

Springfield Public Schools

Interpreter Request
User Manual



10/25/2022

Version 1.2

REVISION HISTORY

Revision No.	Description	Revised By	Revision Date	Filename
1	First version	Kevin Beattie	2/2/2018	Interpreter User Guide
1.1	Revision of first version	Michael Baracchi	6/16/2022	Interpreter User Guide
1.2	Revision of version 1.1	Michael Baracchi	10/25/2022	Interpreter User Guide

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Overview

This document details the use and functionality of the Interpreter Request Form, which allows any individual in the district to submit a request for an interpreter. This form captures all required data elements necessary for the Translation department to facilitate your request.

The document is separated into two sections:

- Requestor
- System Administrator

For any issues, concerns, or process questions, please contact:

translations@springfieldpublicschools.com.

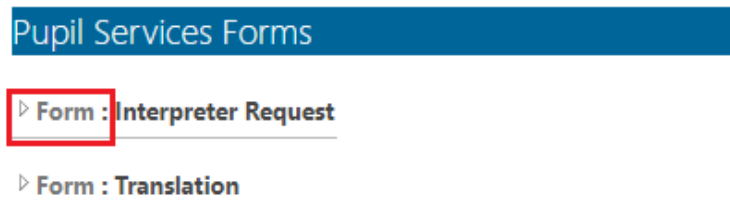
How to Access the Interpreter Request Form

1. From the MySPS home page select **Applications** from the menu on the left side of the webpage.
2. Scroll to the **Business** section and select **Forms**.

Business (Payroll, Reimbursements, Time & Attendance)



3. Locate **Interpreter Request** from the list presented and click on **Form** next to **Interpreter Request**.



Requestor

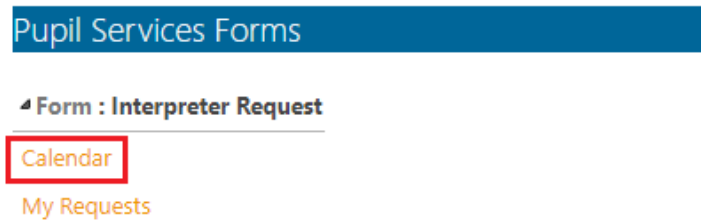
Overview

Anyone who is an SPS employee with access to MySPS will be able to create an interpreter request. You will have access to:

- Create a request
- Review existing requests
- Cancel a request

Creating a new interpreter request

1. From the list of options presented select **Calendar**.



2. Select the **New** button.



Event Information

3. Enter a brief description of the event into the field provided. (Examples: IEP Meeting, 504 Plan Meeting, Parent-Teacher Conference, etc.)

Event Information

Description of Event *

4. Select the start date of the event from the calendar provided or enter the date in the format shown. Select the event start time from the hour and minute dropdown menus provided.

Start Date *

5. Select the end date of the event from the calendar provided or enter the date in the format shown. Select the event end time from the hour and minute dropdown menus provided.

End Date *

6. Select either “In Person”, “Phone”, or “Virtual” from the drop-down menu to indicate the request type. For virtual requests, provide the meeting link in URL format.

Request Type *

Meeting Link

For virtual requests, please submit a Zoom or Microsoft Teams link.

Event Location

7. Select your school from the dropdown.

School Name

If the school is unavailable from the dropdown, please enter the school name in to the **Other School Name** field provided below.

Other School Name

8. Enter the contact person’s name.

Contact Person *

9. Enter the contact person’s title/role.

Title *

10. Enter the contact person’s telephone number.

Phone *

11. Select required language(s) from the list:

Language(s) Needed *

- Arabic
- ASL
- Burmese
- French
- Haitian Creole
- Kirundi
- Nepali
- Somali
- Spanish
- Swahili
- Vietnamese
- Specify your own value:

Note: If one is not listed, type it in the **Specify your own value** field

Student Information

12. Enter the Student ID and click the **Search** button.

Student Information

StudentID

Search

Enter the Student ID and click the **Search** button.
The students details will display to confirm a match.

If a message saying "Student Not Found" appears after clicking search, please type the Student ID into the Comments/Notes section below.

