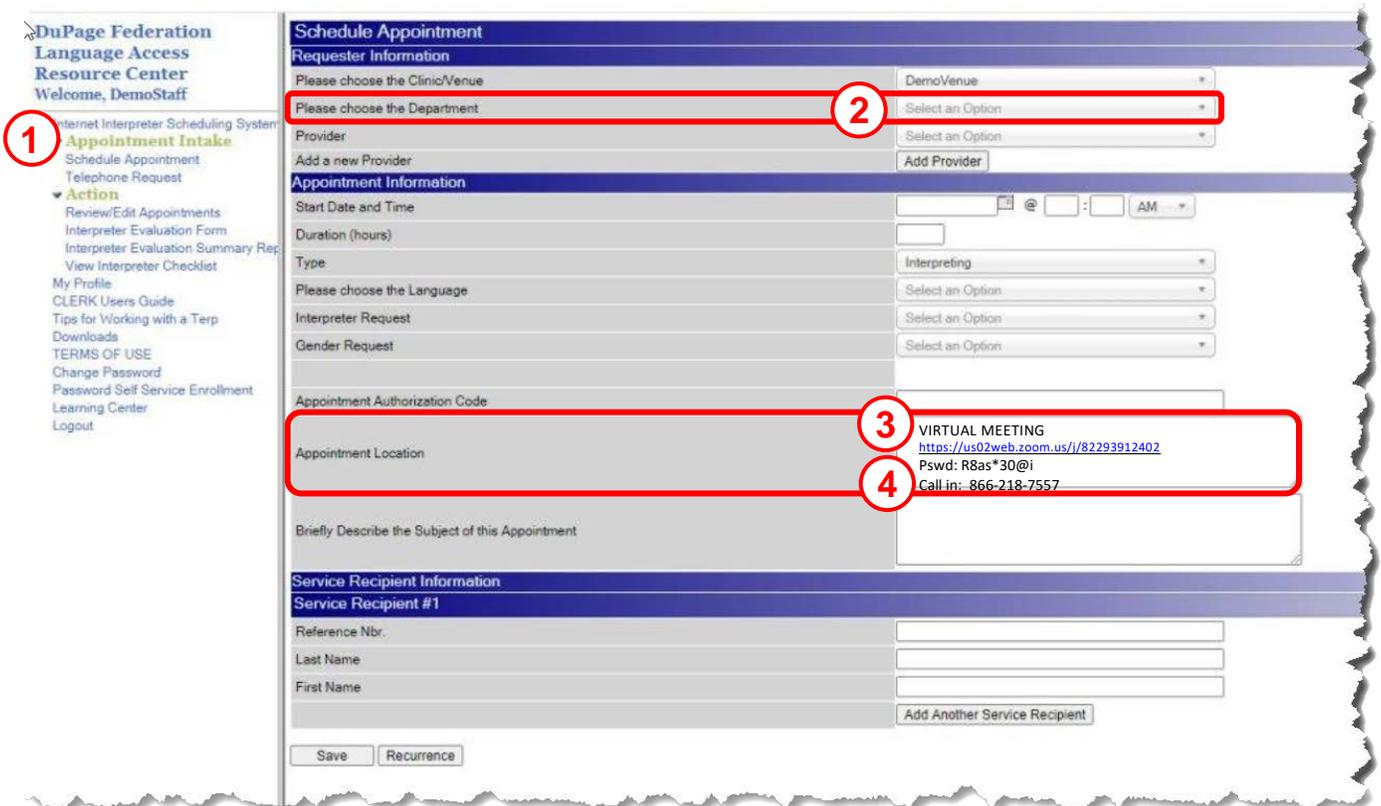


How to Request a Virtual Interpreter

Fluency (online scheduling system)

LARC can provide user access to our online scheduling system to individuals who are responsible for submitting requests for interpreters on a customer's behalf. Requests made through the online system (Fluency) is more secure and efficient than faxing or emailing requests. To request individual user access, please contact LARC at 630-782-4850 or LARC@dupagefederation.org.

1. Complete the appointment intake as you would for an in-person (face-to-face) interpreter. If you have not used Fluency before, please contact LARC for assistance.



1 DuPage Federation Language Access Resource Center Welcome, DemoStaff

Internet Interpreter Scheduling System

Appointment Intake

Schedule Appointment

Telephone Request

Action

Review/Edit Appointments

Interpreter Evaluation Form

Interpreter Evaluation Summary Rep.

View Interpreter Checklist

My Profile

CLERK Users Guide

Tips for Working with a Terp

Downloads

TERMS OF USE

Change Password

Password Self Service Enrollment

Learning Center

Logout

Schedule Appointment

Requester Information

Please choose the Clinic/Venue DemoVenue

2 Please choose the Department Select an Option

Provider Select an Option

Add a new Provider Add Provider

Appointment Information

Start Date and Time

Duration (hours)

Type Interpreting

Please choose the Language Select an Option

Interpreter Request Select an Option

Gender Request Select an Option

Appointment Authorization Code

3 **4** Appointment Location VIRTUAL MEETING
<https://us02web.zoom.us/j/82293912402>
Pswd: R8as*30@i
Call in: 866-218-7557

Briefly Describe the Subject of this Appointment

Service Recipient Information

Service Recipient #1

Reference Nbr.

Last Name

First Name

Add Another Service Recipient

Save Recurrence

2. If you wish to request an interpreter for a virtual meeting, select "VIRTUAL MEETING" from the dropdown menu next to 'Choose a Department'.
3. If "VIRTUAL MEETING" is not listed under Department, please enter "VIRTUAL MEETING" (all caps) in the 'Appointment Location' text box.
4. In addition to VIRTUAL MEETING, include any connection information the interpreter will need to access the virtual meeting (e.g., links, passwords and phone numbers) in the 'Appointment Location' text box.

5. If connection access information is not available at the time of your request, please email the meeting “invite” with access details to LARC@dupagefederation.org as soon as it is available. Include the appointment number in the subject line of the email (e.g., Subject: Appointment XXXXX Connection Details).
-

Email or Fax

If submitting an interpreter request via email or fax, please use the Interpreter Request form. If you do not have a copy of the form, you can download a copy from this [link](#).

1. Please note "VIRTUAL MEETING" (all caps) in the appointment description along with the regular information about the subject of the meeting.
2. Please include the virtual meeting connection access information at the time of the request. Links, passwords and phone numbers should be included in the email.
3. Fax the request to 630-782-7544 or email to LARC@dupagefederation.org. Please note, LARC email is not a HIPAA compliant mailbox. If you have any concerns about the privacy of your information, please submit your interpreter request using Fluency.
4. If connection access information is not available at the time of your request, please email the meeting “invite” with access details to LARC@dupagefederation.org as soon as it is available. Include the appointment number in the subject line of the email (e.g., Subject: Appointment XXXXX Connection Details).