



MCIS LANGUAGE SOLUTIONS

Instructions on Using the Interpreter Intelligence (II) Mobile App

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1. Before you start

Basic information that you need to know:

- There are 2 ways to access the Interpreter Intelligence vendor portal:

(a) the **web portal**, accessible via computer on this link: <https://mcis.interpreterintelligence.com/app/login>

It looks like this:

The screenshot shows the login page for the MCIS (Multilingual Community Interpretation Services) web portal. On the left, there is a 'Login' section with a text input field containing 'sreyoshi@mcis.on.ca', a password input field with masked characters, a 'Remember me' checkbox, and a blue 'Sign in' button. In the center is the MCIS logo, which features three stylized figures in green and blue. On the right, there is 'Contact Information' with a phone number '888-990-9014' and an email 'is@mcis.on.ca'. Below that, there are 'Help Links' including 'Don't have an account? Sign up now!' and 'Did you forget your password? Recover it here.'.

(b) the **mobile app**, accessible via your smartphone. You need to download this from the app store of your phone.

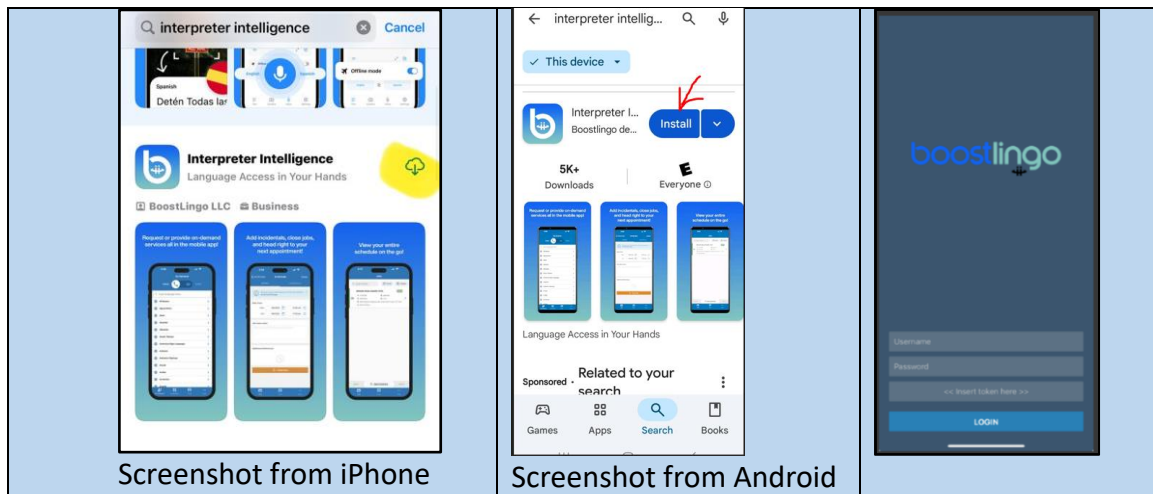
It looks like this:



- A 3rd option is installing a **shortcut** to the web portal **on your phone**. You may still use it, but the mobile app is found to be less prone to glitches as it has regular updates, which is why we recommend using the mobile app instead of the shortcut.
- Whichever option you choose, whether computer or mobile phone, **your user ID and your password remains the same.**
- Using the mobile app does not mean that you will not have to use the web portal, as not all functions are available on the mobile app. For example, changing password, changing contact information or reviewing past payments, setting up your calendar cannot be done on the app. You must use the computer to do these.

