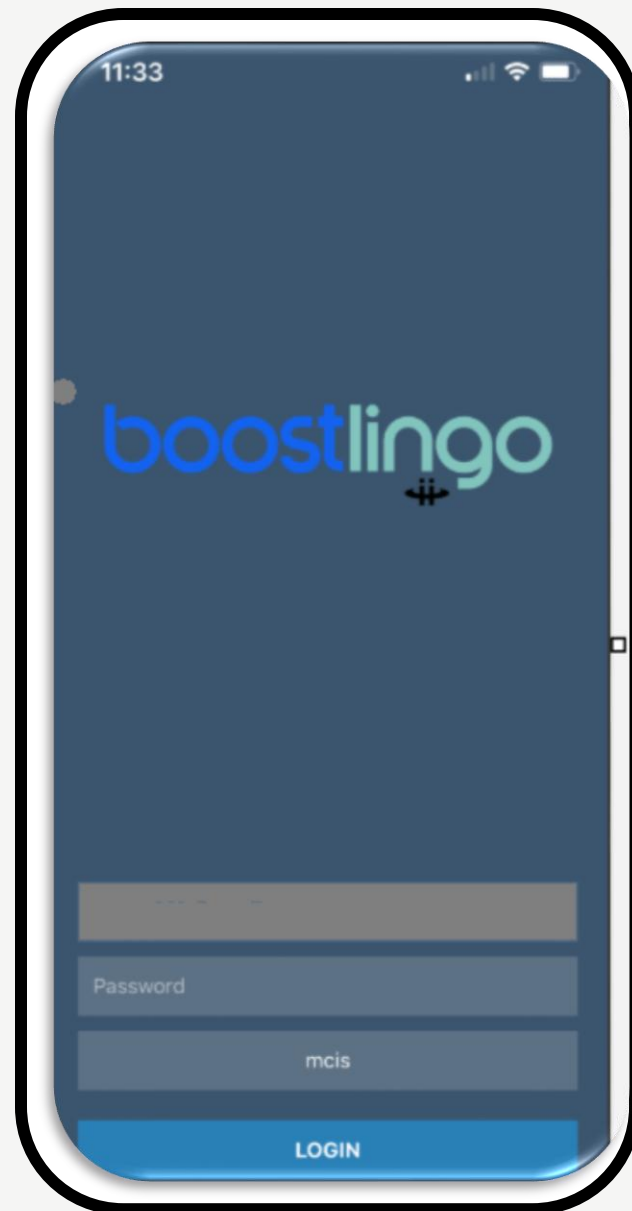
Interpreter's Orientation Package



- Log in to your [MCIS Interpreter Intelligence account](#).
- Your username is your email; you can reset the password by clicking the “*recover it here*”.

HOW TO ACCESS THE PLATFORM via MOBILE APP

Interpreter's Orientation Package



We recommend that you also download the ***Interpreter Intelligence*** app from the App store of your smartphone. This will help you use the portal from your phone.

Please [see here](#) for a step-by-step guide on how to download and use the ***Interpreter Intelligence*** mobile app.



Using the availability option in your profile on the Interpreter Intelligence platform—————→

Use the availability calendar to:

- a. Mark your general availability (which makes sure that you receive offers that match your availability).
- b. Mark your temporary days off or vacation period.

Check [this resource](#) to learn how to mark your availability in II.



- All available jobs are listed on your MCIS vendor portal.
- Login ANYTIME and check available jobs under the “offered” section.
- An email or a text message will typically be sent to alert you about the offer, but we recommend checking the portal frequently rather than relying solely on email (or text) notifications.

HOW TO ACCEPT JOBS IN INTERPRETER INTELLIGENCE (II)

Interpreter's Orientation Package

- ✔ Login to the **II portal** to check for jobs that you qualify for in the “**Offered Jobs**” section.
- ✔ Make sure you always **check the date** and **time of the appointment**, and **special instructions** and ensure you are available.
- ✔ Pay extra attention to the **type of appointment**, whether it is by **phone, video** or **in-person**.
- ✔ If you feel comfortable with the assignment requirements, accept the job.



- **READ** the job details carefully and **ONLY** accept jobs you are available for.
- Once accepted, a confirmation email will be sent to you immediately.
- Please check the job information in detail and contact MCIS if there are any concerns.
- Any jobs returned after confirmation are considered denied; MCIS monitors all denied jobs and may deactivate your profile for returned jobs.
- If you foresee any incidental expenses other than mileage, please contact MCIS for **pre-approval ASAP**.