Student Number

Please check this box if this interpreter request is not for any particular student but rather a school event

If the request is for a school-wide event, please leave the **StudentID** field blank and check the box shown above.

***Please note the instructions in red on how to properly provide student information. ***

13. Indicate whether the request is Gen-Ed or SPED related by selecting an option from the drop-down menu shown below:

Is this request Special Education or General Education related? *

14. If you would like the parent to be contacted, please include the phone number, and indicate so in the comment section.

Phone

15. Indicate in the appropriate checkbox if sign language is required for the Parent and/or Student.

Sign Language

 Parent
 Student

16. If any other agencies are involved please indicate in the field provided.

Other agencies involved

17. Enter the number of participants who will be present at the event.

Number of Participants *

18. To provide any additional information, please enter it in to the **Comments/Notes** field provided.

Comments/Notes

19. When you are ready to submit. Select **Submit** and click **Done**.

By selecting 'Submit' and 'Done', you acknowledge that the form contains all required information.

- Save as Draft
 Submit

Done

Cancel

If you are not yet ready for submit your request, you may save it as a draft by selecting **Save as Draft** and clicking **Done**.

20. Depending on the option selected. A confirmation email will be received stating that you have saved your form as a draft and provide a link to return later. If submitted, you will receive a confirmation that your request has been successfully submitted to the Translations department.



Interpreter request submitted - 34

Retention Policy Delete after 3 years (3 years)

You have successfully submitted an interpreter request.

Student ID:

Start Date: 1/22/2018 8:00:00 PM

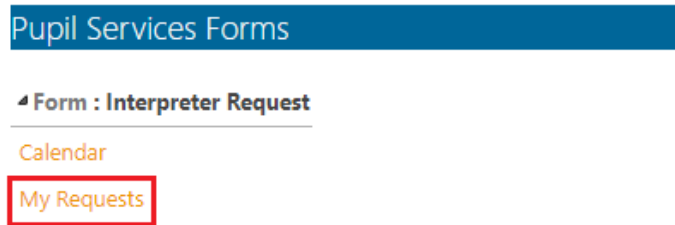
End Date: 1/22/2018 9:00:00 PM

Language(s): Arabic,ASL

[Link to item](#)

Submitting a draft form

1. From the list of options presented select **My Requests**.



2. Locate your request from the list and select **Edit**.
3. Modify the form as required.
4. When ready to complete select **Submit** and click **Done**.

By selecting 'Submit' and 'Done', you acknowledge that the form contains all required information.

- Save as Draft
- Submit

Done

Cancel

5. A confirmation email will be received stating that the request has been successfully submitted and the next communication you will receive will be when the Translations Department has updated your request.

Resubmitting a rejected form

Should your request not provide enough information you may receive a rejection email allowing for modification before resubmitting.

1. When a request is rejected, you will receive an email like below. The second line of the email will provide details regarding the rejection. When ready click on the **Link to Item** button to modify your request.
2. Modify the request according to the rejection comment.
3. When ready to resubmit select **Submit** and click **Done**.

By selecting 'Submit' and 'Done', you acknowledge that the form contains all required information.

Save as Draft

Submit

Done

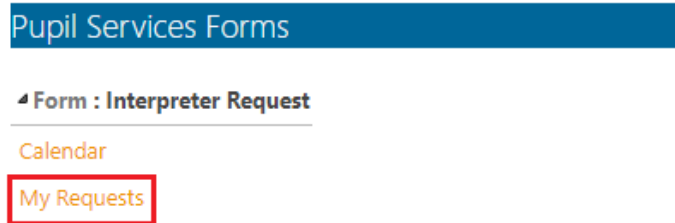
Cancel

4. A confirmation email will be received stating that the request has been successfully submitted and the next communication you will receive will be when the Translations Department has updated your request.

Cancel a form

All staff retain access to cancel requests until the request has been processed by the Translations department. To cancel a form:

1. From the list of options presented select **My Requests**.



2. Locate the form from your list of requests and select **Cancel**.

Interpreter - My Forms

Calendar Home

ID	Sublink	CancelLink	Start Time	End Time	Student Name	Student Number	All Student Event	Location Name
35	Read	Cancel	2/15/2018 4:00 PM	2/15/2018 5:00 PM			Yes	

3. Enter a reason for cancelling the request and select **Yes** from the cancel request dropdown menu. When ready, click **Save** to complete.

