LinguistLink User Guide for Requesters

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Introduction

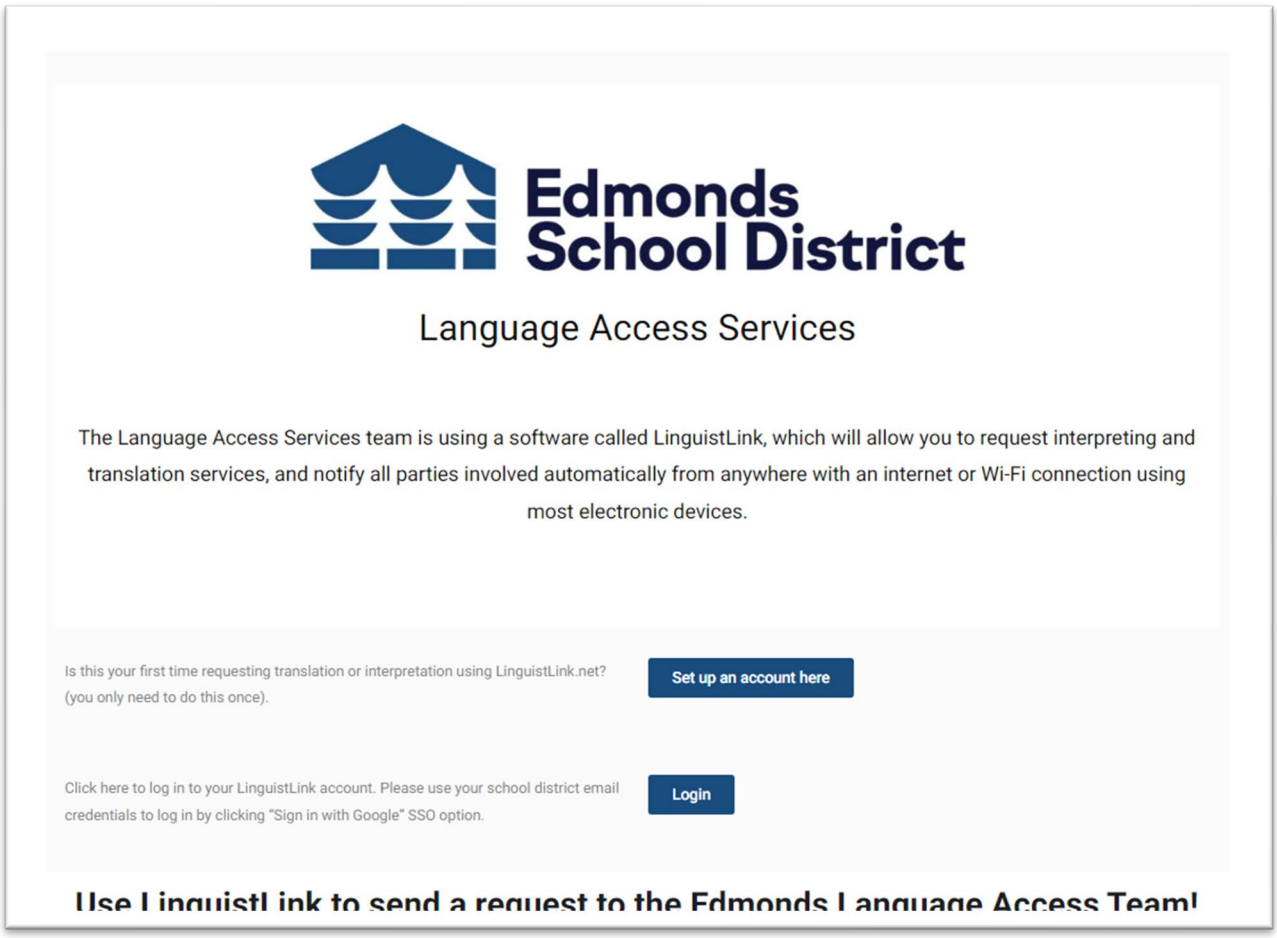
LinguistLink is a web-based collaboration tool that allows you to request and manage language-related projects, such as interpretation and translation. You can communicate with the schedulers and linguists who work on your projects, track the status and progress of your requests, and receive the deliverables through the system.

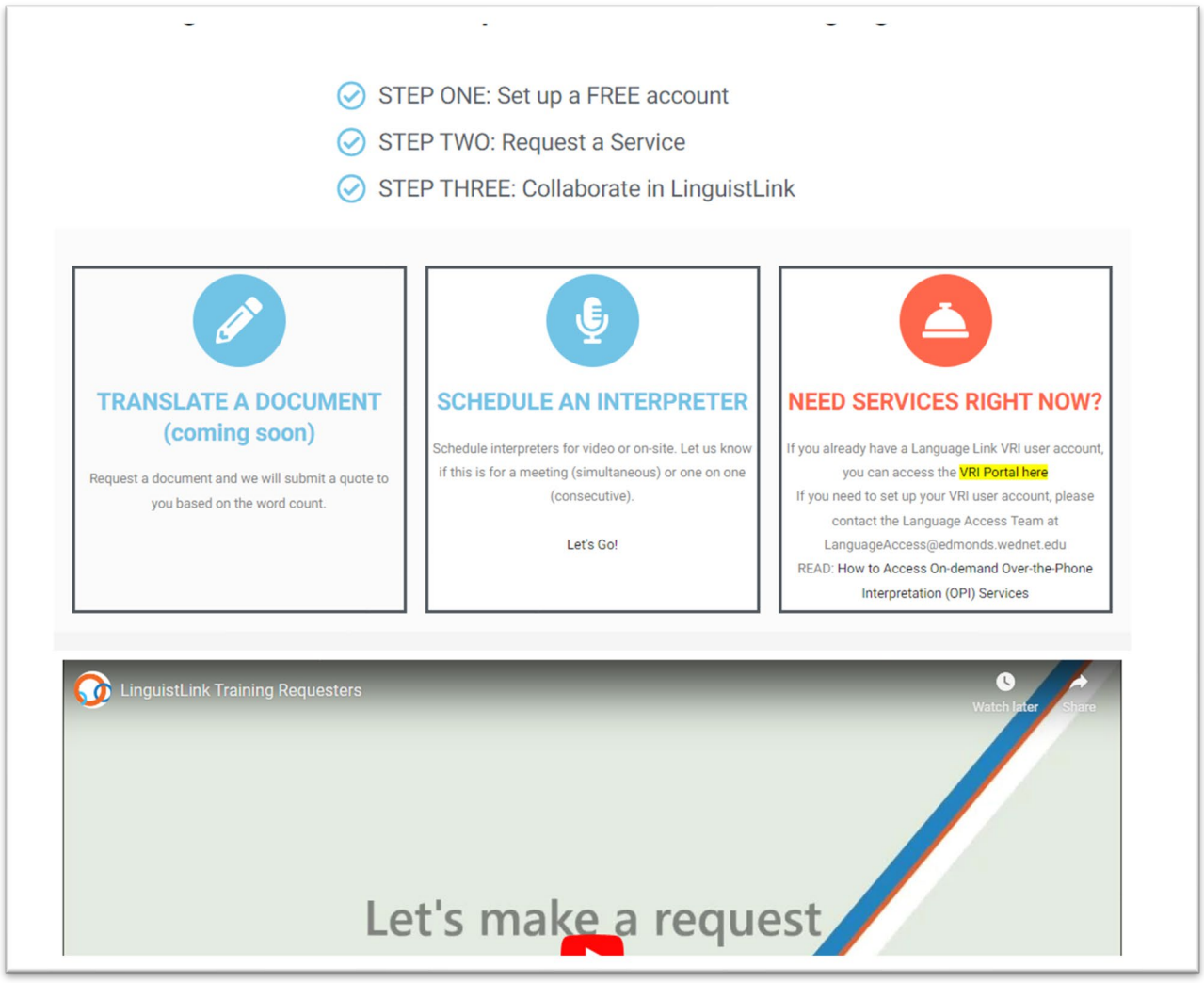
Getting Started

To use LinguistLink, you need to set up an account, log in, and request a project. This section will guide you through these steps.