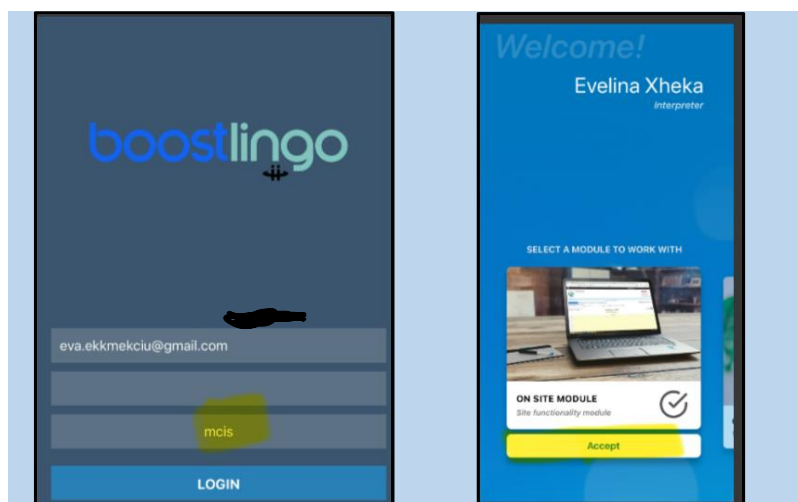
2. Downloading the II Mobile App

- Go to the app store of your phone and search for the *Interpreter Intelligence* app; download the app making sure you have the most updated version (**version 3.0.1** or the latest version)



3. Logging In

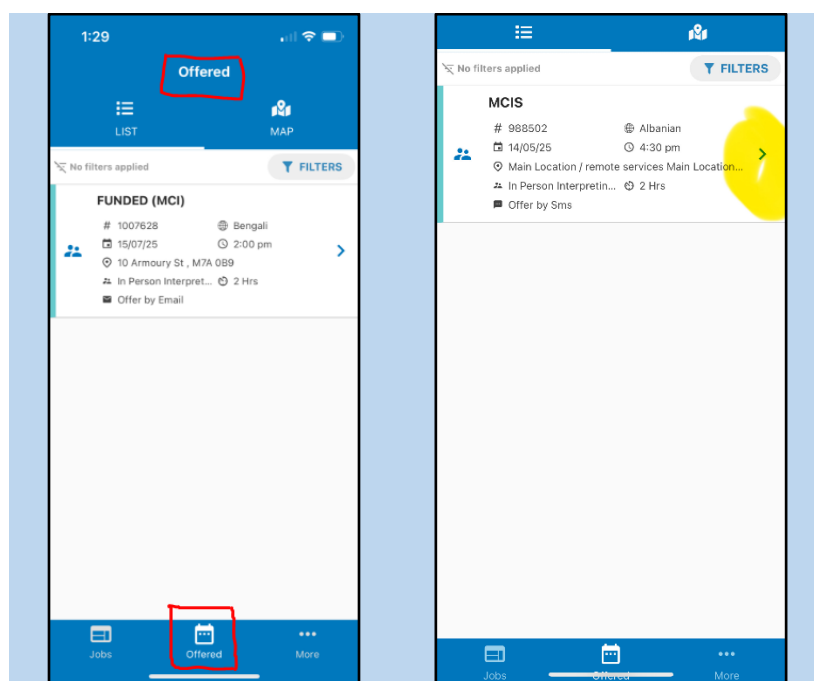
- Open the app and enter your credentials.
 - **Username:** Your *email associated with MCIS*
 - **Password:** Enter your password [be mindful of default capitalization and check your keyboard to make sure you are using the correct case]
 - **Token:** Insert "**mcis**" in the token field
- [Note:** (a) You will only be asked to insert the token once/first time when you set up the app; however, you will need to enter it again if you delete the app and reinstall it. (b) The name that you will type in this field (MCIS) is **not** case sensitive and will take lower case by default. (c) Make sure there is no space before or after the word mcis, otherwise you will see the error "network request failed."]
- **What to keep in mind to minimize log in errors:**
 - Your user ID is ALWAYS the email you gave to use for II with MCIS.
 - If you think you do not remember the password, use the web portal (via your computer) to reset it. The function of resetting a password is NOT available on the mobile app.
 - If for twice in a row your password is entered wrong, DO NOT try a third time. Doing so will lock you out.
 - Type in the **token mcis** making sure there is no extra space before or after the word. Do not copy paste from anywhere.
 - Once logged in, you will be taken to the homepage where you will see your name and two module options to choose from, "onsite module" and "on demand module." Click on the "**Onsite module**" and then click on "**Accept.**" See screenshot:



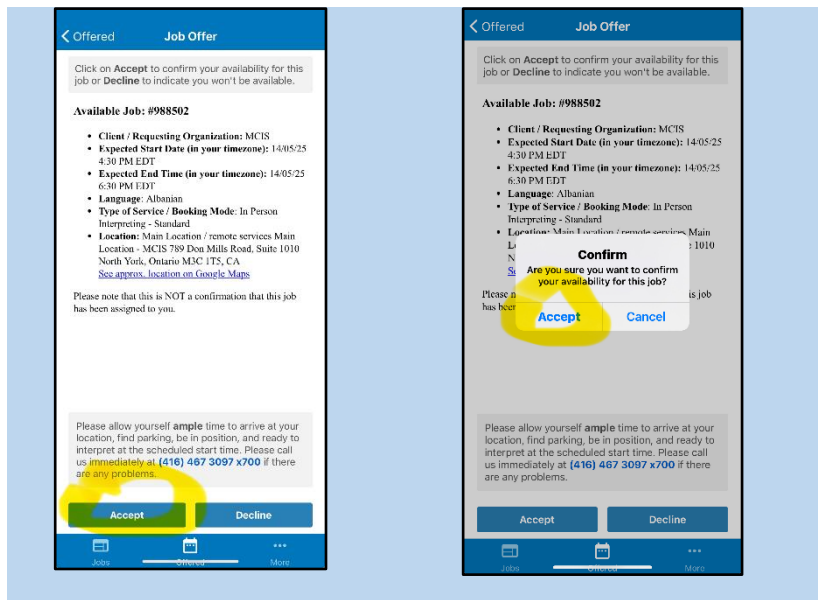
- Clicking on the “On site module” allows you to access offers for **all scheduled jobs**: in person, phone and video.
- **[Note:** Please **do NOT** select /check “On demand” as we use a different platform for OPI/VRI services]

4. Accepting Job Offers

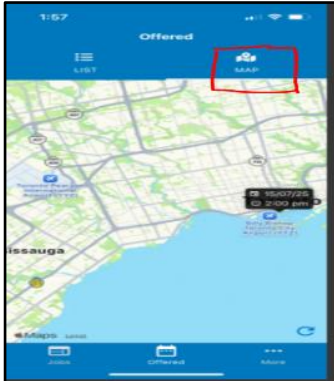
- Click on the “Offered” tab to view available jobs. You will see all basic information on a particular job that is listed here. See screenshots below.
- Open a job to **see all details**, including any **special instructions** or **notes**. You can do this by either *tapping on the job* (middle of screen) or on the corresponding *right arrow*. See screenshots:



- Once you are in the ‘details’ page, you will see the “Accept” and “Decline” buttons. See screenshots below:

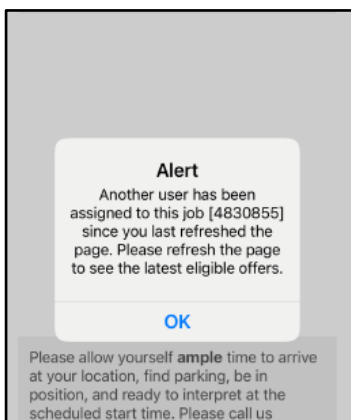


- Click on the “Maps” to check the **location** and **distance from your home**. See screenshot below:



5. Offers Disappearing from the Dashboard

- If you receive a **notification** for a job but **do NOT find it** when you click in on, that is because **another interpreter has already accepted** the offer. In such cases, you will see this message below:



6. Closing a Job

A. To close a job successfully completed BEFORE the scheduled end time:

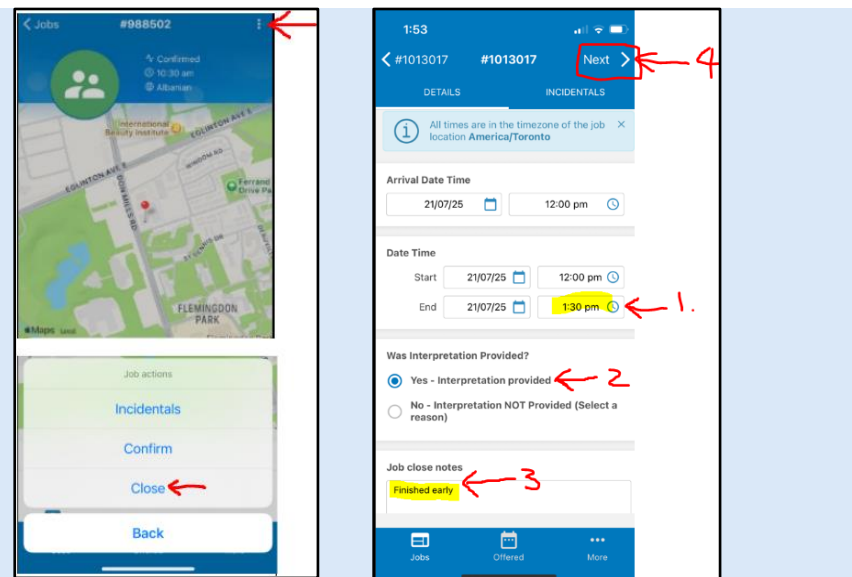
- i. Click on the job to be closed and then click on the **3 dots** (see screenshot below), and from the options that you see, click on “close.” See screenshot below:

[Note: You will notice that “**Arrival Date Time**” is already populated with the scheduled date and time.

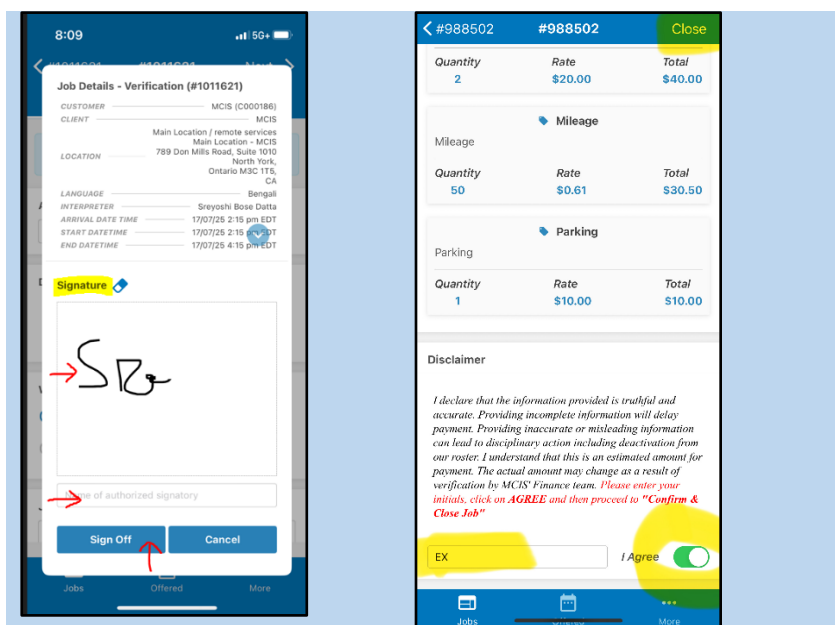
There is no need to change the date, and in most cases, there is no need to change the start time either. Please note that start time is the time the interpreting session started, **not** when you **arrived** at the site or logged in]

- ii. To set the **actual** “**end time**”

- (1) Click in the end time box and scroll through the digits to set the desired time.
- (2) Check the “**Yes - Interpretation provided**” option.
- (3) Include a job note if you wish.
- (4) Click on “**next**” at the top right corner. See screenshot below:



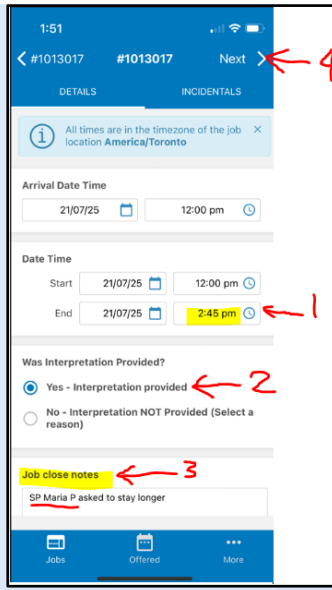
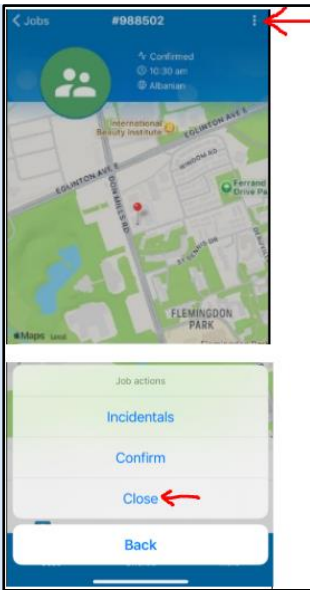
- iii. Now you will get to a page that gives you the job details to verify. Use the “**e-signature**” option to get the signature of the SP if you are doing **in-person** job.
- iv. In case of **REMOTE jobs ONLY**, you can use **your own signature**. See screenshot below.
- v. Type in the name of the signatory in the box at the bottom. See screenshot below.
- vi. Click on “**Sign off**” at the left bottom corner. See screenshot below.
- vii. Finally, review the **calculations page** for **incidentals, notes, and payment summary**.
- viii. Toggle the “**I agree**” disclaimer button, put in your initials and confirm to proceed with closing the job by clicking on the “**close**” button at the top right corner. See screenshot below.



B. To close a job successfully completed that ended AFTER the scheduled end time:

- i. Click on the job to be closed and then click on the 3 dots (see screenshot below), and from the options that you see, click on "close." See screenshot below.
- ii. To set the actual "end time,"
 - (1) Click in the end time box and scroll through the digits to set the actual time you completed the job.
 - (2) Check the "Yes - Interpretation provided" option.
 - (3) You MUST include a closing note mentioning the **name of the Service Provider** who requested you to stay after the scheduled time.

[Note: (a) While a job note with SP's name is not mandatory in cases where you end before or at the scheduled end time, it is **mandatory to provide this **information** if you stayed over time. If this is missing, your payment might be affected. (b) if you indicate the actual end time in the notes **but fail to set** it in the "end time" field, your **payment** for the extra time will **not** be processed]**
 - (4) Click on "next" at the top right corner. See screenshot below:

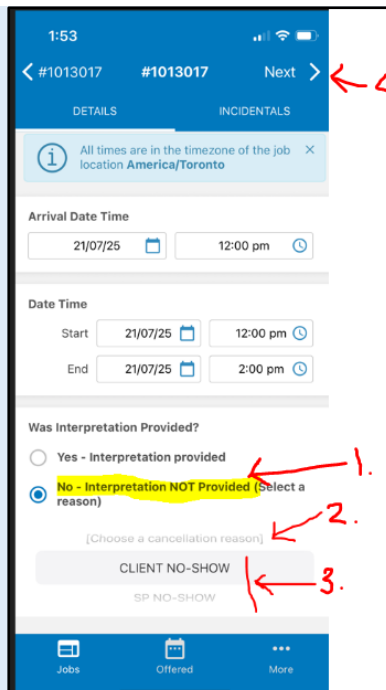
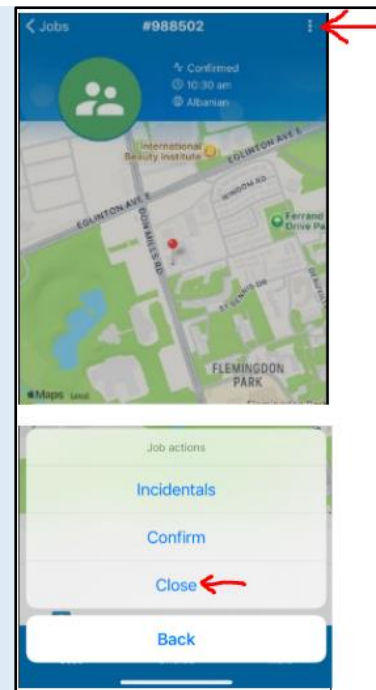


iii. Then repeat steps iii. to viii. above (as shown in point 5a in the previous page)

c. To close a job that was cancelled

- Click on the job to be closed and then click on the 3 dots (see screenshot below), and from the options that you see, click on "close." See screenshot below.
- In this page
 - Under the "Was Interpretation Provided" question, choose the option "No."
 - A dropdown will appear with cancellation reason (client no-show or SP no-show).
 - Choose the appropriate reason
 - Click on "next."