If canceling within less than 24 hours of appointment, please enter a reason below.

Cancel Request

Save

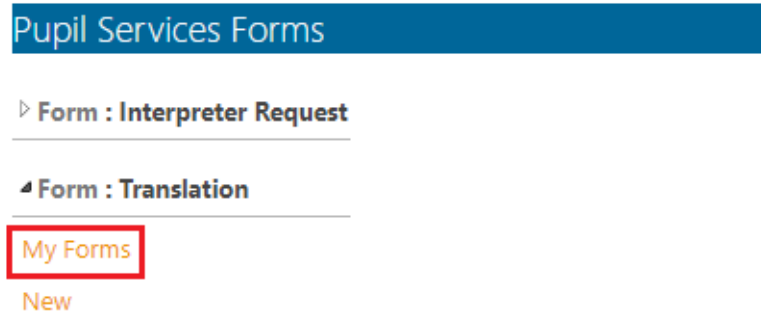
Cancel

4. A cancellation email will be sent to you and the Translation department.

My Forms

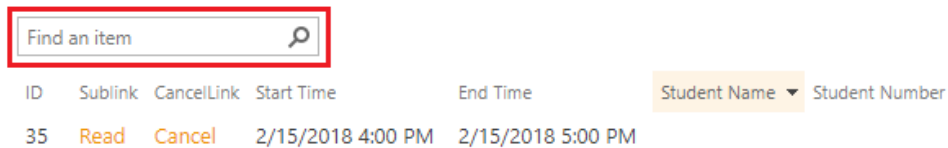
All staff retain access to their submitted requests. If at any time you need to review a historic form they can be reviewed through the following steps.

1. From the list of options presented select **My Requests**.

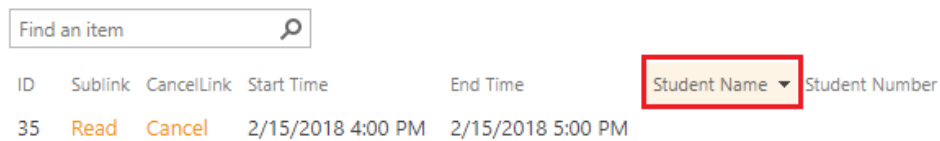


2. Search options:

- a. **Find:** Enter the *Student Number*, *Student Name* or other details in the 'Find an item' field



- b. **Filter:** Hover your mouse cursor over the required field and click on the arrow. Select the desired value to filter results by.



System Administrators

Overview

Administrators of the Translation form can monitor incoming requests and approve requests.

Manage Incoming Requests

There are two methods for opening a pending request:

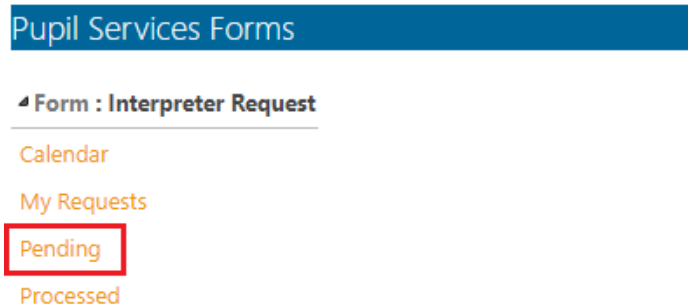
Option 1: When a user submits a request for an interpreter request, an email is automatically sent to the Translations Department email. This email will include a link to the pending request.