Start at Portal

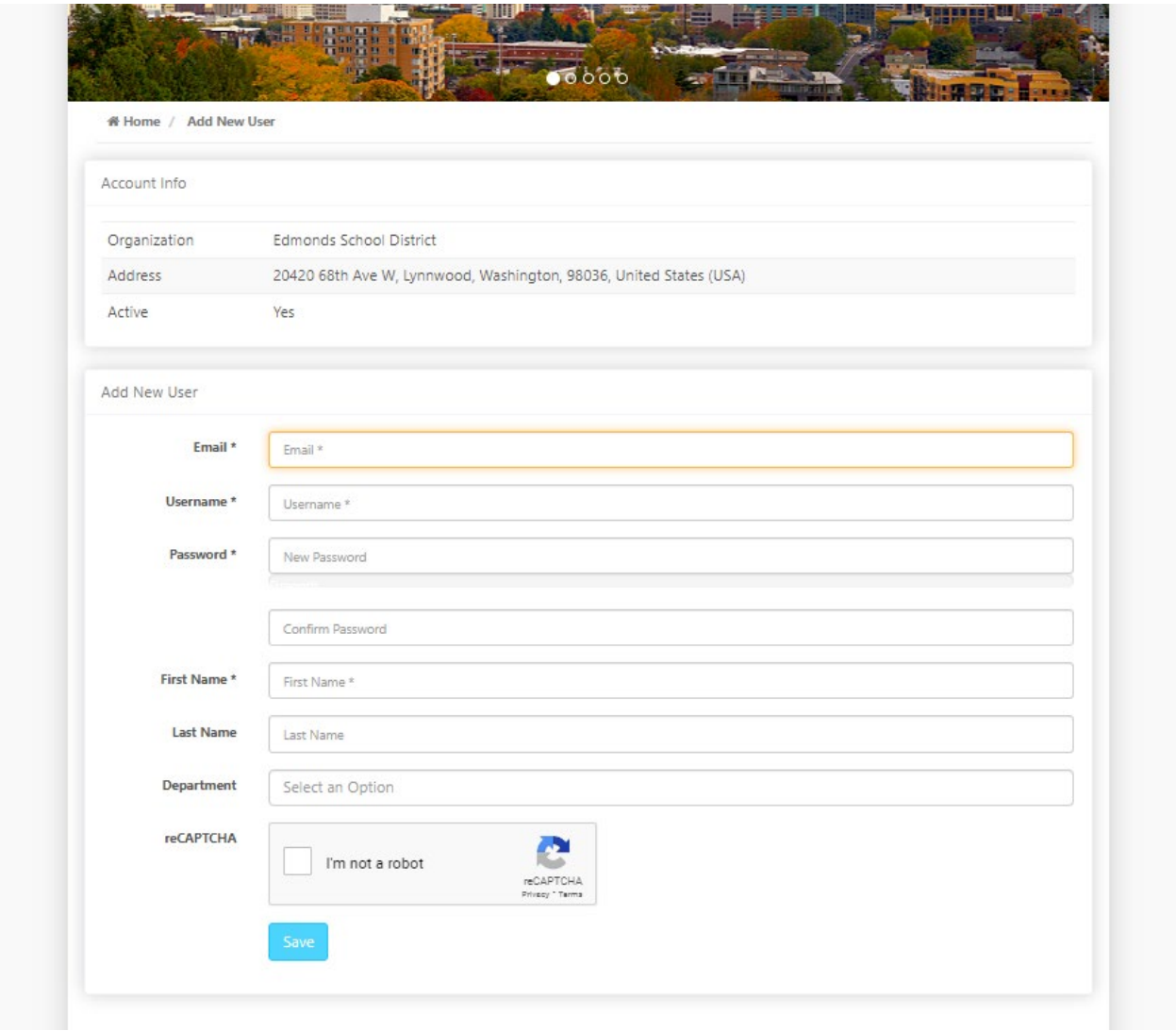
Go to https://www.linguistlink.net/edmonds


Edmonds School District
Language Access Services
The Language Access Services team is using a software called LinguistLink, which will allow you to request interpreting and translation services, and notify all parties involved automatically from anywhere with an internet or Wi-Fi connection using most electronic devices.
Is this your first time requesting translation or interpretation using LinguistLink.net? (you only need to do this once).
Set up an account here
Click here to log in to your LinguistLink account. Please use your school district email credentials to log in by clicking "Sign in with Google" SSO option.
Login
Use LinguistLink to send a request to the Edmonds Language Access Team!



Set up Account

- Go to https://app.linguistlink.net/new_user?accountId=664787b6115454622b018ceb&limitedUser=1#
- Complete the form with your name, email, password, and phone number.



- Check your email for a confirmation link from no-reply@linguistlink.net and click on it.

Make sure to add no-reply@linguistlink.net to your safe senders list by adding as a contact.

Log In

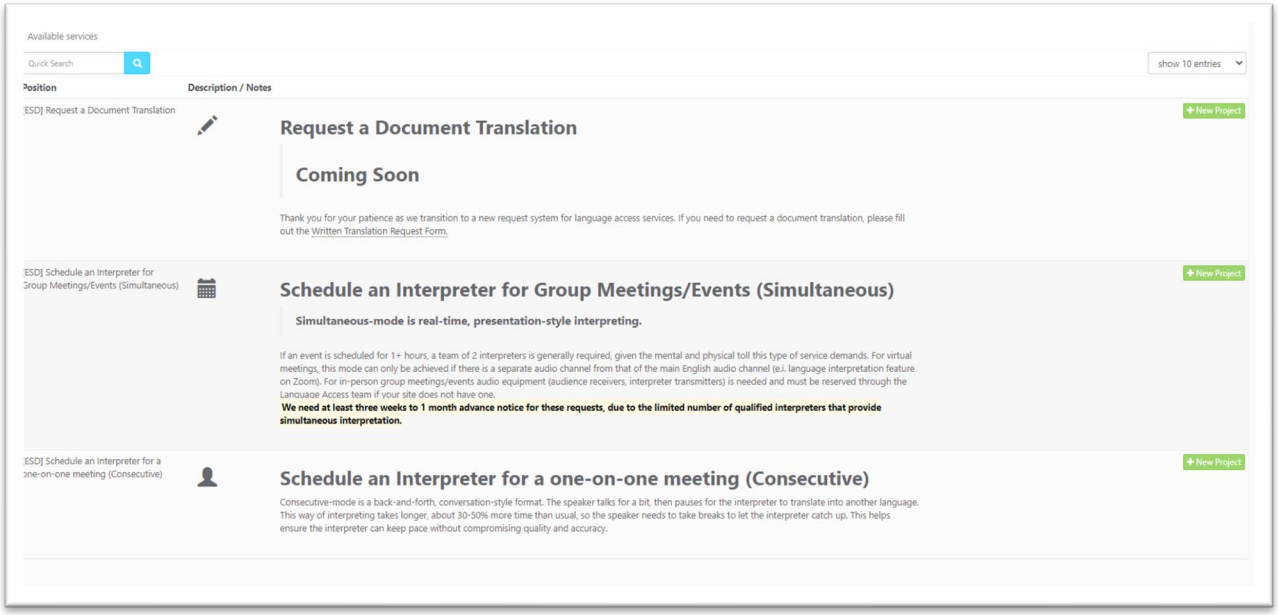
- Go to https://www.linguistlink.net/login
- Enter your email and password.
- If you forget your password, click on "Forgot Password?" and follow the instructions.
- If your organization uses google workspace, you can log into LinguistLink using your credentials.

