



# Staff Employee Interface Guide

BIS Online Scheduling System

[www.bisscheduling.com](http://www.bisscheduling.com)

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Welcome to Birnbaum Interpreting Services' online scheduling system. We are excited to be able to offer a system that you can access at your leisure to check for available work, report transportation, and take care of almost all of your scheduling needs!

*NOTE: To save your time and energy, be sure to have Internet Explorer's Autocomplete feature turned on. To do so, in I.E., click on TOOLS, INTERNET OPTIONS, CONTENT, AUTOCOMplete, and be sure "Web addresses" and "Forms" are checked. Then, click OK until you are all the way out to the normal I.E. page. From then on, when you make a data entry, it will save what you have typed so you can simply select it from a drop down list when you start typing.*

After getting a log in from the BIS office when you log in, you will see the following:

#### OPENING PAGE AND "MY HOMEPAGE":

LEFT FRAME/MAIN MENU: Items found under this menu are as follows: my homepage, employee information, printable schedule, report mileage, leave requests, expense voucher, search evening/ weekend jobs, search all available jobs, emergency oncall, messages (all), send email to staff, time sheet info, password and login, observations, educational stipend used, send email to bis coordination, quick reference-staff/ce/who's in office, employee website, and system help.

#### RIGHT FRAME:

Top: First you will see a link "Click here to view available primary and secondary on-call dates". See the EMERGENCY ONCALL section for an explanation of where that leads.

The "My Homepage" link from the main menu will show three sets of boxes: your current schedule of assignments, emergency oncall dates you've accepted, and a messaging system.

Top Section: This section depicts your assignments for the next two weeks including basic information: list of details, date, start time, end time, client name, assignment location and BIS approved. If you wish to get more details for a specific job then you can click on the link in front of your preferred date that says "click to view details". This will open a page that gives you detailed information including date, start and end time of assignment, description, client, assignment location, specific address, contact information, the requestor, travel directions, comments from interpreters with previous experience on that job, the client's comments and your co-interpreter if one has been assigned. You will also note at the bottom of this section that you can access your future job schedule by clicking "next page". Note: your schedule is always subject to change. The last link you see is "Printable Version" and this is formatted to fit on as little paper as possible. It is recommended that you click this link to print your job information to assure you get it all and can take a hard copy with you for your information.

Middle Section: You will see a box showing the on-call assignments that you accepted along with the details for each. The box will display, “No emergency oncall dates accepted as primary or secondary oncall” if you did not accept any emergency oncall dates.

Next you will see a link “view archived messages” in which you can view all the messages that have been sent to you personally (in red) or to everyone since we started using the system in August 2004. If you click on this link, you will go to a page that has a search area to sort through all the messages.

Bottom Section: This allows you to view general messages sent out for everyone that pertain to things happening in the office, thoughts to ponder, reminders, commendations, and exciting news. You can reply to people individually via the double blue arrows on the left of each message.

Reply Message: If you click this link, you will see seven fields in which you can type your message, the date you want the message to be start showing, the date you prefer the message be automatically removed from the message board, your phone number, your email and the person/person’s you chose to be able to view your message. Then after you have populated the fields, you can either select “reply” or “cancel” in which your reply will be sent or cancelled and will not be sent.

#### EMPLOYEE INFORMATION:

This section allows employees to change most of their personal employment information including: name, address, phone contacts, email address(es), instant messaging address, certifications held, number of years interpreting, skills and abilities, educational background, general comments to the BIS coordination, professional affiliations, login and password information, an electronic copy of your resume, and whether or not you would like to receive weekly notification of available assignments.

We ask that you keep all information up-to-date as requestors and deaf consumers might have the need and can view this information. Please forward a head shot photo to [BISCoord@BISWorld.com](mailto:BISCoord@BISWorld.com); for contract employees, this will only be viewable by deaf consumers and co-interpreters. In the resume section, please note that you should not include personal contact information such as addresses and/or phone numbers as this information can be viewed by requestors and deaf consumers.

*NOTE: If you make a change in the employee information section, remember to click the SUBMT button at the very bottom. Also, if you change your mailing address, please also notify accounting by clicking on the link provided next to the address field.*

#### PRINT SCHEDULE:

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This link from the main menu opens a window that lists your current schedule of assignments from today forward. If you need job information for a previous job, see the TIMESHEET INFO section. The first page shows you the assignment basics: Dates, times, and client names. Click on the CLICK TO PRINT link corresponding to the assignment you'd like to see. Then you will see a printer-friendly copy, click PRINT. Your document will print a copy of all of the assignment details including assignment information, deaf participants, and co-interpreters. This printer-friendly copy also shows location directions, two on-site contacts, deaf consumer comments and contact information, co-interpreters contact information and much more for your convenience.