See screenshots below:



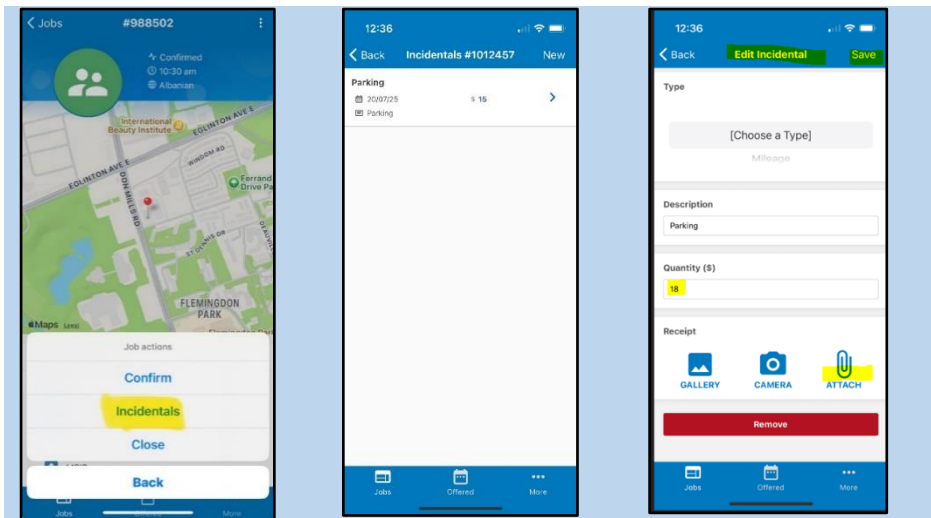
7. Adding/Managing Incidentals

A. Parking

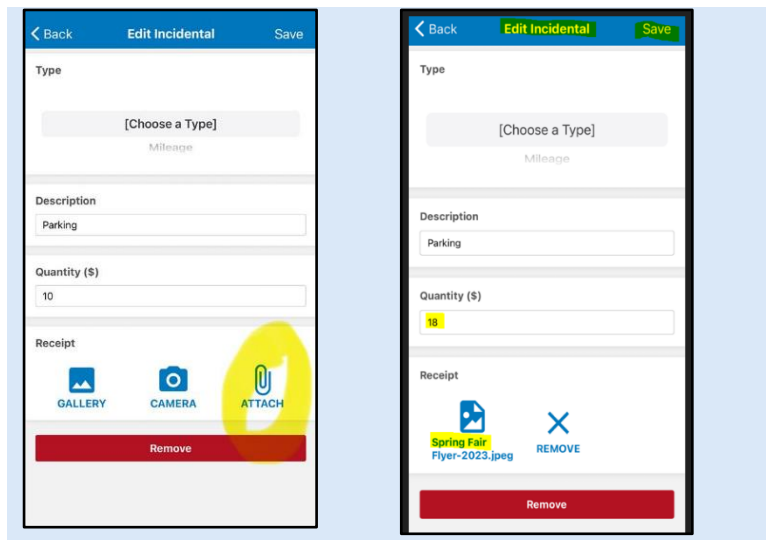
[Note: (a) **You must get parking preapproved** (indicating an estimated amount) **before** you go for the job. You can later adjust the amount by yourself after you get your parking receipt. Please email is@mcis.on.ca with job number to ask for parking preapproval.