Once you're logged in, you can make a request

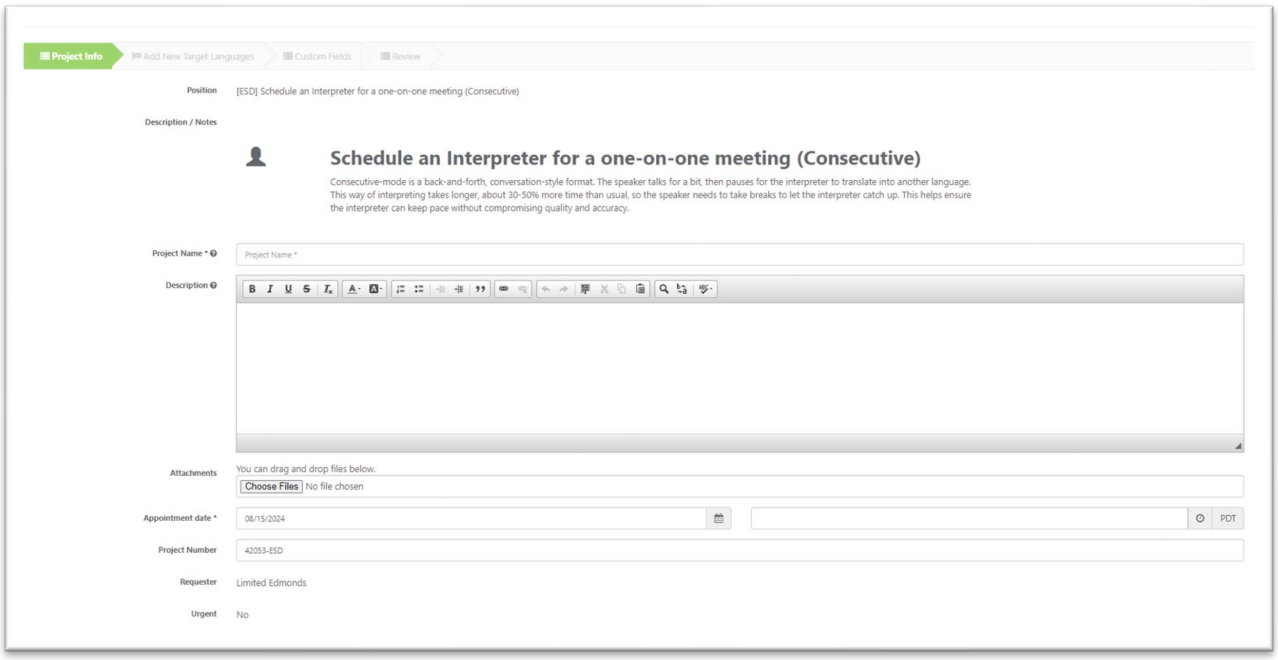
Schedule an Interpreter

If you need an interpreter for an appointment, you can schedule one through LinguistLink. This section will show you how to do that.

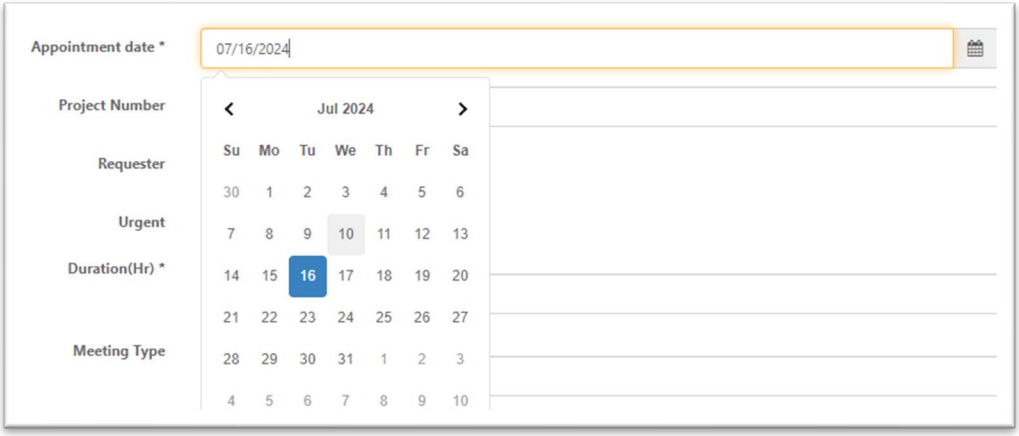
- From the portal, select "New Project" and review the options:
    - Request a Document Translation (this isn't ready yet)
    - Schedule an Interpreter for Group Meetings/Events (Simultaneous)
    - Schedule an Interpreter for a one-on-one meeting (Consecutive)
- Once you've determined the service, select the button "+New Project".

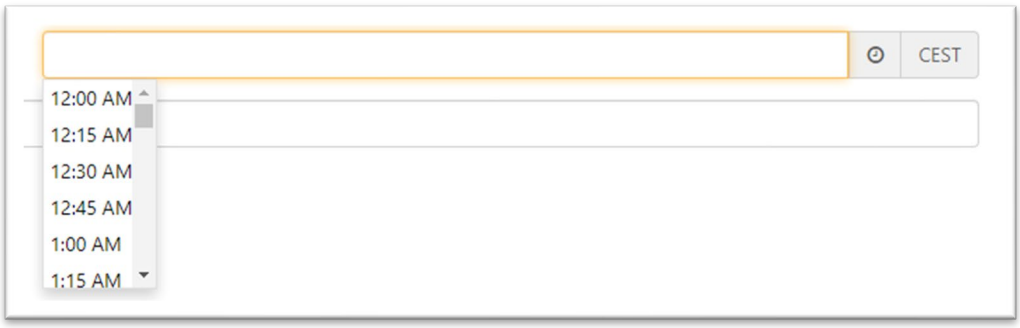


- Complete the following fields:



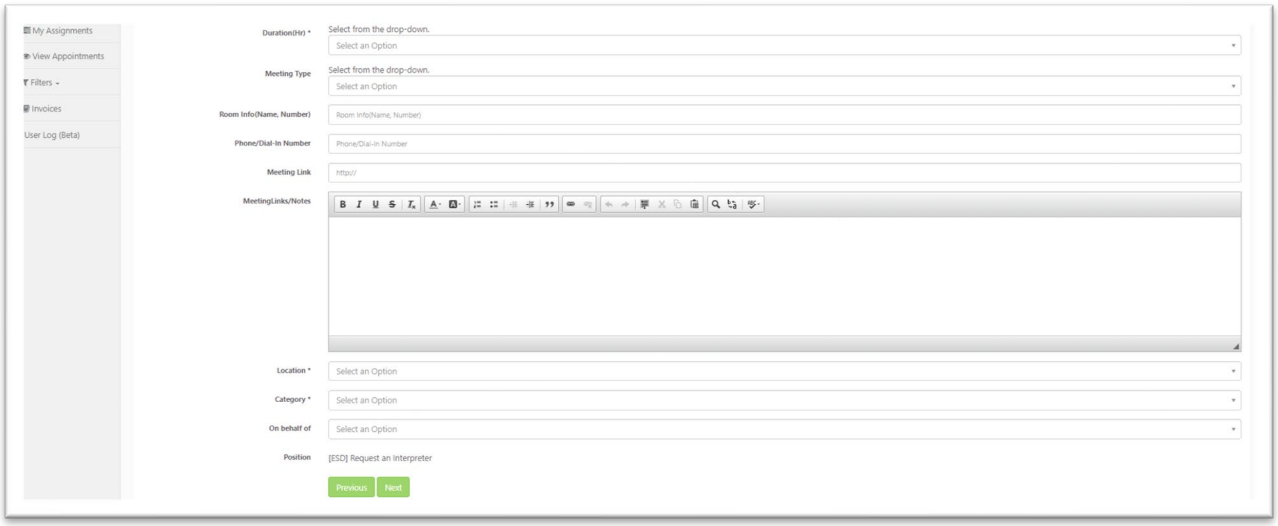
- Enter a name that will identify the appointment, such as the name of the meeting, in the "**Project Name**" field.
- Enter any helpful details about the appointment that will help the interpreter prepare for it, such as the agenda, topics, participants, etc., in the "**Description**" field.
- If you have any attachments that can be shared with the interpreter, such as documents, slides, or notes, you can upload them in the "**Attachments**" field.
- Select the date and time of the appointment in the "**Appointment Date**" field. You can use the calendar and clock icons to select the date and time, or type them in the format MM/DD/YYYY HH:MM AM/PM.





- The "**Project Number**" and "**Requester**" fields are automatically filled and should not be changed.
- URGENT will be marked if the request is within 3 days of the appointment.

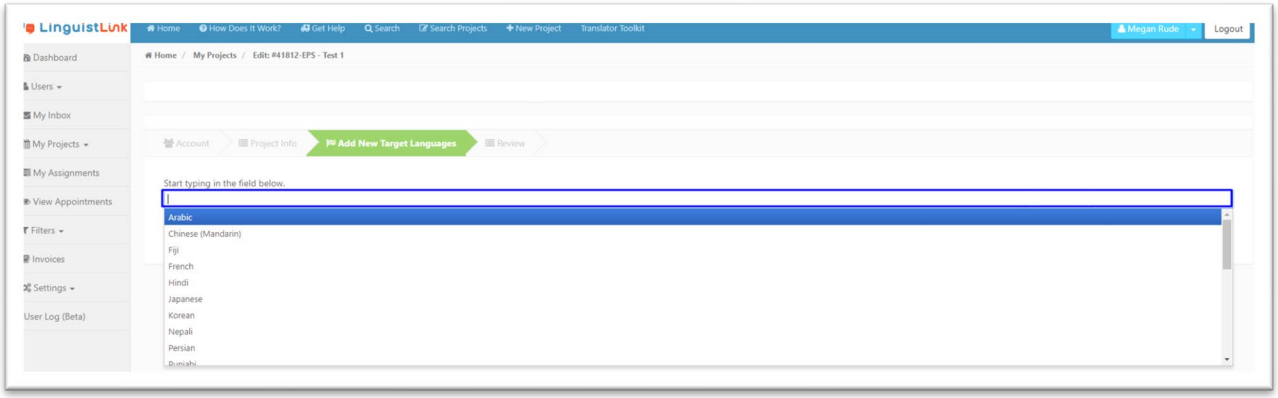
Projects marked “Urgent” will be highlighted as red. They may incur additional costs from the suppliers.



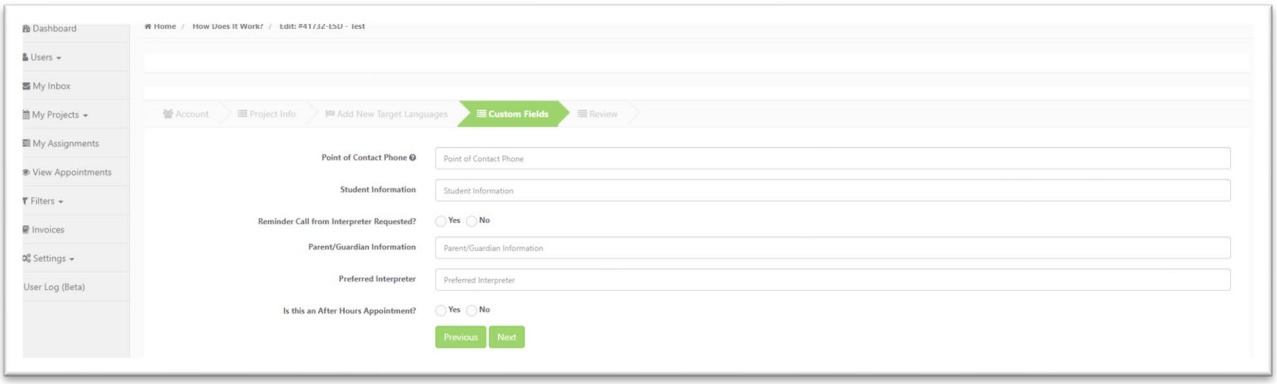
- Enter the duration of the appointment in hours, such as 1.0, 0.5, or 0.25, in the "**Duration**" field.
- Select the type of meeting from the "**Meeting Type**" drop-down menu. You can choose from "In-Person", "Phone", "Virtual", or "Hybrid".
- If the meeting is in-person, provide the name or number of the room in the "**Room Info**" field.
- If the meeting is over the phone, provide the phone or dial-in number in the "**Phone/Dial-In Number**" field.
- If the meeting is virtual, provide the meeting link in the "**Meeting Link**" field.

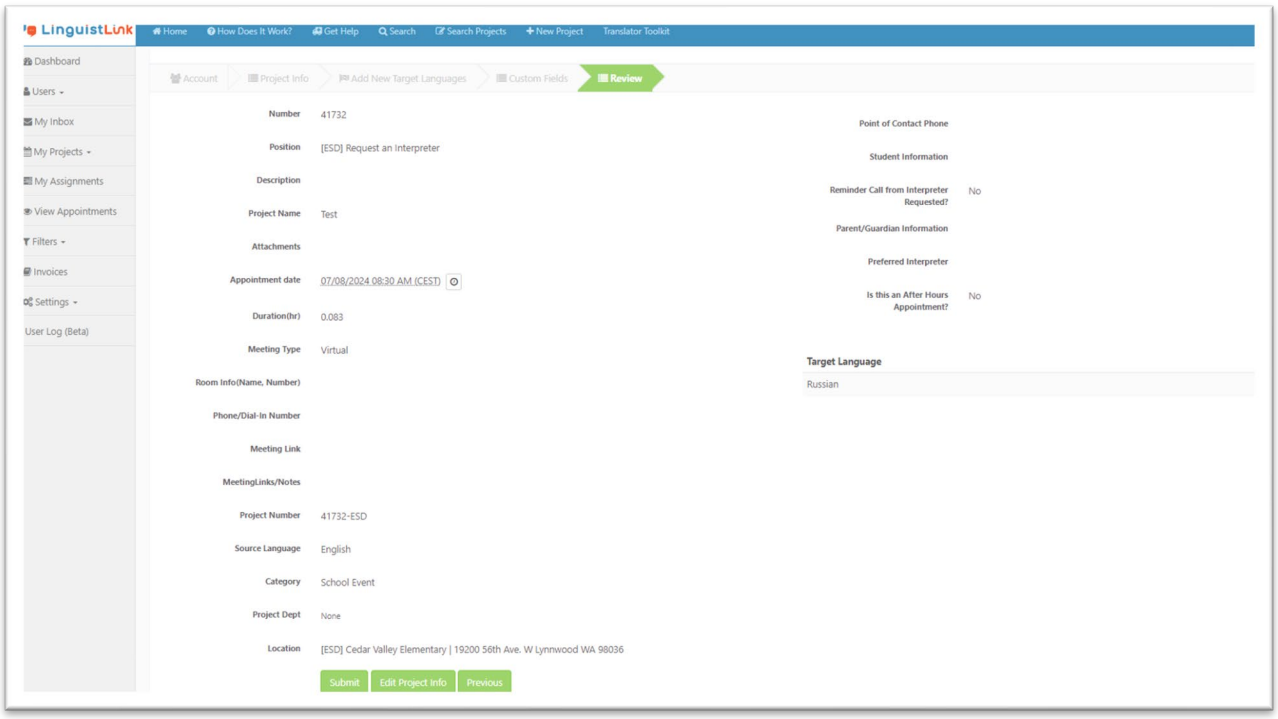
- If you have any additional information that might be helpful for the interpreter, such as instructions, preferences, or special requests, you can enter them in the "**Meeting Links/Notes**" field.
- Select the location of the appointment from the "**Location**" drop-down menu.
- Select the category of the appointment from the "**Category**" drop-down menu. You can choose from "Parent Teacher Conference", "IEP Meeting", "Staff Meeting", etc.

