

Web Interpreter and Translator System (WITS)

The District of Columbia Courts



WITS Interpreter User Manual

Version 3.0

05/12/2020



WITS

Interpreter User Manual

District of Columbia Courts

Version: [3.0]

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Document History

Revision History

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2.0, First draft	2/10/2016	Document modifications made for the latest release	Yvonne Judd
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2.5	05/03/2016	Added information for initial logon	Yvonne Judd
2.6	08/20/2019	Added Interpreter Post Availability	Edward Clayton
3.0	5/12/2020	Added Updates from WITS 3.0; formatting standardized; older entries edited	Ian Schlie

Distribution List

This document has been distributed to:

Name	Position	Company	Action



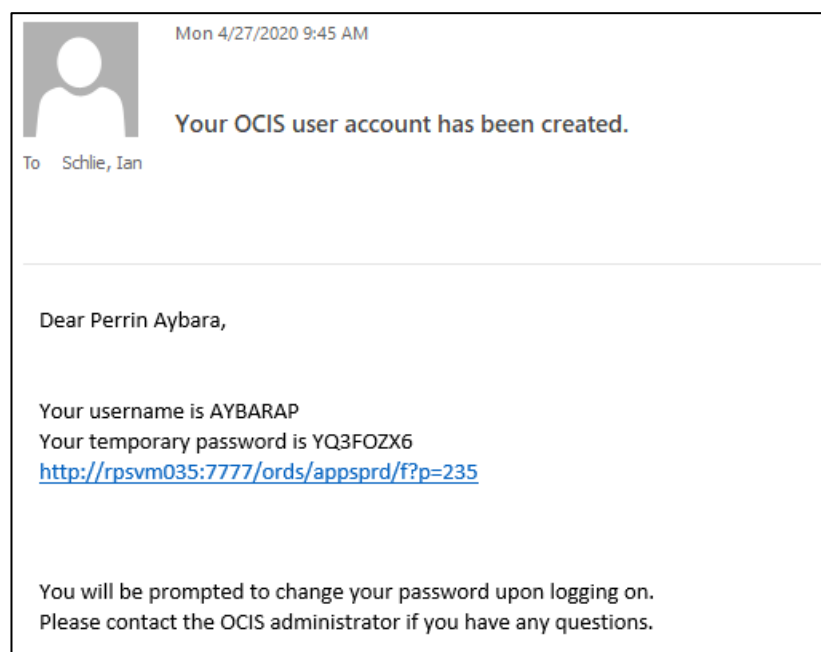
1 Introduction

The Web Interpreter and Translator System (WITS) application is an electronic sign-in application for Interpreters utilized by the Office of Court Interpreting Services (OCIS).

OCIS provides professional interpreting services at no cost to persons who are deaf, hard-of-hearing, or limited English proficient and who have matters with the District of Columbia Courts. OCIS uses WITS, a web-based tool, to schedule and track interpretation and translation services. Contract interpreters can post their availability on their personal WITS accounts. WITS receives most of its schedule information from the DC Courts' CourtView database. With this information, staff assign interpreters to future events, record their service time for those events, and process data for payment of their services. For accountability purposes, reports can be produced from the WITS database.