CONFIRMATION EMAIL

✓ Once you accept a job you will shortly receive an automatic **confirmation email**. If you cannot see it, check your SPAM folder and mark MCIS spam safe or as “not spam”. If you **do not** receive the email, please contact is@mcis.on.ca as it may have been confirmed by another interpreter already.

✓ Confirmed jobs appear in your job list under the calendar or if you use **the customer search function**.

✓ **Important details to check** in the confirmation email include:

- Language
- Expected start and end date and time (and the time zone)
- Service type
- Requesting Organization
- Site Contact
- Job Delivery Contact Person
- Special Instructions

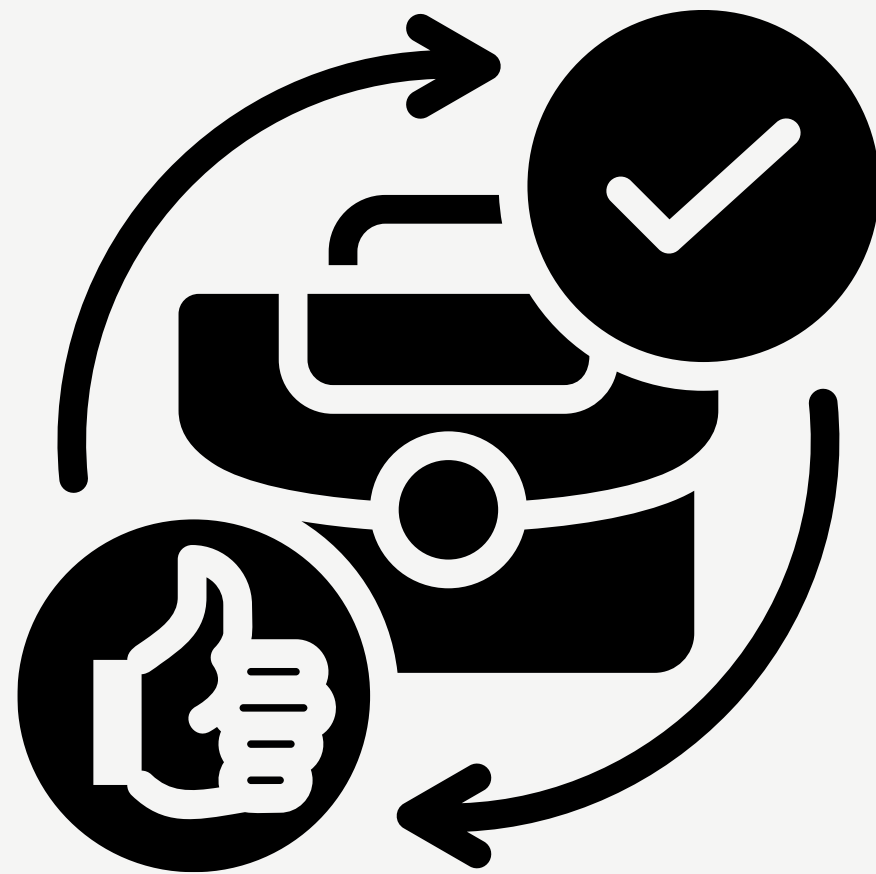
Please follow **Public Health** guidelines on **prevention and risks** at all times, including appropriate masks/face coverings and social distancing**

For all video and phone jobs, ensure you know how you will be connecting to the call. If any information is missing, please contact MCIS Interpretation Services Department as soon as possible to obtain all relevant information.

You have been assigned for the following In Person Interpreting - Standard job:

****This is your confirmation email, please note that MCIS does NOT call interpreters for confirmation anymore. It is your responsibility to verify the job information contained in this email. If you need any additional information or if you are no longer able to complete the job, please contact MCIS as soon as possible by emailing at is@mcis.on.ca. ****