- Click "Next" to select the language of the interpreter.

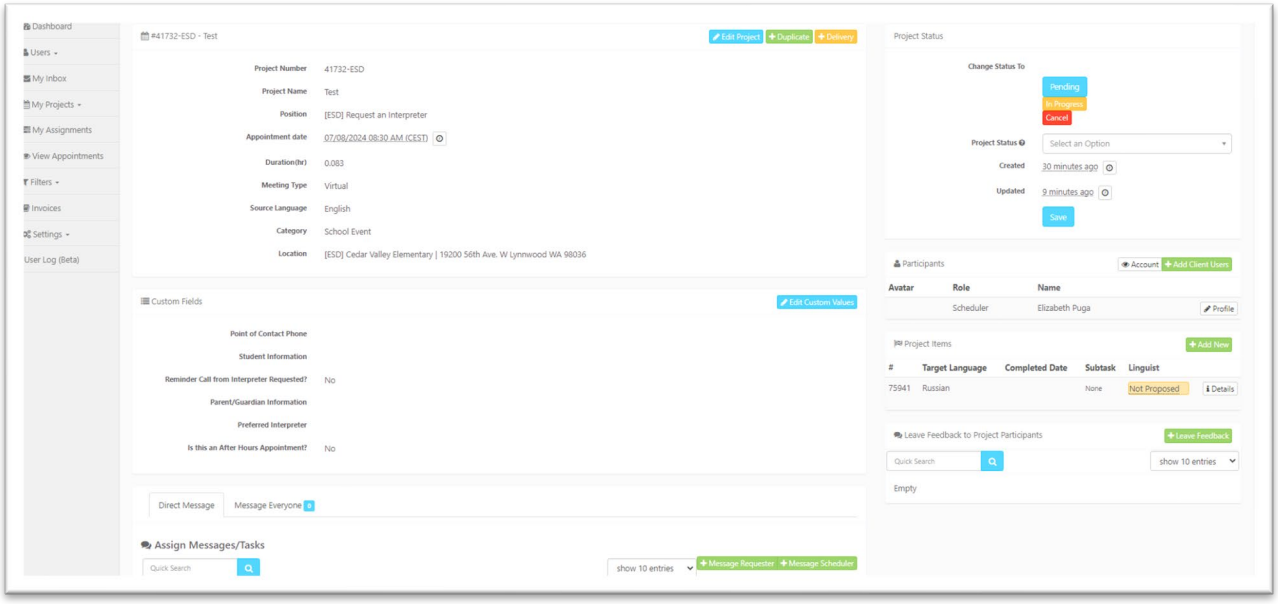


- Click "Next" to complete the custom fields, such as parent/family information, student information, and requester information.





- You will be taken to the "Project Information" page, where you can see the status of your request, post messages, and receive notifications.



Schedule a Translation

We’re are not yet providing translation services through LinguistLink yet.

Project Information Page

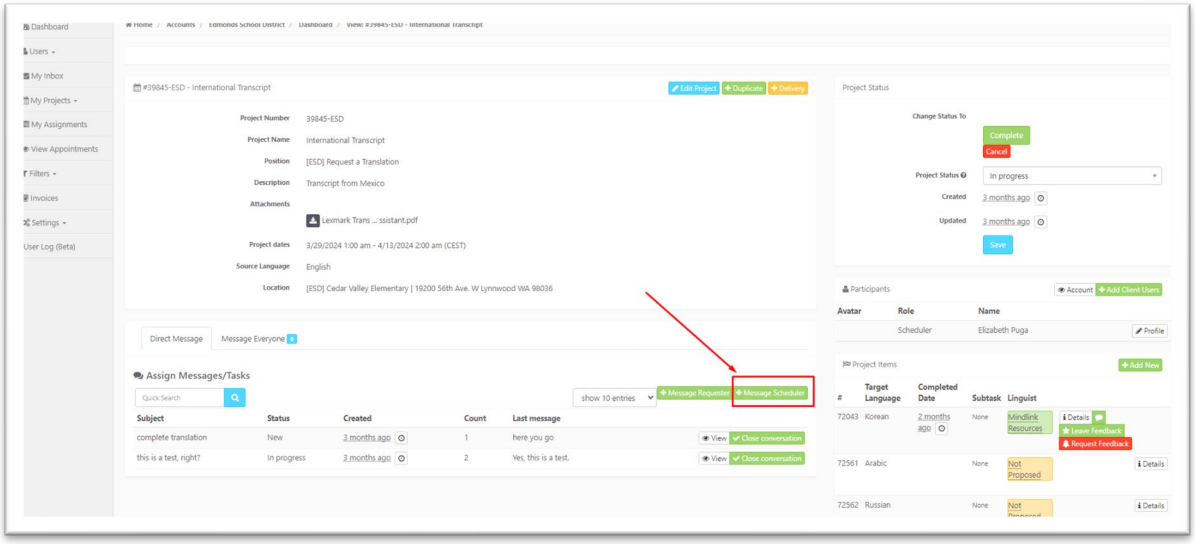
The Project Information Page is where you can see the details of your project, such as the status, the language, the scheduler, the linguist, the attachments, etc. You can also communicate with the project team, receive alerts, and download the deliverables from this page.