### REPORT MILEAGE

In this online system, you now are able to report your own transportation online. The top section will show your recent assignments for the last three (3) days. Click on CLICK TO EDIT BELOW to call up the assignment in the record box on the bottom. Enter the total number of miles related to this assignment, other expense type(s) associated to this assignment (text - i.e., bus, metro, cab), and the total of the other expenses together. Once you enter the miles and/or the other amount, the total expenses section will automatically calculate the total transportation being reported for the assignment. The system will not allow you to submit if the total is more than \$25.60.

Once completed, click the SUBMIT button and you will see the submitted amounts in pink font in the top section to show the submission processed completely. Repeat this process for each assignment that needs transportation reported. If you have any concerns about transportation, see your BIS supervisor, the Vice President of Operations, Ron Burke.

*NOTE: There is a \$25.60 or 80 mile per assignment maximum transportation reimbursement. You must report your transportation within THREE days (consecutive days, not business days).*

### LEAVE REQUESTS:

First Section: These fields are to be filled out by you according to when you would like to have scheduled "leave". Date, start time (when you need to leave the office or your assignment), end time (when you return to work or the end of the business day), comments about your leave if special case, and canceling your leave request if you decide to not take leave or want to re-schedule it. After you have filled out the fields, click ADD NEW to add to your leave requests section below.

Second Section: This is a list of the dates you have requested leave as well as a link to the left of each request "Click to Edit" in which you can change any information or even cancel your request in the top box.

### EXPENSE VOUCHER:

Expense vouchers should be submitted following the same schedule as your timesheets, as scheduled by accounting. This link opens a separate page that allows you to enter a start date and end date for the expense voucher you would like to view/print. *Note: follow the same dates that are listed on your timesheet for the pay period you are submitting your timesheet.*

Simply print the expense voucher generated, sign, date, and submit with your timesheet.

*NOTE: You must print the expense voucher in landscape format to allow accounting to see all of the expense totals on the far right side.*

#### EVENING/WEEKEND JOBS:

This link leads to a page that has two sections: the left (middle) section show criterion you can use to view available assignments and the far right section shows assignments to which you are currently assigned to help you determine your availability.

To limit the list of available assignments, you can enter a date on which you would like to start your search (otherwise defaulted to today), a start time after which you would like to start your days, and end time you would like to be finished by, a preferred client name (not deaf consumer, but paying client), if you would like to see only assignments that pay transportation, a preferred assignment location, a particular state you would like to limit your search (if you live in Maryland and only want to see Maryland jobs), and a particular zip code you'd like to search for assignments in. Once you entered the criterion you would like to employ, click SEARCH. *Note: If you enter no criterion, you will see all available evening/weekend assignments.*

The center box shows all evening/weekend assignments that meet the criterion you've entered (or all if you left the first page blank). This page shows the assignment's basics: Date, times, job type, and general location. Click on CLICK FOR DETAILS OR ACCEPT to see all the details of the particular assignment you select. Please remember you are bound by the code of ethics; only click to view assignments you are truly interested in.

Once you find an assignment you are interested in, simply click the TENTATIVELY ACCEPT button at the bottom of the assignment details page and click SUBMIT. The BIS coordination will check all the details of the assignment to be sure you are eligible for the assignment and confirm the assignment when approved. You will see whether an assignment is approved or not on your schedule page from MY HOMEPAGE. If an assignment you are on is still marked as not approved, please call the office BEFORE you go to the assignment to be sure everything is appropriate.

*NOTE: On the details page, you can see if that particular assignment is on-going or only a one-time assignment. If you choose to accept the on-going assignment, you could see all of the dates it is available.*

#### SEARCH ALL AVAILABLE JOBS:

This link leads to a section that is very similar to the EVENING/WEEKEND JOBS link. You again have the ability to narrow your search of available assignments, but this link will show you ALL assignments, including evening/weekend assignments. The rest of the information and process is exactly like the EVENING/WEEKEND JOBS link just described.

### EMERGENCY ONCALL

The emergency oncall section shows you two boxes side-by-side labeled primary on-call and secondary on-call where dates are consecutively listed. The starting date is the day that you have accessed the site i.e. January 30, 2004 is the date you accessed the site therefore that will be the first to appear on the list of dates to choose from. If you click on your preferred date to be on-call you will then see a box that will have the date you have chosen with a link underneath "Accept primary on-call for this date". You can choose to accept or cancel in which you will be taken back to the list of the dates to choose from. Reminder: if you click a date under the primary on-call list then your tab will say "... Primary....", if you click a date under secondary on-call the link will say "... Secondary....".

Middle: "Scheduling coordinator on-call schedule" will tell you the date for the on-call slot, which supervisor/coordinator is in charge of accepting all emergency calls, and the date the previous information was last updated because everything is subject to change. Also, if you have questions about the on-call position you can refer to this to see who is coordinating and then access their phone number via database for more detailed information.