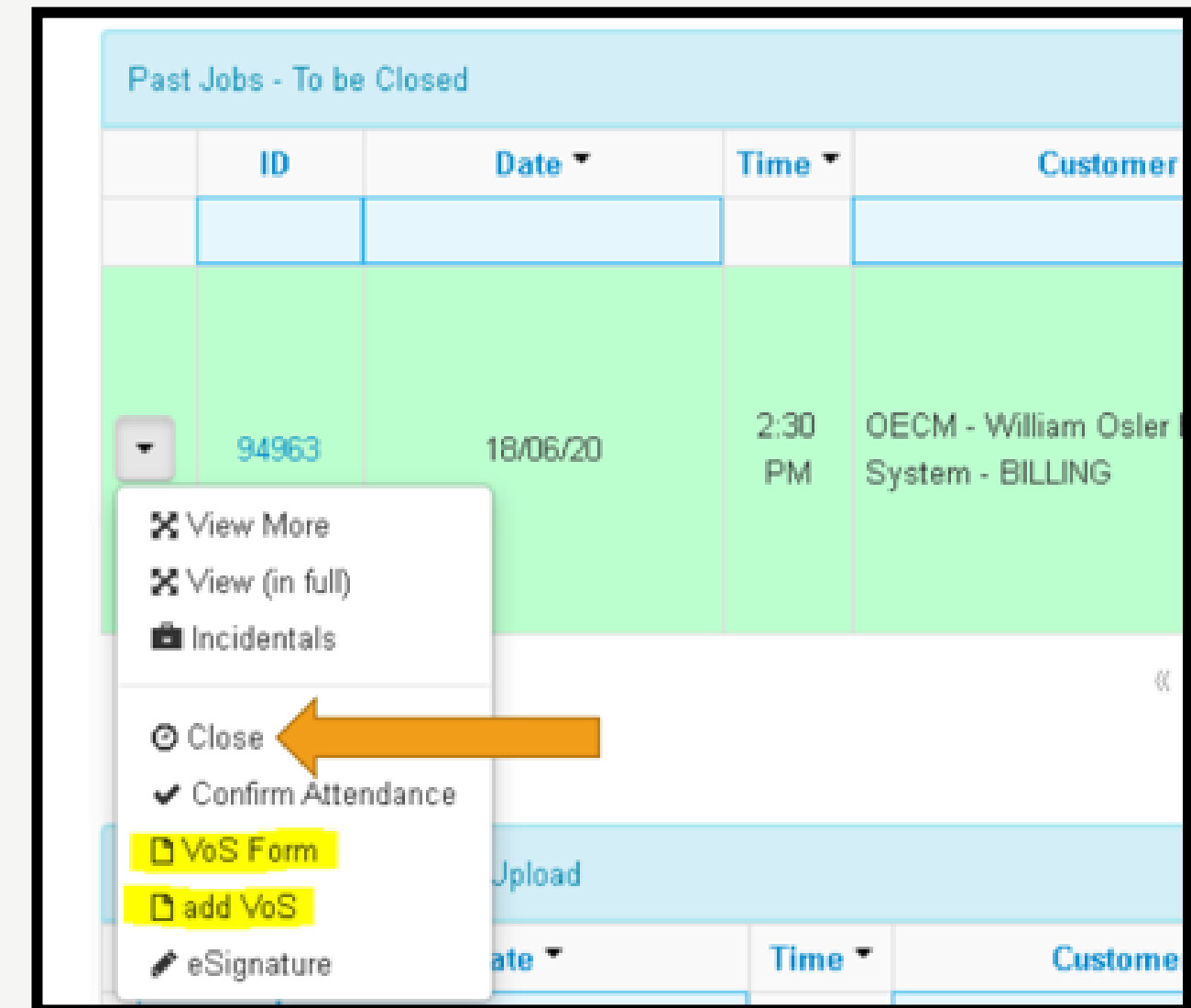
- Job: 683446
- Language: Somali
- Expected Start Date (in your timezone): 19/06/23 8:00 AM EDT
- Expected End Time (in your timezone): 19/06/23 10:00 AM EDT
- Estimated Duration (hrs): 02:00
- Requesting Organization: 714351000 - TOH - GH - 7239 - RT - Administration
- Site Contact: null
- Job Delivery Contact Person: CARDIOPULMONARY



- Please get the SP signatures directly on your smartphone or use the printed VoS form.
- INCIDENTALS (mileage and others):
 - Add or amend existing mileage if travelling 25 km or more one way (shortest distance from your home address using Google Maps).
 - Add or amend pre-approved parking amount, receipts will be required for ALL parking claims.
- Jobs MUST be closed online within 48 hours for full payment.
 - Discrepancies must be reported within 10 days for corrections.