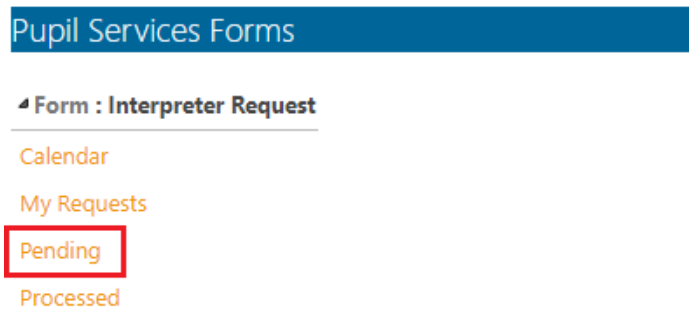
An interpreter request has been submitted. Please click on the following link to review:

[Link to Item](#)

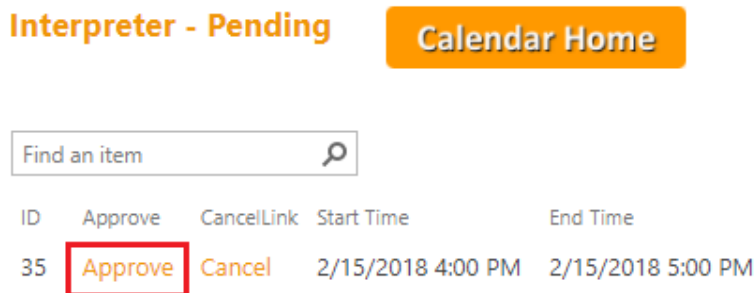
Option 2: Navigate to the **Pending** request page from the Forms home page (<https://my.springfieldpublicschools.com/sites/forms/SitePages/Interpreter/Pending.aspx>).



1. From the list of options presented select **Pending**.



2. Select **Approve** to open the details of the request.



3. If the request is not yet fulfilled you have the ability to enter any part of the form such as the **Notes** and leave the request in the status **Pending**.

The screenshot shows the form for editing a request. It includes a "Status" dropdown menu with "Pending" selected. Below it are fields for "Date Request Received" (2/15/2018 3:33 PM), "Date Confirmed" (with a calendar icon), "Agencies Contacted" (with a text input field), and "Notes" (with a large text area). The "Notes" field is highlighted with a red rectangular box. At the bottom, there are "Save" and "Cancel" buttons.

4. When a request has been fulfilled change the status from **Pending** to **Processed**. Populate all of the fields as required, and click **Save**.

Central Office Only

Status *

Pending

Processed

Date Request Received

2/15/2018 3:33 PM

Date Confirmed

2/15/2018



Agencies Contacted

Notes

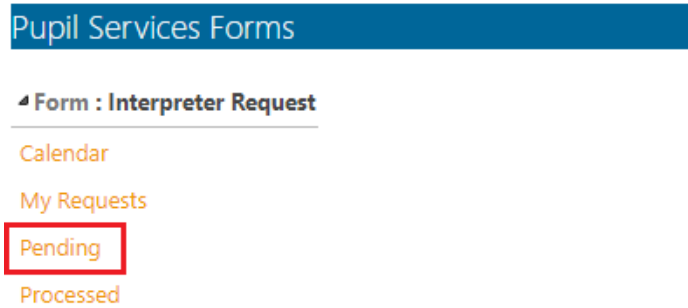
Save

Cancel

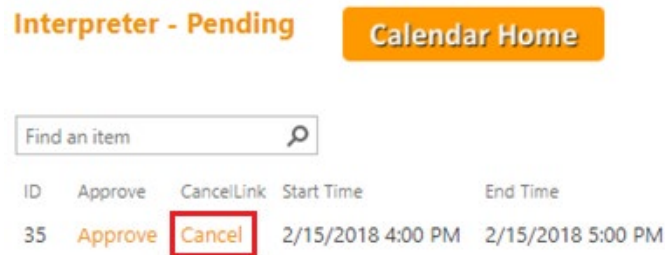
Cancel Request

If a request is identified as no longer required, the request can be canceled. To cancel a form:

1. From the list of options presented select **Pending**.



2. Select **Cancel** to open the request.



3. Enter a reason for cancelling the request and select **Yes** from the cancel request dropdown. When ready click **Save** to complete.

If canceling within less than 24 hours of appointment, please enter a reason below.

Cancel Request

Save

Cancel

4. A cancellation email will be sent to the requestor and the Translation department.

Reports

Under development.

Support

For all technical issues and enhancements to the Translation Form submit a request to issupport@springfieldpublicschools.com.