Missing Check In/Out Procedure

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**Missing Check In/Out:**
This process allows the interpreter to provide feedback and information when there are assignments that have not been checked in and/or out by the providers.

**The Process**
1. On the interpreter portal screen labeled “My Schedule”, a link labeled “Missing Check IN and OUT” will appear next to a job missing the provider check in and out. This link will automatically appear after the scheduled appointment stop time has passed.

2. When the interpreter clicks on this link, the interpreter will be prompted to enter a check-in/out time and provide a comment.
3. The interpreter will set the check-in and out time, enter a comment and press “Submit”. The system will present the following confirmation message.

![Confirmation Message](image)

4. The interpreter will click “Go Back to My Schedule”. The “Missing Check IN and OUT” link will be replaced with “Currently being researched”.

![My Schedule](image)

5. CTS will receive this information via email and research. If more information is required or CTS needs more time to research, we will contact the interpreter via email. If nothing further is needed, the interpreter will see the updated job information on their portal within 5 to 7 business days.

*Please Note: If a job is marked “Voucher Required” then the interpreter will still be required to submit a voucher and the times entered using this process will not considered.