Invoicing - Using a computer (Claim the Payment)

- ✓ Login to II **within 48 hours** of job completion and find the “**Today’s Job Diary**” and “**Past Jobs – To Be Closed**” sections.
- ✓ Once you have located the job you wish to close:
 - open the **drop-down menu** to the left-hand side of the **job ID number**.
 - click “**Close**”.
 - attach parking receipts **only if pre-approved**. As for mileage, it can be added when travelling more than 25 KM one way from your address (the shortest distance based on Google Maps).



* If you still require help to close a specific job, please email: is@mcis.on.ca

Invoicing - Using a Cell Phone (Claim the Payment)

- ✓ For **in-person assignments**, you need to get an SP signature either on a printed [Verification of Service \(VoS\) form](#) or using the II mobile app on your phone. If an SP cannot sign, you must **self-sign by adding your initials** and a **note**.
- ✓ **Notes** are used if you wish to inform MCIS about anything:
 - Why the SP did not sign.
 - Late start or late completion of jobs.
 - Anything else.



* If you still require help to close a specific job, please email: is@mcis.on.ca

Parking Receipts

- ✓ Get the SP to **sign** and **close** the job as usual.
- ✓ Go to your car and **keep** the parking receipt.
- ✓ **Upload** the receipt using your PC by following these steps:
 1. Locate the job number, open the dropdown list and click **View (in full)**.
 2. Go to **Add Document**.
 3. Click **browse** to select the file where you saved your parking receipt.
 4. For the file type, please choose **Receipt**.
 5. You will receive a green message stating **your request has been successfully processed**. You will not be able to see the receipt on your end after you upload it.



SPECIFIC SCENARIOS FOR CLOSING JOBS - 1

Interpreter's Orientation Package

Cancelled with Fee (SP no-show)

- Click on: **No – interpretation was NOT provided.**
- Choose cancellation reason: **SP No-show.**

Cancelled with Fee (Client no-show)

- Click on: **No – interpretation was NOT provided.**
- Choose cancellation reason: **Client No-show.**

Successful Message Relay

- Close the job by adding a **NOTE** describing the outcome.
- For example:
 - “The client acknowledged receipt and availability for the appointment”.
 - “The contact wishes to change the date”.
 - “The contact wants to receive a call from the SP”.

Unsuccessful Message Relay

- Close the job adding a note with the reason.
- For example:
 - "wrong number" (after reporting this to IS trying to get the correct number).
 - "the client did not pick up after 4 attempts", etc.

SPECIFIC SCENARIOS FOR CLOSING JOBS - 2

Interpreter's Orientation Package

Scheduled Phone/Video Jobs

- No VOS is needed, however, remember to checkmark **"Paperwork to be submitted offline"** to avoid getting an error.

The screenshot shows the 'Close Job #683446' form. The 'Details' section includes fields for Arrival Date / Time, Start Date / Time, and End Date / Time, all set to 19/06/23. The 'VOS' section shows 'No file selected...' and 'Browse' buttons, with the checkbox 'Paperwork to be Submitted Offline' checked. A warning message is displayed: 'Warning! Submission of verification paperwork offline may delay payment. Please contact your administrator to determine how you can best process verification paperwork electronically in the future.' The 'Incidentals' section has a link to 'Get Mileage' and an 'Add Incidentals' button. The 'Additional Documents' section has an 'Add Document' button. The 'Job Close Notes' field is empty.

OPI/VRI Jobs

- OPI jobs are automatically closed. No further action needed.

The screenshot shows the 'Close Job #683446' form with an 'Error!' dialog box overlaying the 'VOS' section. The dialog box contains the message: 'An error occurred processing your request. Please try again. If the problem persists, contact your administrator.' Below the message are two bullet points: '• The verification of service document is required to be uploaded, or you must click the box to submit offline.' and '• The verification of service document is required to be uploaded, or you must click the box to submit offline.' The 'Close' button is visible in the bottom right corner of the dialog box. The background form shows the same details as the previous screenshot, but the 'VOS' section is partially obscured by the dialog box.