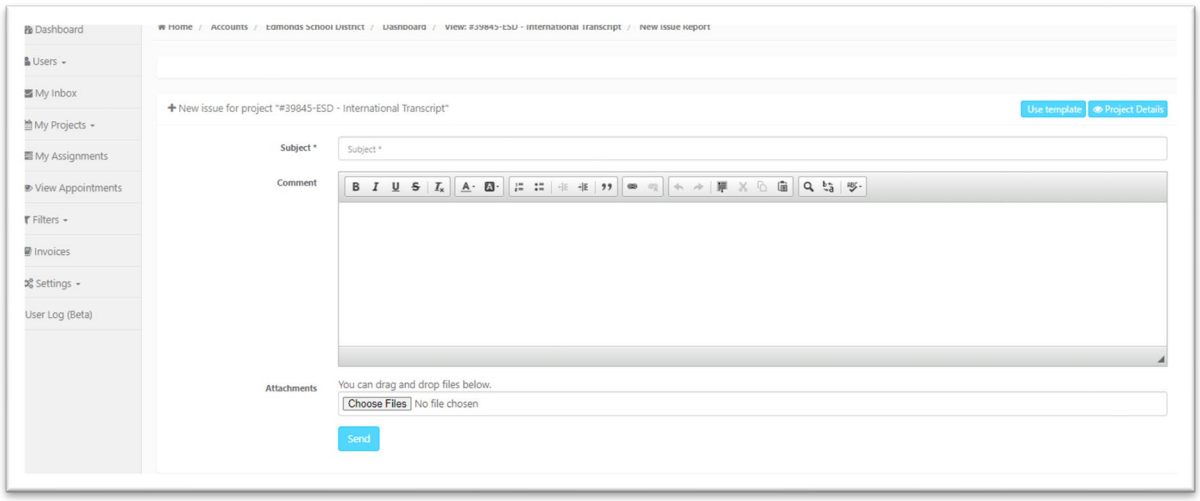
Status

- The status of your project shows the progress of the project from start to finish. You can see the status change as the scheduler and the linguist work on your project. The possible statuses are:
    - Pending: The scheduler is reviewing the request and selecting the team who will fulfill the project.
    - New: The project has been proposed to the linguists.
    - In Progress: The linguist has accepted the project and is working on it.
    - Confirmed: The project has been confirmed with the requester.
    - Cancelled: The project has been cancelled.
    - Completed: The project has been completed and the deliverable is ready.

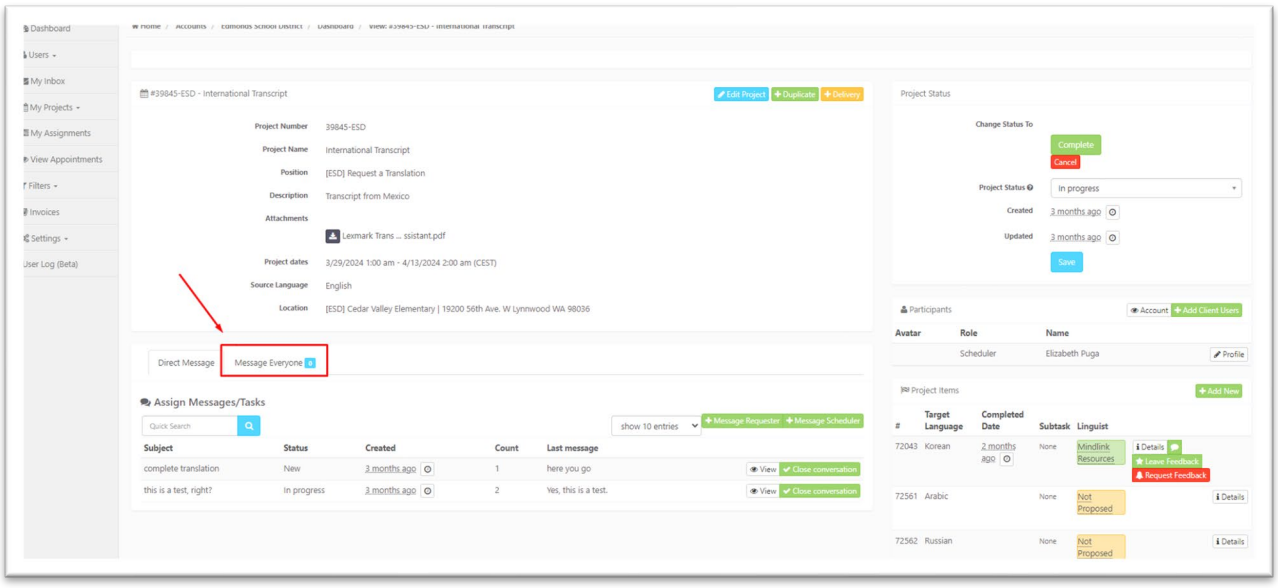
Messages

- You can send and receive messages related to your project from the Project Information Page. There are two types of messages:
    - Message Scheduler: This is a direct message to the scheduler that is only seen by the scheduler. You can use this option to ask questions, make changes, or provide feedback to the scheduler.





- Message Everyone: This is a message that is seen by everyone involved in the project, including the scheduler and the linguist. You can use this option to share information, request clarifications, or collaborate with the project team.

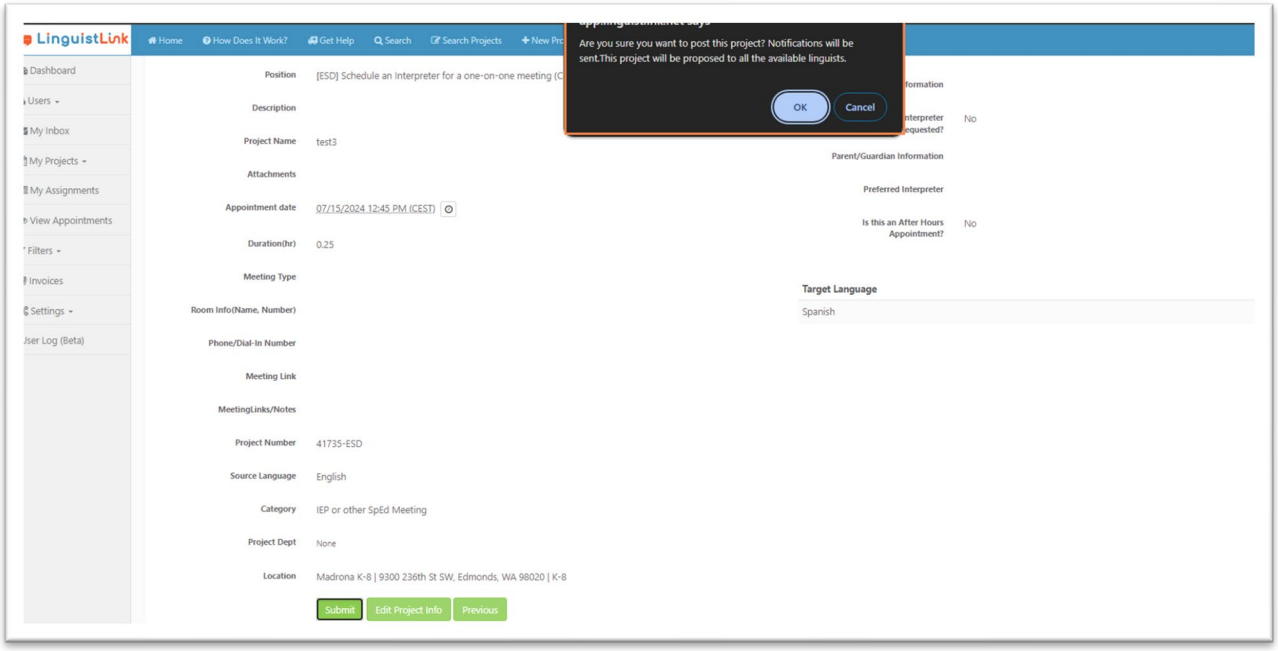


This message will be seen by EVERYONE involved in the project. Please consider the content before posting here.

- You can type your message in the text box and click "Send". You can also attach files to your message if needed.
- You will receive notifications from no-reply@linguistlink.net when you have a new message. You can also see the number of messages in the "Message Everyone" tab.