2 Logging In

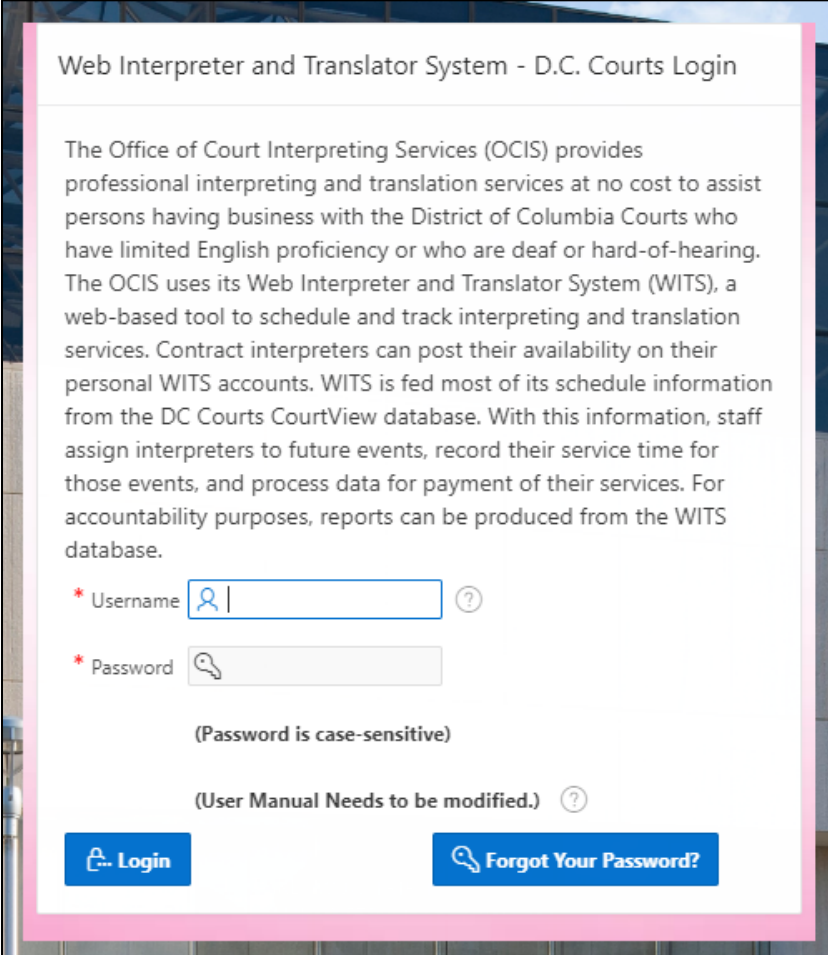
Logging on the application for the first time is done from your personal computer by using the Internet browser of your choice (or one recommended by OCIS personnel). Please do not use the OCIS check-in terminals to log in to your personal account. Before you can log on, OCIS staff must create an account for you, and you should receive an e-mail like the one shown below:





2.1 Initial Login Process

For the initial login process, you should note the user name and password provided in the e-mail you have received. The WITS login screen can be accessed by one of three methods: (1) clicking on the hyperlink provided in the e-mail; (2) copying and pasting the URL value provided by the e-mail or OCIS personnel into your browser toolbar and hitting  on your keyboard; or (3) visiting www.dccourts.gov, hovering your cursor over the “Services” tab, and selecting the “OCIS Login” option from the menu (on the far right, third from the bottom). After doing so, the WITS login screen should appear.

A screenshot of the WITS login page. The page title is "Web Interpreter and Translator System - D.C. Courts Login". Below the title is a paragraph of text explaining the OCIS services. There are two input fields: "Username" and "Password". The "Username" field has a user icon and a help icon. The "Password" field has a password icon. Below the password field is the text "(Password is case-sensitive)". At the bottom, there is a message "(User Manual Needs to be modified.)" with a help icon. There are two buttons: "Login" and "Forgot Your Password?".

Web Interpreter and Translator System - D.C. Courts Login

The Office of Court Interpreting Services (OCIS) provides professional interpreting and translation services at no cost to assist persons having business with the District of Columbia Courts who have limited English proficiency or who are deaf or hard-of-hearing. The OCIS uses its Web Interpreter and Translator System (WITS), a web-based tool to schedule and track interpreting and translation services. Contract interpreters can post their availability on their personal WITS accounts. WITS is fed most of its schedule information from the DC Courts CourtView database. With this information, staff assign interpreters to future events, record their service time for those events, and process data for payment of their services. For accountability purposes, reports can be produced from the WITS database.

* Username ?

* Password ?

(Password is case-sensitive)

(User Manual Needs to be modified.) ?


[Login](#) [Forgot Your Password?](#)

***Note:** While on the WITS login page, it is recommended that you “bookmark” the page. By creating a bookmark, you will be able to access the application more easily in the future.




2.2 Login Process

Future login activity will use the same user name and an updated password provided by you upon completion of security questions that will be discussed in more details in the next chapter, entitled **Chapter 3 - Security Questions and Password Security**.

For the regular login process, enter the user name provided in the e-mail, or by OCIS personnel, and your updated password, and click the  button.