GENERAL REMINDERS ON CLOSING JOBS ON II

Interpreter's Orientation Package

- ✓ For in-person jobs, always get the **SP to sign the printed VoS** or on the phone (**II app**) before leaving the job site to close the job.
- ✓ Carry extra **printed copies of the VoS** for in-person assignments in case of emergencies (e.g., poor internet connection or dead phone battery).
- ✓ Be as accurate as possible with the **start and end times** of the job.
- ✓ If the job ends before the scheduled time, **manually change the end time** to enter the actual end time to close it. For example, you cannot close the job at 9:57 am if the end time is 11:30 am. Don't worry, you'll still be paid for the full booked time. *Please note that arriving 10-15 minutes earlier does not count as extra time.*
- ✓ If the job ends after the scheduled time, **manually change the end time** and obtain the signature of the SP who requested the additional time. *Please note that getting ready to leave from the interpretation site does not count as extra time.*

Close Job #867642

Details

Arrival Date / Time* 03/09/24 9:30 AM

Start Date / Time* 03/09/24 9:30 AM

End Date / Time* 03/09/24 09:57 AM

VoS* No file selected... Browse ☐ Paperwork to be Submitted

Offline

Was Interpretation Provided?* ☐ Yes - Interpretation Provided ☐ No - Interpretation NOT Provided (click to select a reason)

Job Close Notes

Font Family Font Size B I U ABC

I Need Help?

Close Job #867642

You are submitting the following information. Please [review carefully](#) before submitting. If any information you submitted looks incorrect, you can click the [Previous](#) button below to correct it and re-submit.

Arrival 03/09/24 9:30 AM Incidentals [No Incidentals] Notes [No Notes]

Duration 27 minutes

Cancelled [Not Selected] References [No references]

Your **estimated** reimbursement is as follows. Note that this is an estimate only and will be finalized before any reimbursement is issued. Please contact your interpreter manager with any questions.

Type	Description	Quantity	Rate	Total
Interpretation / Standard	Interpretation: 03/09/24 9:30 AM - 9:57 AM Greek (eli) Reques...	2	\$20.00	\$40.00

I declare that the information provided is truthful and accurate. Providing incomplete information will delay payment. Providing inaccurate or misleading information can lead to disciplinary action including deactivation from our roster. I understand that this is an estimated amount for payment. The actual amount may change as a result of verification by MCIS' Finance team.

Initials Agree

I Need Help? Previous **Confirm & Close Job** Cancel

For Closed Jobs on 11 and On-demand OPI Jobs

**11 closed jobs/Boostlingo OPI calls served
from the 1st to the 15th of the month**

- **PAYMENT DATE:** On the **30th or 31st of the same month** or the next **business day** of the following month.
- **Example:** Jobs closed between August 1st and August 15th will be paid on August 31st or the next business day in September.

**11 closed jobs/Boostlingo OPI calls served
from the 16th to the 31st of the month**

- **Payment Date:** On the **15th of the following month**, or the **next business day** after the 15th.
- **Example:** Jobs closed between August 16th and August 31st will be paid on September 15th or the next business day.

NOTE: For on-demand calls (OPI), payments will be issued automatically as jobs do not need to be reported for invoicing purposes.

Fulfilling Interpretation Jobs





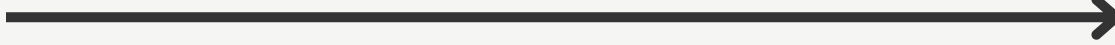
- **Follow** the confirmation email **instructions** carefully and look up the location on Google Maps to save time.
- Leave home **ahead of time**, making sure you have enough time to reach about 15 mins before the assignment starts.
- Be presentable, courteous, and **professional**.
- Don't engage in **side talks** with any party.
- Interpret **exactly** what is being said, do not explain or add details.
- If there is **another interpreter** on site for the same job, please [email IS](#) to ask for the right course of action.
- Don't forget to get the SP's signature either by phone or on the VOS form.

IN-PERSON INTERPRETER'S INTRODUCTION

Interpreter's Orientation Package



**Don't forget that the introduction
should be completed both in English
and your target language!**



- First Name and Language
- Name of agency
- Will deliver the message as faithfully as possible
- Will interpret everything that is said
- Will interpret in the first-person
- Will keep everything that you hear confidential
- Will remain impartial
- May take notes to aid your memory
- May need to interrupt for clarification
- Ask permission to be the interpreter
- Introduce yourself in (the second language of conversation)

**In-Person
Jobs**

Responsibilities of Interpreter Working Remotely



- **Follow** the confirmation email **instructions** carefully as there are different scenarios:
 - Interpreter to initiate the call: Call the SP, preferably **5 minutes** before the scheduled time.
 - SP to call the interpreter directly: Be on standby preferably **5 minutes before** the scheduled time. If you **do not receive a call** within 10 minutes, [email MCIS](#) immediately.
 - MCIS to call both SP and interpreter to connect them: Be on standby preferably **5 minutes before** the scheduled time. If you **do not receive** a call within 10 minutes, [email MCIS](#) immediately.

