Quick Reference Guide

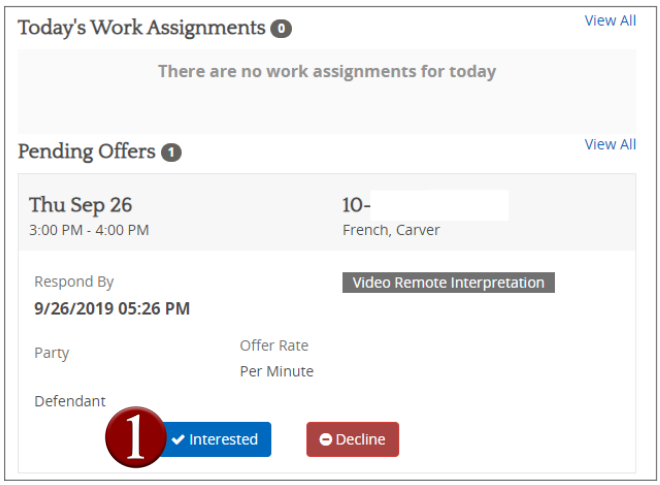
Managing Work Requests—Agency

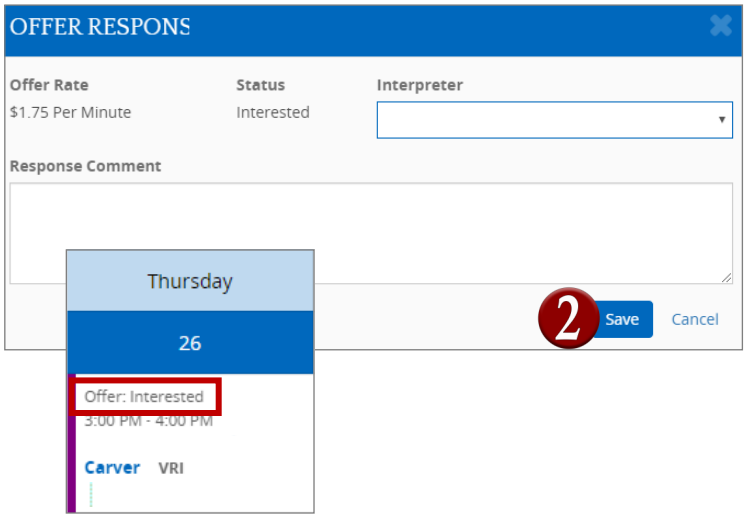
Responding to a work request

Interested

1. Click **Interested** on the pending offer. Make sure to respond by the Respond By time and date, if applicable.
2. Select the **interpreter's name** you want to assign to the request. Only qualified available interpreters will be listed.

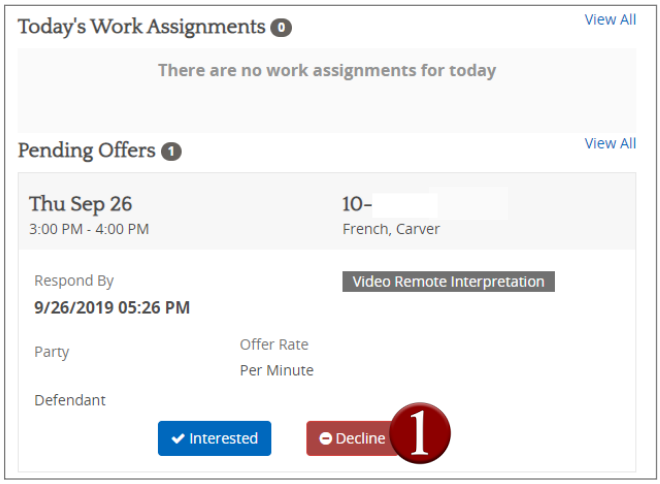
Indicating interest does not guarantee you'll receive the assignment. The scheduling specialist must grant the offer. A placeholder is set on the calendar. If the request is granted, the status will update to "Offer: Granted".



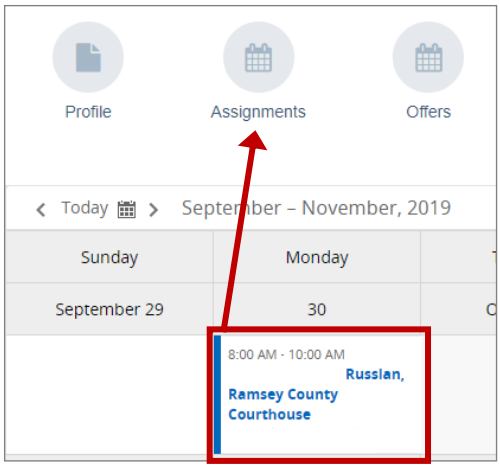
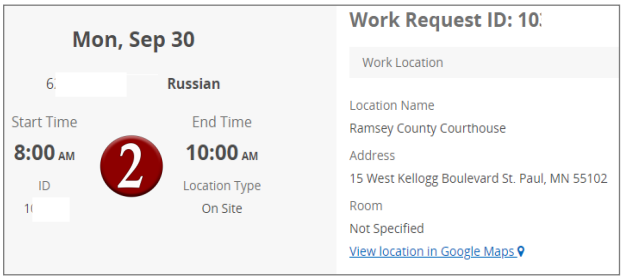
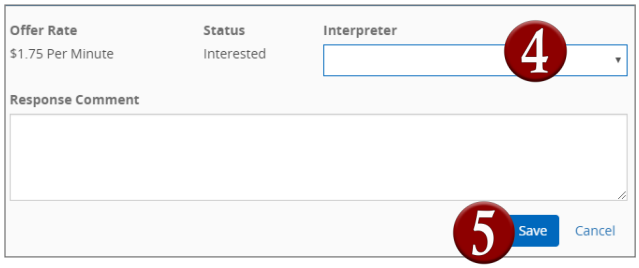


Decline

1. Click **Decline** on the pending offer. The response is sent to the scheduling specialist.



Managing Work Requests—Agency

Update an Interpreter on an assignment

1. Click on the calendar or Assignments.
2. Select the **interpreter's name** you want to assign to the request. Only qualified available interpreters will be listed.
3. Click **Update Interpreter**.
4. Select the interpreter's name from the drop-down. Note: only interpreters who are available during the timeframe will appear.
5. Click Save. The name of the interpreter is sent to the scheduling specialist.