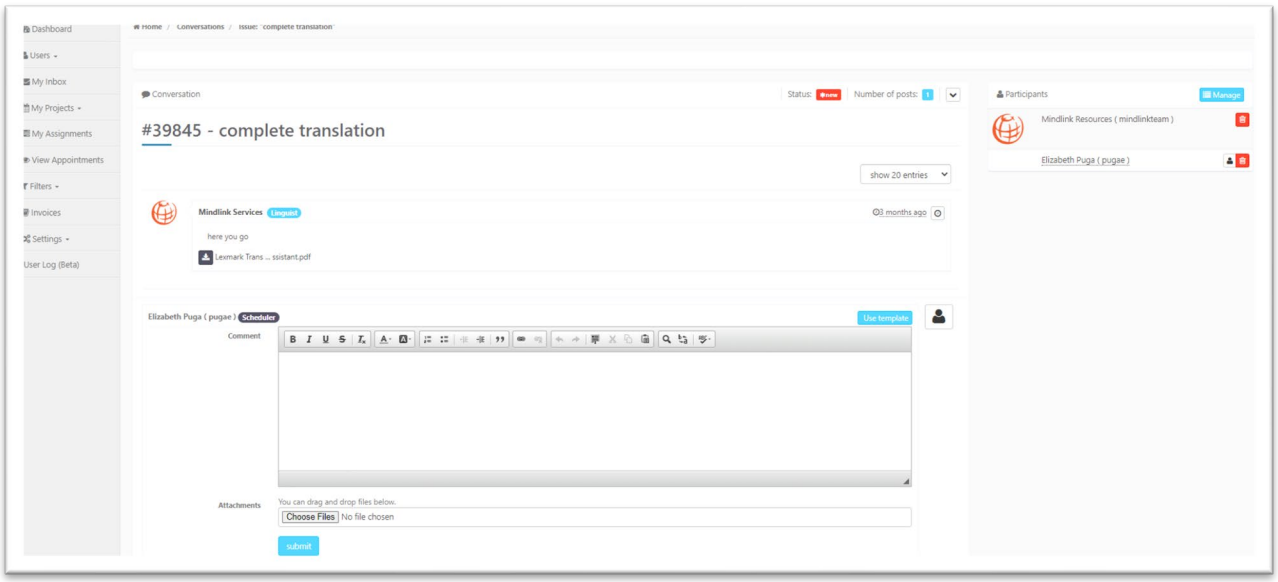
Alerts

- The system generates alerts to help you with your project. You may see the following alerts:
    - Are you sure? This alert asks you to confirm that you want to post the project and send notifications to the scheduler and the linguist.
    - Rush: This alert warns you that your request is within the rush policy of the district and may incur additional fees. For EPS, the rush policy is 72 hours for interpretation and 48 hours for translation.



Deliverables

- When your project is completed, you will receive the deliverable through the system. You can download the file from the Project Information Page by following these steps:



- Open the Project Information Page and go to the "Message Scheduler" tab.
- Look for the message from the scheduler that contains the file attachment. The file will have an icon that indicates that it is available to download.

- Click on the file name and save it to your local machine.
- If you have any questions or feedback, you can reply to the message or send a new message to the scheduler.

Watch this video to see how to use LinguistLink to request projects.

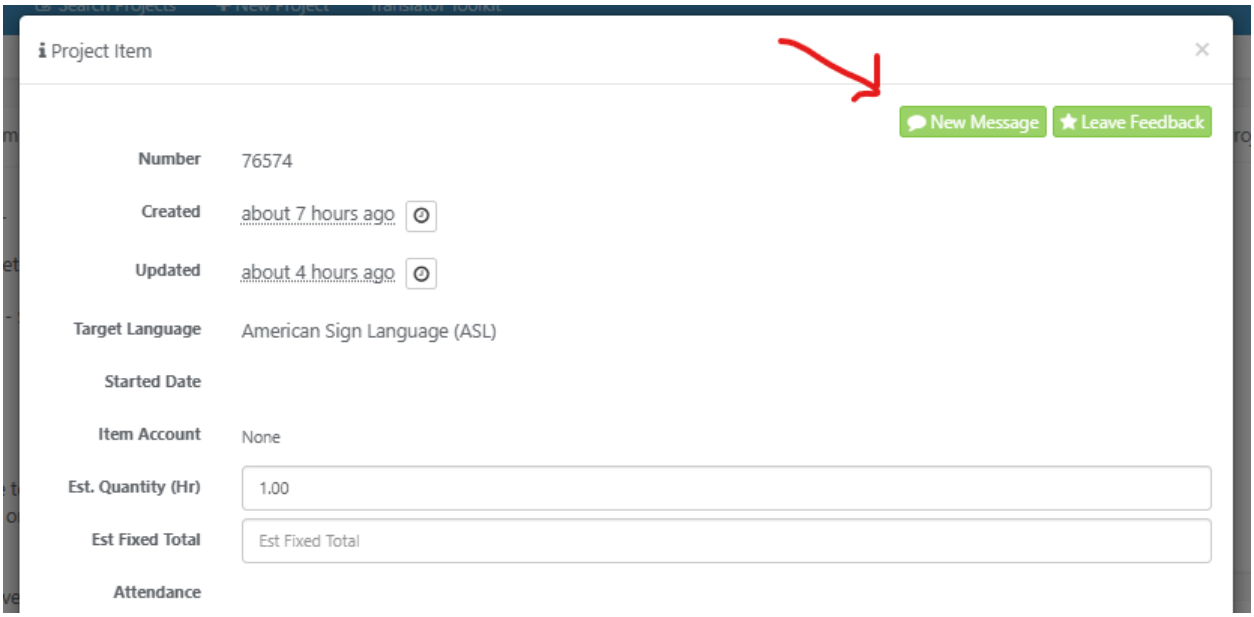
Other Features

Message Linguists

If you need to message linguists directly you can follow these steps:

Go to Project Item, Details

Select “New Message”.



Send Feedback

If you need to message linguists directly you can follow these steps:

Go to Project Item, Details

Select “New Message”.

Duplicate Project

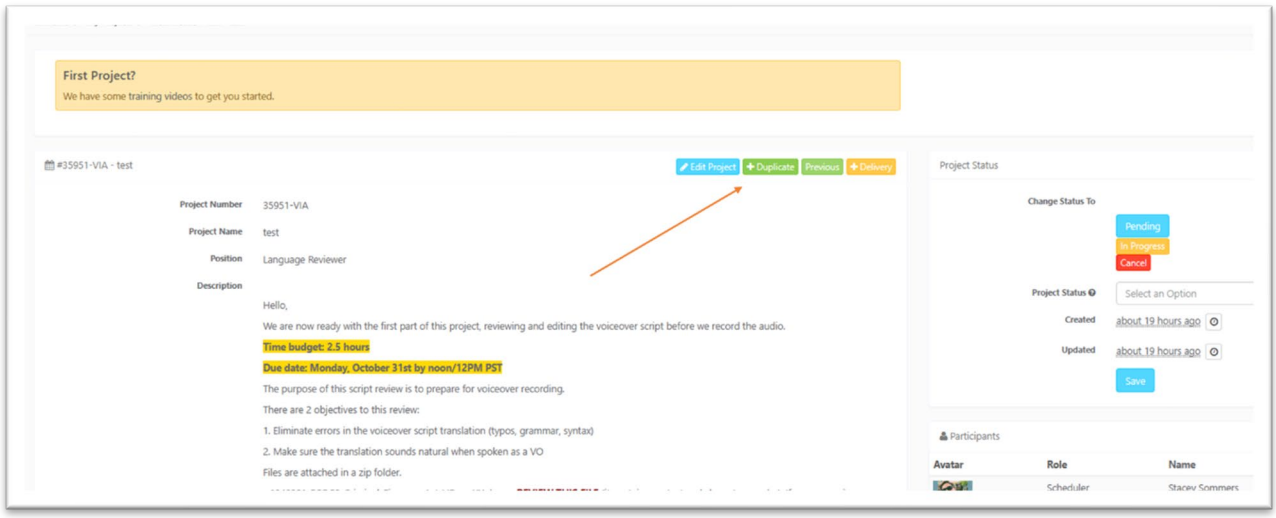
Duplicate a project in LinguistLink to copy important details to save time.