Responsibilities of Interpreter Working Remotely



- **Follow** the confirmation email **instructions** carefully.
 - Join the meeting from your **desktop** or **laptop**.
 - Test your device and check the link at least **15 minutes before the meeting**.
 - Use a quiet and private room for confidentiality.
 - You must use your **headset** and a **wired connection** to the internet.
 - Keep the **camera on** at all times, unless requested not to by the SP.
 - Use a **neutral/solid background**.
 - If you face any **issues** accessing the link, [email MCIS](#) immediately.

Remote Jobs

Here is a sample shortened interpreter's introduction that can be used for a remote assignment:

Hi!

I am **(first name)**, the **(language)** interpreter from MCIS.
My resource number is **(R000000)**. I will observe all **codes of conduct** for interpreters. Please **speak to each other directly in short sentences**. May I have your **permission to interpret**?



REQUIREMENTS FOR REMOTE INTERPRETATION

Interpreter's Orientation Package

Appropriate working space

- A quiet and private room
- Proper lighting (for video)
- Positioning (centered is best)
- Background (neutral backdrop)
- Sound quality and volume

Professional appearance

- Have hair in order
- Dress professionally
- Speak clearly and loud enough
- Avoid mumbling

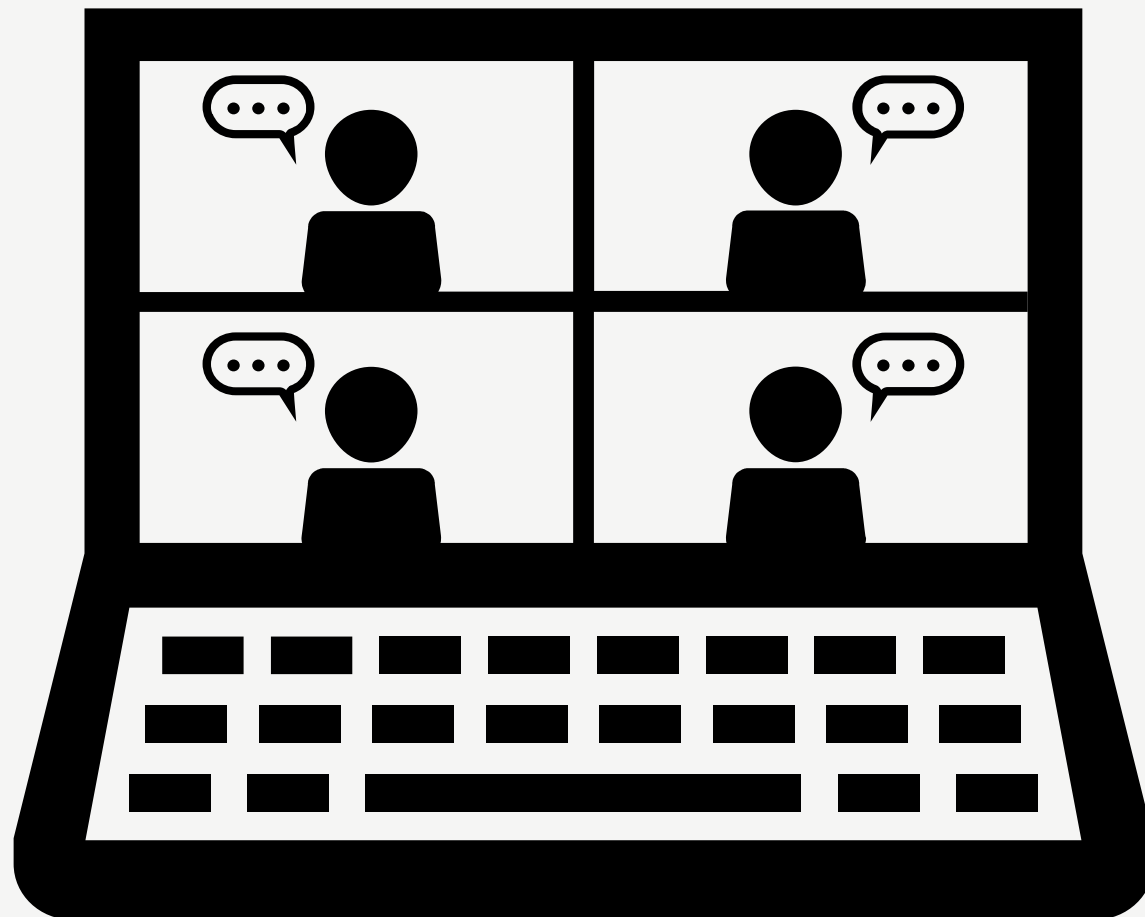
Technical competence

- Knowledge of how your phone or computer works.
- Familiarity with apps and platforms.
- Basic troubleshooting skills:
 - refresh browser
 - reset the modem or restart the computer
 - research
- Test your mic and headset BEFORE the assignment.
- Check if clients on the other side can hear you.
- Cue the speakers when interpreting (OK, Go ahead or Over).