3 Password Security


After successfully logging onto the WITS application for the first time, the following WITS Security Questions and Change Password screen (see below) should be displayed. You will be prompted to select and answer three security questions and change your password. You need to select questions and enter your responses **AND** change your password before clicking on the  button.

** Please select 3 security questions from below. You will need them to confirm your identity when you change your password.

Question 1	<input type="text"/>
Answer	<input type="text"/>
Question 2	<input type="text"/>
Answer	<input type="text"/>
Question 3	<input type="text"/>
Answer	<input type="text"/>

User Name	<input type="text" value="AYBARAP"/>
Old Password	<input type="text"/>
New Password	<input type="text"/>
Re-enter Password	<input type="text"/>

**Password must be at least 8 characters long and must contain at least one upper case, one lower case one numeric & one punctuation character.
**Punctuation character can be any of the following (!@#\$%^&*()-_/:;<>.,=?) characters.





3.1 Answering Password Security Questions

After logging on the application for the first time, you will be prompted to select and answer three security questions. The responses to these security questions should be retained, as the answers will be needed to confirm your identity if your password is ever lost. Clicking on the down arrow next to each of the three questions provides you with a drop-down list of eight available questions.

** Please select 3 security questions from below. You will need them to confirm your identity when you change your password.

Question 1

Answer

Question 2

Answer

Question 3

You should select a question from the Question 1 drop-down menu by clicking on the desired question and entering your response. An example is shown below:

Question 1

Answer

Questions 2 and 3 should be selected and answered using the same procedure that was used for Question 1. After answering all three security questions, please remember to note your answers for future reference.

***Note:** You have the option of capturing an image of the displayed screen information using the Print Screen option by pressing the PrtScn key and copying it (CTRL-C) into a MS Word document to be printed or retained.

3.2 Changing your Password

After answering your three security questions as part of the initial logon process, you also need to change your password before clicking on the button. *Both sections need to be filled out for successful completion of the initial logon process.* Filling out all fields is required for both sections, and the omission of any information will result in an error



message being displayed. Your assigned user name is entered as the default value (see below) in the User Name field and is not editable.

A screenshot of a login form with a light blue background. It contains four input fields stacked vertically. The first field is labeled "User Name" and contains the text "AYBARAP". The second field is labeled "Old Password" and is empty. The third field is labeled "New Password" and is empty. The fourth field is labeled "Re-enter Password" and is empty.

You should enter your current password in the Old Password field. If this is your first time logging in, you will need to enter the temporary password that you were provided via email.


You should enter a new password value meeting the following criteria in the New Password field:

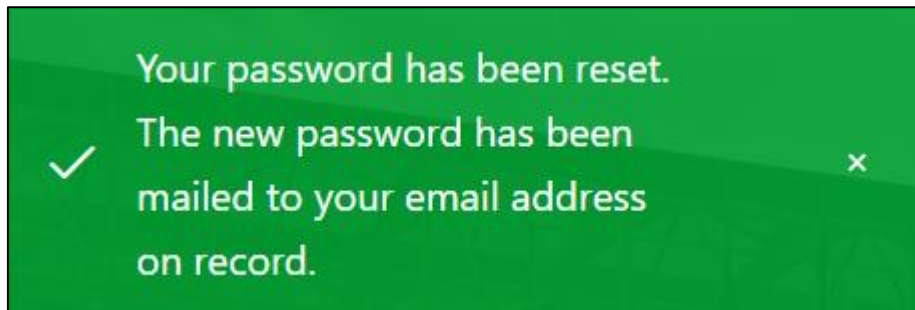
1. The new password value must be at least 8 characters in length.
2. Contain at least one upper case letter.
3. Contain at least one lower case letter.
4. Contain at least one numeric character.
5. Contain at least one punctuation character.

You should re-enter the same new password in the Re-enter Password field.

To retain the information entered and update your password, you must click the  button.

[3.3 Forgot Your Password? Reset Password Option](#)

After entering your assigned user name, if you forget the password, you can click on the  button located on the login page to be directed to answer your three selected security questions. After answering your security questions successfully, there will be a system message displayed at the top of the security questions screen highlighted in **green** informing you that your password has been reset and that the new password has been mailed to your email address on record (see example below):



This e-mail is similar to the one you received when your user ID was created with a new temporary password. After logging on with the new temporary password, the change password section is displayed, and you will be prompted to change your password. Your assigned user name is entered as the default value (see below) in the User Name field and is not editable.