The next section shows the schedule of oncall coordinators that respond to the emergency voicemail box in the BIS voicemail system. If you need to get a hold of a coordinator after-hours, simply leave a message in the emergency voicemail box (802) and the person listed will be the one responding to you. It also depicts in detail what is included in the policies and procedures for being actively oncall.

The last section defines more in depth Stipend, Types of Assignments, Hours, Rate, Call Receipt and Preparation, At the Assignment, After the Assignment and Questions. These all describe the policies and procedures for being on-call, what to do before, during and after job should you have questions pertaining to each.

If you have any questions about the emergency oncall, contact the primary coordinator who coordinates this schedule.

### MESSAGES (ALL)

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These two links are related to the messaging board that you see when you first open the staff interface. If you click on MESSAGES, you will see a section where you can enter a message you would like to place with three sections: 1. section to add a new or edit an existing message(s), 2. search section to search the messages you've entered, and 3. list

of messages you've entered. Remember that these messages will be going out to every person that has a log in into this system unless you select a particular person to send the message to. Only enter general messages here that you would basically want all BIS staff persons to read.

The ALL link basically shows you what you see when you first come into the staff employee interface - a list of all current messages.

#### SEND E-MAIL TO STAFF

In the first box you can enter the first OR last name of the employee you wish to send a message to. Then click SEARCH to locate the right person or you can click on link "clear" which will clear your field completely so you can enter another name.

The second box you will see the first page of many of interpreters in our system from which you can scroll through and locate the name you seek along with that individual's email address. Just click the hyperlinked email address to call your default email system to send them an email.

#### TIMESHEET INFO

This link takes you to a page that allows you to enter a start and end date to view your schedule for a certain period of time for the purpose of verifying and completing your timesheet. Please follow the pay period dates distributed by accounting and that should also be listed on your timesheets. The dates on the first page are defaulted to match the pay period dates if viewed on the next day after the end of a pay period. Otherwise, you'll need to manually enter the start (always a Monday) and end date (always a Sunday) and click SEARCH.

The timesheet listing shows the pertinent information needed to fill out your timesheet like charge numbers, client names, and hours.

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#### PASSWORD AND LOGIN

This link opens a page to quickly and easily change your primary email address, your employee login, and/or your password. *NOTE: BIS highly encourages you to use your email address as your login because every login must be unique from every other login.*

After you have edited your information, click SUBMIT to send your revised information to the system updating that section of your info or you can cancel your revisions and just close out of the window.

## OBSERVATIONS

This section is filled in by your supervisor after you have submitted written observations from your peers or a certified interpreter who has filled out an observation form while on an assignment observing your work. You are required to have a minimum of four observations per year as per BIS policy. The information found in this section specifically is observer, observation date, interpreter (your name), and comments about the observation.

## EDUCATIONAL STIPEND USED

In the first box you will see your educational stipend which you have spent to date towards furthering your education through workshops, classes at colleges or universities and the like. It will show the date you completed the class or workshop, the supervisor who approved it, and how much of your educational allowance you have spent thus far.

The second box shows the date you were initially entered in our system and how long you have worked here at BIS.

## SEND EMAIL TO BIS COORDINATION

This link opens a blank email addressed to the BIS Coordination based on the email default settings of your computer. If this link does not work because of your settings, you can also address an email to [BISCoord@BISWorld.com](mailto:BISCoord@BISWorld.com).

## QUICK REFERENCE

**Staff:** The first box you can enter the first OR last name of the staff employee's information you are searching. Then click SEARCH and their info will display below in the second box. The second box is a complete listing of all staff employees at BIS in alphabetical order so it is easy to locate any one person, unless you have completed a search already.

**CE: (Contract Employee)** This link leads to a page very similar to the Quick Reference: Staff page, except that this page only displays Contract Employees (CE) and does not show full-time staff employees.

**Who's in the office:** This is a complete listing of everyone who is in the office on any given date or leave requests should people have leave in the system. This page helps you gauge if someone you are trying to contact (i.e., your supervisor or a vice president) is in the office or not. It also shows if certain office staff are out in the field and generally where they are in case you might be able to meet them at that site.

## EMPLOYEE WEBSITE

This provides you with the BIS website login information - the login name and the current password, which is changed frequently. The site contains employment information related to BIS. Things that can be found here are downloadable company forms, interpreter links, dates/meetings, fun pictures of BIS gatherings, company email access and a link to our online scheduling system.

## SYSTEM HELP

If you experience any errors/problems or would like to make a suggestion on how to make this system more user-friendly or useful, please click on the link in this section which will send an email addressed to [webmaster@bisworld.com](mailto:webmaster@bisworld.com). If your email defaults are not set up to do this, simply send an email addressed to that email address. Be sure to include all of the pieces of information requested on the page to ensure we can re-create the problem and address it.

Thank you so much for all of your hard work and we hope this new online system has empowered you to make more personal decisions in your day-to-day work!

BIS Management