Equipment

- Up-to-date computer, phone, webcam and headset
- If you have an option, use a landline rather than a cell phone.
- If using a cellphone, make sure it's charged and has a good reception.
- **Never take** the call in a public place.
- Ensure you have a reliable high-speed internet connection on your cell phone or computer.

Important note for Video Jobs



Google Meet, Zoom, and MS Teams, etc. can be accessed from a browser, or you can download the apps to your laptop.

Using phones, tabs and iPads is strictly prohibited.

Interpreter's Do's and Don'ts



Interpreters DO's Before the Assignment —————→

- **DO** accept only the jobs that **you are available for!**
- **DO** review **all assignment details** in the confirmation email provided by MCIS and clarify any questions you may have **at least 24 hours before** the assignment.
- **DO** check the location ahead of time and plan your route. Consider weather and traffic conditions at the time of the assignments.
- **DO** prepare for the assignment by reviewing relevant materials and polishing your terminology.
- **DO** look professional. Dress appropriately and comfortably.
- **DO** log in **5-10 minutes early** for remote assignment, to ensure no technical issues. Make sure your **headphones** and/or **camera** are properly connected and working well.
- **DO** carry a **picture ID** and your **MCIS ID badge** for in-person assignments.
- **DO** set up a **quiet and private space** for remote assignments, with a neutral wall as a backdrop, and position yourself within the center of the camera.
- **DO** contact **MCIS immediately** to ask for guidance if you encounter any issues related to the assignment.



Interpreters DON'Ts Before the Assignment —————→

- **DO NOT be late!** It is good practice to log in 5-10 minutes early to check your connection or arrive 15 minutes ahead of the scheduled start time to allow you time to orient yourself, find the location, parking, contact person, etc.
- **DO NOT accept an assignment unless you are sure you can make it,** and you are competent to do it! When you cancel last minute, MCIS may not be able to replace you, which means clients may go without service. We therefore take last-minute cancellations very seriously.
- **DO NOT wait until the very last minute to report discrepancies.** Check your [online portal](#) and contact MCIS right away if you are double booked, have incomplete information, or need any clarification.



Interpreters DO's During the Assignment



- **DO** make a proper interpreter's introduction for both the Service Provider (SP) and the Non-English-speaking person (NESP) you interpret for. Don't forget to get the NESP's consent.
- **DO** interpret everything without additions, omissions or distortions.
- **DO** correct any interpretation errors as soon as you spot them.
- **DO** ask for repetition, rephrasing or explanation if anything is unclear.
- **DO** ask all parties to speak in shorter sentences.
- **DO** promote direct communication between the parties and interpret in the first person.
- **DO** remain impartial at all times and never express personal opinions.
- **DO** report if you learn during the assignment that someone threatens to kill someone else, intends to commit suicide, or mentions child abuse.
- **DO** avoid unnecessary contact with the parties prior to or after the assignment.



*Interpreters **DON'Ts** During the Assignment* →

- **DO NOT** perform the assignment in the **public space**, **inside a vehicle**, or if there is anyone else in the room with you.
- **DO NOT** interpret if there is a **conflict of interest**.
- **DO NOT** leave the session or stop interpreting if your NESP client speaks/understands English and tells you that they don't require interpretation. **Interrupt and address** it with the service provider.
- **DO NOT** **mumble**. Your voice reflects your confidence and professionalism. **Speak clearly and loud** enough. However, do not be too loud, which may be disruptive to others, particularly in group settings.
- **DO NOT** engage in **personal conversations** and side talk with the client.
- **DO NOT** **text or talk** on the phone during the assignment. Don't forget to mute your phone.
- **DO NOT** forget you are there to **interpret only**, and not to participate in the session.
- **DO NOT** enter into **discussion** with parties.
- **DO NOT** offer **advice or express** your opinion to parties during the session.
- **DO NOT** **advocate** on behalf of any party.