(b) If you do not get this preapproval, the parking line will not show up for that job and therefore, you will not be reimbursed]

- Go to the job concerned and click on the **3 dots** in the top right corner
- Click on "**incidentals.**"
- You will see the parking line already added.
- **AFTER the job is done** and you are ready with your receipt, come back to this parking line again and click on it.
- You will see an editable page, as you see in the third image below. Click in the "**Quantity (\$)**" field and insert the correct final amount. **[Note:** It was \$15 in the second image below and now it is \$18 after updating]
- **IMPORTANT!** Make sure you change the amount **ONCE** only. **Trying to change it for more than once might cause the system to glitch.** If needed, contact is@mcis.on.ca with a screenshot of the problem and an image of the parking receipt. Also note, **clicking on the "save" button more than twice may cause the app to close randomly and you will need to reopen it to continue.**



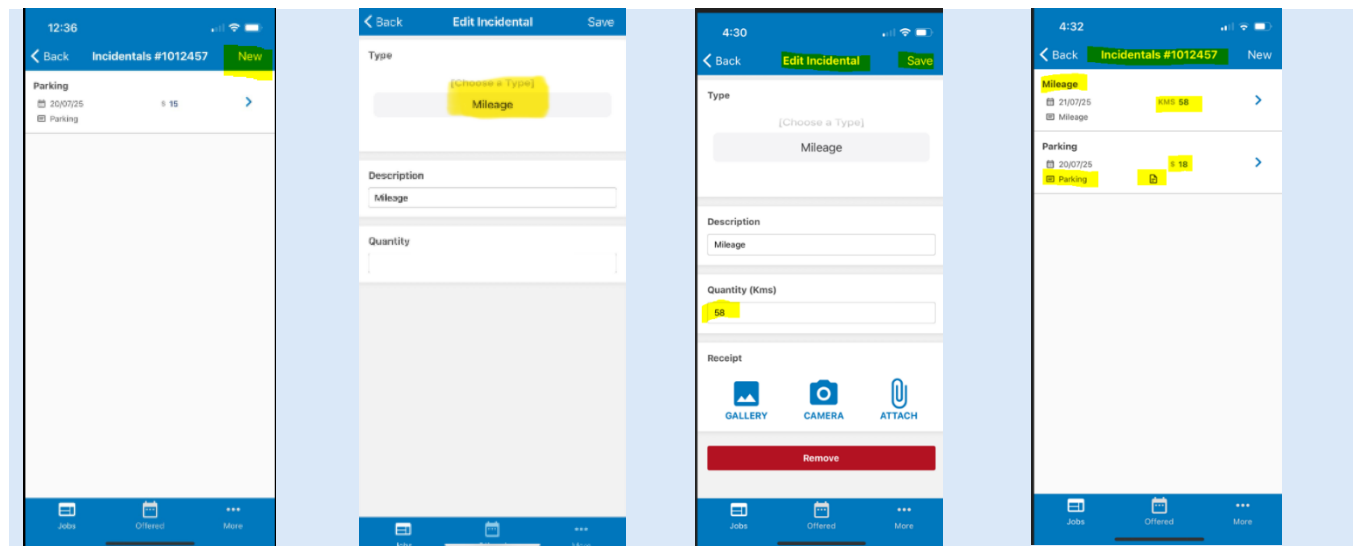
- **Upload receipt** for parking by either
 - a. Selecting a photo from your phone [use the **gallery** button] 
 - b. Taking a photo instantly [use the **camera** button] 
 - c. Attaching a document [use the **attach** button]. 
- Remember, **receipt is mandatory for receiving reimbursement.**