User Name	<input type="text" value="AYBARAP"/>
Old Password	<input type="password"/>
New Password	<input type="password"/>
Re-enter Password	<input type="password"/>

You should enter the new temporary password in the Old Password field. ***Note:** This is the password you used for the current login.

You should enter a new password value meeting the following criteria in the New Password field:

1. The new password value must be at least 8 characters in length.
2. Contain at least one upper case letter.
3. Contain at least one lower case letter.
4. Contain at least one numeric character.
5. Contain at least one punctuation character.

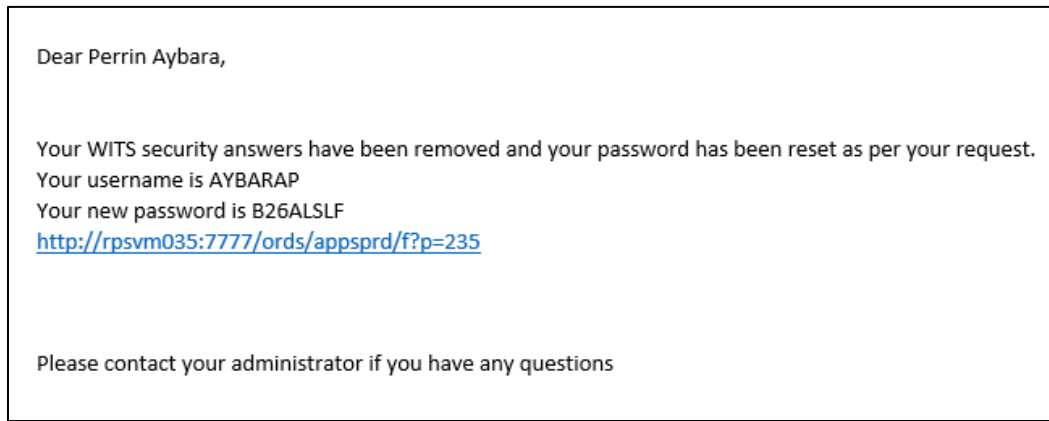
You should re-enter the same new password in the Re-enter Password field.

To retain the information entered and update your password, you must click the  button.



3.4 Forgot the Answers to your Security Questions?

If you have an active WITS user ID and have forgotten both your password and your answers to the security questions you selected, you will need to call the OCIS Office and ask them to reset both your password and security questions. When this is done, you will receive an e-mail (see below) telling you that your original WITS security answers have been removed and your password has been reset (an example is shown below):



4 Interpreter Capabilities in WITS


As an interpreter, you have the following capabilities to: (1) view your personal information, certification, and training, with the ability to update your phone contact information in the Interpreter tab; (2) post your availability and accept assignments offered by OCIS in the Post Your Availability tab; (3) view your prior assignments under the Interpreter Requests tab; (4) view your upcoming assignments and case details under the Scheduled Events (Calendar View) tab; and (5) view your past invoices and generate new ones in the Billable Invoice tab. The tabs can be seen below:






4.1 Viewing Your Personal Information

4.1.1 Your Interpreter Profile Information

After login, your information is displayed by default. To view your profile information, click the  icon to the left of your name.

Interpreter Information

1 - 1 of 1

Edit	First Name	Last Name	Company	Active (Y/N)
	Perrin	Aybara	-	Y

1 - 1 of 1

Once the icon has been selected, you will be directed to a screen containing three panes: Interpreter Information, Interpreter Languages, and Interpreter Certification. You can view all three panes at once or focus on only a single pane by selecting one of the tabs at the top of the viewing pane:

[Show All](#) [Interpreter Information](#) [Interpreter Languages](#) [Interpreter Certification](#)



Under Interpreter Information, you will be able to see all of your profile information, including your name, company name, address, social security number, email address, and translator status. Please note that all entries should match your account at www.sam.gov. If any of your information needs to be updated, please contact OCIS staff. The only two fields that you have access to are the home phone and work phone fields. Use the **Update** button to change those two fields only.

