



# Customer Feedback Portal Instructions

## 1. Creating a profile and logging in

- The link to create a profile and to login can be found here:  
<https://servicesupport.mcislanguages.com/>
- If you already have a profile already made and need to reset your password, click on **Forgot Password** (1 in the picture).
- To create a new profile in the portal, please click on **Register here** (2 in the picture).
  - You can sign in and use the portal right after the profile is created.
  - Only the feedback submitted by you is viewable.
  - If you have any questions, concerns, or need a live training, please reach out to [sales@mcis.on.ca](mailto:sales@mcis.on.ca).
- To log in, input your email used to sign up and your password and click on the **Sign in** button.
  - Emails should be your work email and the one MCIS has on file to communicate with you.
  - If you do not want to sign in each time, click on the box next to remember me. You will eventually be timed out but will not have to input your login credentials each time.

### Sign in

The page you are trying to view is only available to registered users.

The screenshot shows a sign-in form with the following elements:

- Email\* field with the value "sales@mcis.on.ca"
- Password\* field with masked characters "....." and a "Show" link.
- A checked checkbox for "Remember me".
- A link for "1. Forgot password?"
- A dark blue "Sign in" button.

2. Don't have an account? [Register here](#).

Having trouble? [Contact the site's administrator](#)

## 2. Dashboard view

- After logging in, you will see the ticket dashboard. This will show you (from newest to oldest) all the feedback you have submitted, their status, etc.
- To submit a feedback ticket, click on **File a Feedback Ticket** in the top left-hand corner (1 in the picture).

The screenshot shows the MCIS Tickets dashboard with the following components:

- MCIS logo in the top left.
- A link "1. File a Feedback Ticket" in the top right.
- A "Tickets" section with a search bar (2) and a status dropdown menu (3) set to "All".
- A table of tickets with columns: ID, SUBJECT, CREATED, LAST ACTIVITY, and STATUS.

ID	SUBJECT	CREATED	LAST ACTIVITY	STATUS
#2527991174	<a href="#">123456 - Technical issue</a>	25 March 2024	3 hours ago	CLOSED
#2514657823	<a href="#">Job # 821240 - Interpreter no show</a>	21 March 2024	3 hours ago	CLOSED
#2347033141	<a href="#">7800 - Hungarian - Billing issue</a>	7 February 2024	2 months ago	CLOSED
#2346973790	<a href="#">123456 - Interpreter no show</a>	7 February 2024	2 months ago	CLOSED
#2320102446	<a href="#">123456 - Interpreter no show</a>	31 January 2024	2 months ago	CLOSED
#2070956948	<a href="#">1234</a>	10 November 2023	5 months ago	CLOSED
#2070954867	<a href="#">123456 - Interpreter no show</a>	10 November 2023	5 months ago	CLOSED



- To search for a specific ticket, or all feedback related to an issue, you can use the search bar (2 in the picture).
- If you would like to filter by status, click on the drop-down menu next to status (3 in the above picture). The available options are all, open and closed.
- The bottom half of the screen includes all the feedback tickets you have submitted. If you click on one of them, you can see all communications, add a document or screenshot, and respond to any feedback within the chain.
  - Adding an attachment or responding is only allowed when the status is in open.
  - To attach something to the feedback, you must be in the ticket itself. Then click on Attach a File in the bottom left-hand corner of the response box (see highlighted portion in the picture). Choose the file you wish to attach, click on it and

A screenshot of a response box. At the top, it says 'Write a response...'. Below that, there is a yellow button labeled 'Attach a file' with a document icon. To the right of the button, it says '(Max file upload size 50MB)'. On the far right of the box, there is a grey 'Send' button.

### 3. Submitting a Feedback Ticket

- To create a feedback ticket, click on **File a Feedback Ticket** in the top right-hand corner of your screen.
  - Depending on whether you choose feedback for scheduled services or immediate phone, the form will be slightly different.
- Fill out all the information in the form and give a summary of the issue.
  - In the summary box, there is no character limit, so please provide as much detail as possible.
- Once the form is completed and you are satisfied that all important information has been captured, click on the green **Submit** button at the bottom of the page.
  - It can take a few minutes for a ticket to show on the dashboard. No worries, MCIS has received it, will investigate, and provide a resolution within 3 business days.
  - Please submit feedback within a few days of the incident occurring. This ensures the Feedback Team can conduct a full investigation and debriefing, as needed. As well, if the cost is being waived, or the duration adjusted, it ensures MCIS can correctly invoice instead of amending after the fact.
- Once done, you can simply close the browser window.

A screenshot of the feedback ticket submission form. It has several fields: 'First name' (Alice), 'Last name' (Ludvig), 'Email' (sara@mcis.on.ca), 'Feedback Category' (Please Select), 'Type of Service' (Scheduled), 'Interpreter Name', 'MCIS Job Number', 'Summary of Issue', 'Date of Service', and 'Time of Service' (HAWKIM, JAN PH). There is a green 'Submit' button at the bottom.



#### 4. Type of feedback explanation

- **Interpreter no show:** it is after the end time of the appointment and the interpreter never showed up.
- **Interpreter late:** The interpreter was late, but service was still provided.
- **Technical issues:** The interpreter was having difficulties during a remote service (scheduled video, phone and immediate phone) and resulted in incomplete service delivery, or no service delivery.
- **Billing issues:** After receiving the invoice, there was a discrepancy you would like to dispute.
- **Code of Ethics breach:** When an interpreter is not accurate, summarizes, provides an opinion, has a side conversation with the limited-English speaking person, etc.
- **Professionalism:** The interpreter was abrupt, rude, not dressed professionally, etc.
- **General inquiry:** For any other issues that may not be a part of the above statuses.