B. Mileage

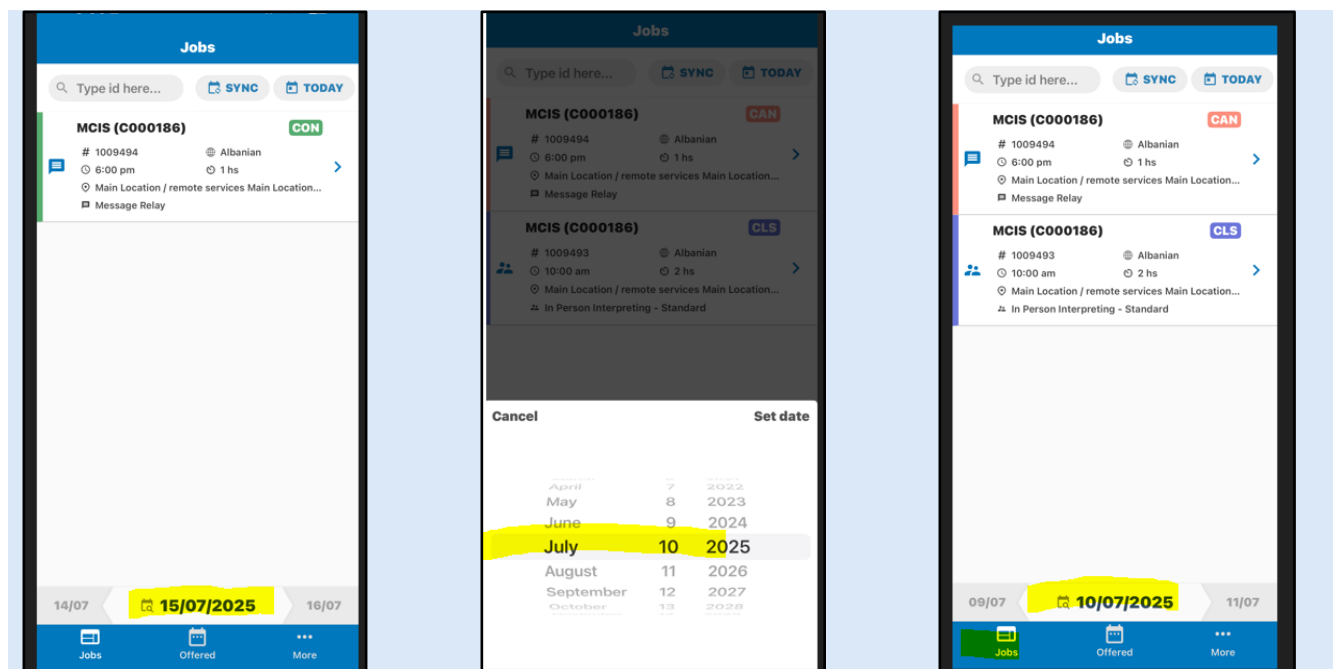
- If you are traveling more than 25 kms one way, determined based on shortest distance between your home and the job site as per Google maps, you are eligible for mileage payment.
- You can add the mileage line by clicking on the “new” button under “incidentals.” Choose “mileage” from the field and then add the total quantity and then “save.” See screenshot below.
- If you have both parking and mileage added, you should be able to see both under the “incidental” page for the job. See screenshot below.

IMPORTANT: If you do not see the mileage line but know that according to Google Maps shortest route, you should be eligible for mileage, contact the IS Team at is@mcis.on.ca for advice.



8. Using the Calendar

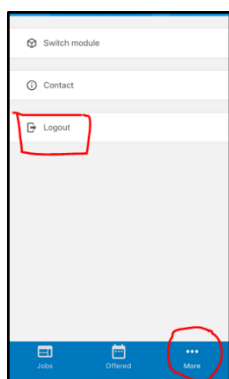
- Use the calendar option at the bottom to locate jobs (confirmed/closed) for a particular date.



- You will **not** be able to use the calendar feature to set your availability or time off. You will still need to use the portal to do that.

9. The “More” option

- Click on the 3 dots saying “more” to find the “contact” and “logout” option. See screenshot below:



[Note: You are not required to “log out” unless you are going to be on vacation and will not be using the app for that duration]

- You may contact us via email, as you are already aware (for job related matters including preapproval and adjustment of incidentals, email is@mcis.on.ca and for profile related matters email vm@mcis.on.ca).

10. What You Cannot Do Using the Mobile App:

You will need to use the web portal (accessing on a computer), NOT this app, to do the following tasks:

- Change your password
- Set up availability using your calendar
- Mark vacation time using your calendar
- Change home address or email address
- Upload any document (example: certificate or police clearance)
- Check or download payment record