Customer Portal FAQ

1) **I can't login, it says unable "to find a user with that username and password."**
   a) The username isn't case sensitive, however, passwords are. Please ensure that the username and password are typed in correctly. As well, if copying and pasting, please ensure there are no spaces after the username and/or password.
   b) Please ensure you have emailed sales@mcis.on.ca to be setup.

2) **I am now locked out, what do I do?**
   a) For any issues regarding the customer portal, please contact Farjana Easmine at *416-467-3097/1-888-990-9014 ext 776, or farjana@mcis.on.ca*.

3) **How do I change my password?**
   a) Go to the top right-hand corner and click on the username, go to User Profile, then Configuration. Fill out the form and click on save. Time zone isn't mandatory, as it is coded to the account.

4) **How come I can't find my location (or department)?**
   a) If you have informed MCIS of all locations/departments you are to be associated with, click on the x next to the box. Then click on the down arrow to generate the drop down menu (see below for a picture), select the correct one by clicking on it.

5) **What information do I input under "Venue Information" and "Appointment Details"?**
   a) For Venue Information, input anything particular to the area. For example, where the door is located, the floor number, which elevators to use etc.
   b) For Appointment Details, give any instructions for MCIS or the interpreter. For example, if we need to contact the limited-English speaking person (include phone number and message), if there are recurring appointments, where the interpreter should register etc.

6) **Why am I being asked about nature of assignment and the impact?**
   a) Due to MCIS being a non-profit social enterprise, we provide data to the government for specialized funding. It also allows us to determine which sectors are utilizing our services, please respond to the best of your ability.

7) **What does the Booking Requirement mean, what if I change them?**
   a) Do not touch any of the drop-down menus here. When onboarding, MCIS' Account Manager consulted regarding the requirements of interpreters to be sent. This has been input internally and is automatically generated. Please be advised that any changes here will be taken into consideration from the system and coordinator. If there are any additional charges (for example if you choose MAG-accreditation), you will be invoiced for them.

8) I am getting an error and unable to save the request. What do I do?
   a) Please ensure that there isn't a double booking and click to confirm.
   b) All selections have to be selected from the drop down menu (for example, don't type out the language) in order for the system to register it.
   c) Ensure that the request is more than 24 hours from the start time. If it is less, please contact MCIS at *416-467-3097/1-888-990-9014, or is@mcis.on.ca*.
   d) Ensure that the duration is in line to the contract for minimum booking time.
      i) If you require more than the minimum booking time, you can input it.

9) I need to make a change, or cancellation.
   a) If the Cancellation is 48 hours or more from the start time, you can cancel in the system. To cancel, click on the booking and then click on cancel at the bottom of the pop out box. You will be directed to pick the status as Cancel with Notice and provide any additional details you wish to include. Click on Cancel to complete the process.
      i) The system will alert the interpreter of the cancellation and give enough time for the interpreter to see.
   b) If your cancellation is less than 48 hours, you will need to contact our Coordinators at *416-467-3097/1-888-990-9014 ext 700*, or by email at *is@mcis.on.ca*. Please ensure you quote the confirmation number when cancelling.
   c) If you have not saved the booking and need to change type of service, please exit out of the booking by clicking on dashboard. The request will not be saved and you will have to start over again. Any changes within a booking will create issues.
   d) A job that is incorrect and already saved, will need our Interpreter Services coordinator to change.

10) I am scheduling a video request; how do I ensure the interpreter receives the invite link?
   a) If the appointment is already scheduled on your preferred platform, you can include the link in the "Appointment Details" box. This will ensure it's included in the interpreter's confirmation email.
   b) If the videoconference is scheduled after having a confirmed interpreter, simply email *IS-Video@mcis.on.ca* and quote the confirmation number.

11) I require sight translation, how do I ensure the interpreter receives the document?
   a) Please proceed to create the booking and save. Be advised to include a note in the Job Details box that there is an attachment.
   b) Go back into the booking, in "View in Full" mode. On the right-hand side, click on "Add Document". Please be advised, that the document needs to be uploaded to the first one (booking level).
   c) Click on Browse to find the document to attach. For document type, please select "Miscellaneous" the press "Upload File".
   d) It is successfully attached if you see it on the portal. The confirmed interpreter will be able to access the document from their portal.