When you select “Duplicate”, information from the following fields will be copied over:

- Account
- Description
- Dates/Times
- Language
- Custom Fields

Follow these steps to use the Duplicate feature.

1. Open Existing project
2. Select +Duplicate



3. Go through the wizard and adjust as needed

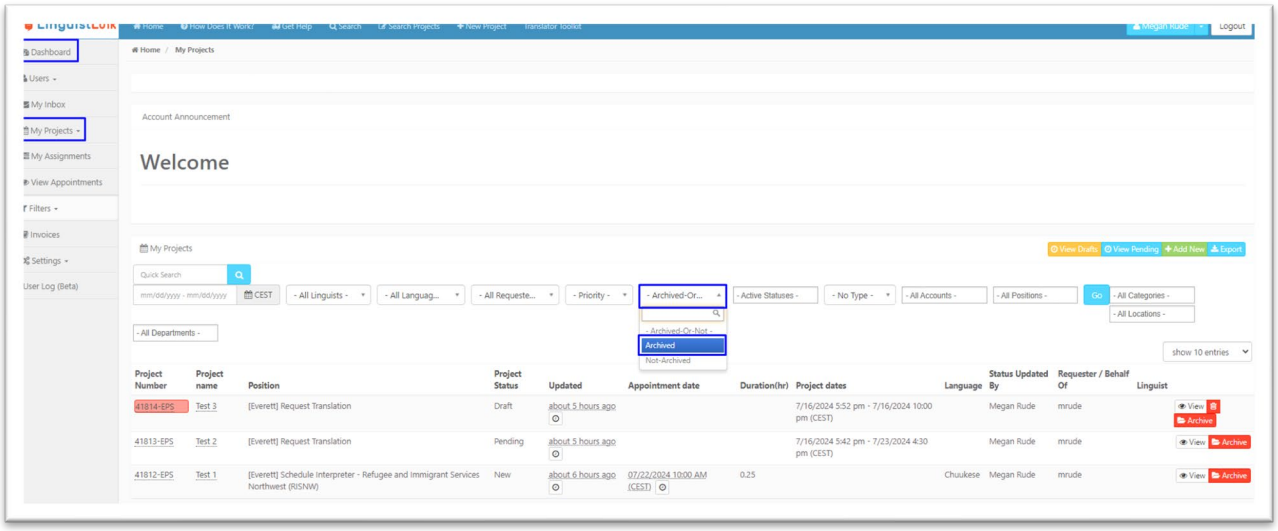
HELPFUL TIP: Create “templates” of projects in “drafts” and create copies when you are ready to start a new project.

Filter My Projects

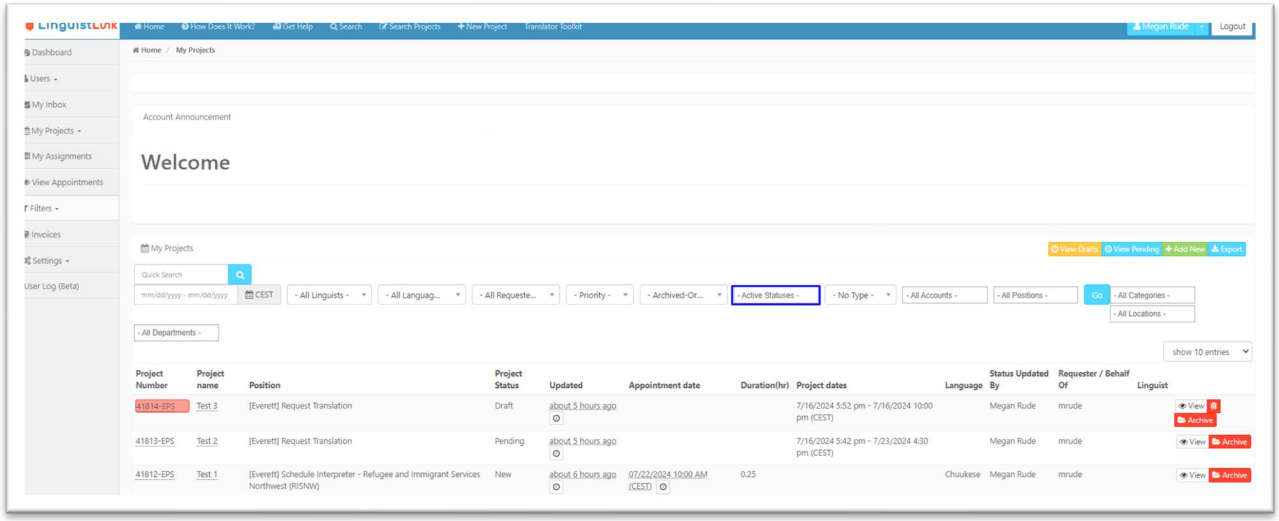
Requesters can find past projects that were completed or archived by following these steps:

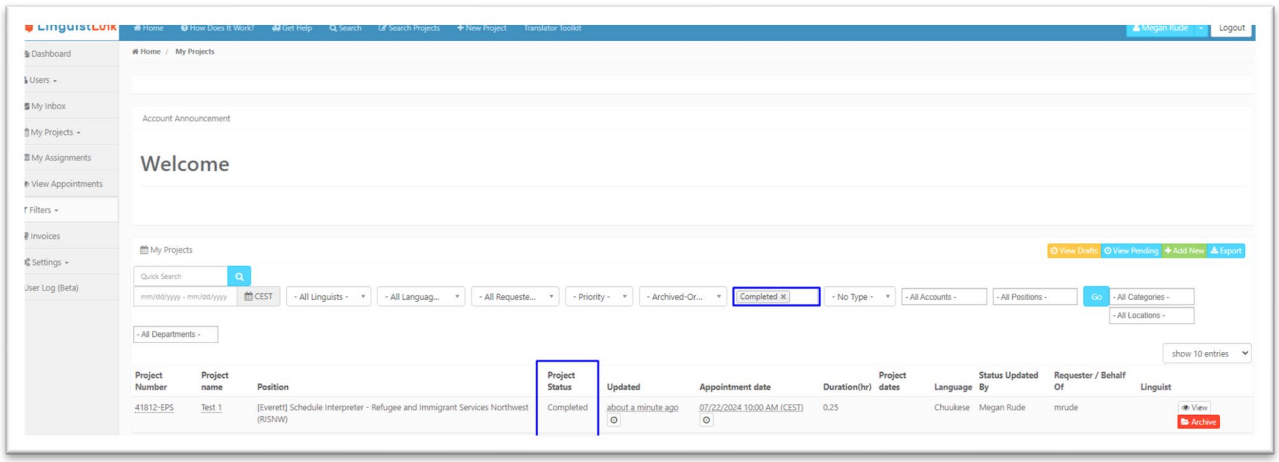
If you need to look up the details for one project, you can enter the project number in “Quick Search”. It will filter the project items for that project.

1. Go to “My Projects”.
2. Select the status “Archived”:



3. Select the status “Completed” from the dropdown menu for “Active Statuses”:





4. You may also enter date ranges to filter further.
5. The search feature is also effective for finding projects based on keywords.

Glossary:

Project

A unit of work that involves a set of tasks, deliverables, and resources.

Project number

A unique identifier for each project that consists of four digits.

Project item

A sub-unit of a project that corresponds to a specific task or deliverable.

Active status

The current state of a project or project item, such as draft, pending, in progress, completed, or archived.

Quick search

A feature that allows users to enter a project number or a keyword and find the matching projects or project items.

Wizard

A tool that guides users through the steps of creating or editing a project or project item.