Interpreters DO's After the Assignment —————→

- **DO** research the terms you struggled with during the assignment as they may reappear in subsequent sessions. You can create/continue a glossary of terms so that you can have it open during the next session.
- **DO** protect your privacy, well-being and safety.
- **DO** check with the SP whether you will be **needed for another assignment**; if they confirm you may leave, complete the call or obtain the SP's signature before you leave.
- **DO** close the assignment within 48 hours of completion to ensure prompt payment.



Interpreters DON'Ts After the Assignment —————→

- **DO NOT** forget to contact MCIS if your assignment **ends earlier** than scheduled to confirm if your services are required elsewhere.
- **DO NOT** disclose information spoken, seen or written outside of the interpreting situation unless required by law.
- **DO NOT** side talk with the client and **interact** with them after the session.



MCIS Contact Information



When you need to contact Interpretation Services: **is@mcis.on.ca**

- You realize you cannot fulfill a job you are already confirmed for and need to be unassigned.
- You realize you will be late for your job.
- The SP is late, or you cannot get access to the job site/location.
- The phone number is missing, not valid, or no one is picking up.
- The video link is missing, not valid, or the video meeting hasn't started on time.
- The SP requests you to overstay past your booked time for **another** job.
- If you need to update the time for a closed job.
- To get preapproval for parking.
- You negotiate mileage/parking **as soon as you** accept a job, not just before the job date.



When you need to contact Vendor Management: **vm@mcis.on.ca**

- Your email has changed.
- Your address has changed.
- You need to book some time off or change your availability.
- You need help/training with the II portal.
- Update your qualifications (add a training certificate or a test taken).
- If you need a reference letter.
- You had an issue while delivering the job, like something went wrong either with the job delivery, the SP, or the client.



When you need to contact Finance: **invoices@mcis.on.ca**

- If you get registered for HST (you must include your HST registration letter).
- To inquire about pending payments.
- To report a discrepancy with a paid invoice (right after you receive the payment notification by email).
- If you change your banking information.



NOTE: You need to keep your own records for tax purposes, DO NOT contact Invoices for a summary of payments or a T4 slip

General Inquiries



- For inquiries related to any offered or confirmed jobs, please contact is@mcis.on.ca
- To request your badge, please contact info@mcis.on.ca
- If you change your contact information, please notify vm@mcis.on.ca
- To inquire about your payments, or if you change your banking information, please notify invoices@mcis.on.ca
- For training opportunities and discounts, please contact engagement@mcis.on.ca

Important Resources



IMPORTANT RESOURCES

Interpreter's Orientation Package



[Full II Tutorials](#)



[Mark your Availability in II](#)



[VOS Form](#)



[Ethics Disclaimer Form](#)



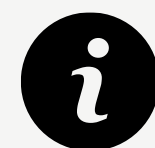
[Message Relay Instructions](#)



[Interpreter's Rewarding & Performance Management Policy](#)



[Free Training on Interpreter's Technical Competence](#)



[Downloading and Using the Interpreter Intelligence App](#)

TAX SEASON! KEY INFORMATION FOR FREELANCERS



As per the signed PSA: Freelance Interpreters are independent contractors, not employees of MCIS.
This means MCIS does not provide a T4 for tax purposes.

Tax Responsibilities

- Interpreters are responsible for filing their taxes.
- MCIS does not provide T4A slips or statements of earnings.

What to do? Keep the Records!

- Download & save all statements & payment notifications emailed to you by MCIS.
- Create a dedicated folder on your computer for these documents.
- Organize the payment records by year.
- Create and regularly update an Excel file with payments and service details.
- Share the Excel sheet info with your accountant.

How to Check Your Payments:

- Log in to mcis.interpreterintelligence.com from your PC. (Note: Statements are not visible on the mobile app.)
- Select "**Payments**" under Quick Links.
- A new window will open with the payment line. Select the drop-down next to the payment number and choose "**View**."
- A statement showing all the jobs being paid, including tax details for interpreters who are registered for HST, will be displayed. You can download or print the statement for future use.

Quick Links

Calendar

Jobs

Payments

Reports

Mobile Site

Job #

Need more help?

Watch this video: [Vendor Computer Payments](#)

Conf. Num.	Date	St	Services	Expenses	Fees	Tax	Total	Period St	Period End	#Jobs

Aug 2024

No jobs found

1 25

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