Interpreter Information [Back](#)

<p>* First Name <input type="text" value="Perrin"/></p> <p>Company <input type="text" value="Lord of the Two Rivers"/></p> <p>EIN/Vendor No. <input type="text" value=""/></p> <p>Home Phone <input type="text" value=""/></p> <p>Address1 <input type="text" value="1 Manor House"/></p> <p>City <input type="text" value="Emond's Field"/></p> <p>Zip <input type="text" value="11111"/></p> <p>Is Active <input checked="checked" type="checkbox" value="Yes"/></p> <p>Is Translator <input checked="checked" type="checkbox" value="Yes"/></p>	<p>* Last Name <input type="text" value="Aybara"/></p> <p>SSN <input type="text" value="111111111"/></p> <p>Email Address <input type="text" value="ian.schlie@dcsc.gov"/></p> <p>Work Phone <input type="text" value=""/></p> <p>Address2 <input type="text" value=""/></p> <p>State <input type="text" value="AN"/></p> <p>Is Staff <input checked="checked" type="checkbox" value="No"/></p>
--	---

[Update](#)

4.1.2 [Your Interpreter Rates and Certification Information](#)

The payment rates for your language(s) are displayed in the next section of your profile, entitled Interpreter Languages. You will not be able to edit any of this information; if you believe that any rate is in error, please contact OCIS staff. This section of your profile is a useful reference for invoices, particularly those with payments for overtime and hourly assignments, since you will need to calculate those amounts yourself (see section 4.5 for further details). Note that a rate is currently active if it is marked with a “Y” in the active rate column. The start date and end date columns are for OCIS staff only and have no effect on your profile, payments, or certification status.

Interpreter Languages										
Interpreter	Language	Hourly	Overtime	Half day amount	Half of half day amount	Full day amount	Half of full day amount	Start date	End date	Active rate
Lord of the Two Rivers	Spanish	\$57.00	\$57.00	\$216.00	-	\$400.00	-	04/27/2020	03/01/2021	Y
Lord of the Two Rivers	Amharic	\$50.00	\$50.00	\$190.00	-	\$350.00	-	04/27/2020	03/01/2021	Y
Lord of the Two Rivers	Deaf - American Sign Language (ASL)	\$73.00	\$73.00	\$256.00	-	\$512.00	-	04/27/2020	03/01/2021	Y
Lord of the Two Rivers	Middle English	\$50.00	\$50.00	\$190.00	-	\$350.00	-	04/27/2020	03/01/2021	Y

1 - 4



4.1.3 Your Certification Information

Your certification status is displayed in the next section, Interpreter Certification. As with the previous sections, you will not be able to edit details or add certifications; if your certification status changes, please contact OCIS staff.

Interpreter Certification				
Interpreter	Language	Certifications	Certification date	Upload Document
Lord of the Two Rivers	Middle English	OCIS Qualified	04/27/2020	
Lord of the Two Rivers	Spanish	NCSC	04/27/2020	
Lord of the Two Rivers	Amharic	OCIS Qualified	04/27/2020	
Lord of the Two Rivers	Deaf - American Sign Language (ASL)	SC:L	04/27/2020	

1 - 4

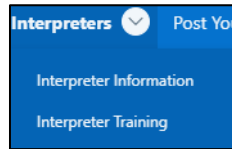
To access accreditation documents, you can click the icon under the Upload Document column. You should not upload your own certification documents, but should instead provide those documents to OCIS to upload. You can download documents for your records if necessary; this is particularly useful if the certification documents were generated by OCIS, as in the case of oral proficiency interview results or written English examination scores. The documents are tied to the specific language of interpretation, so, if you interpret in multiple languages, you will need to use the **Back** button to return to the Interpreter Information screen and select another language in order to see the other certification documents.


Upload Documents (Please contact OCIS at interpreters@dcsc.gov)				
Back				
Uploaded By	Uploaded Date	Certification Document Type	File Name	Download Document
SCHLIEI	04/27/2020	Certification	Certificate of Completion - CNC Case Procedure.TIF	Download


1 - 1

4.1.4 Interpreter Training

Although your interpreter information will automatically display upon logging in, you can also access it by clicking on the Interpreters tab in the upper left portion of the menu ribbon. This menu tab will also allow you to access your training information and documents by selecting the second option, Interpreter Training.



The Interpreter Training page displays training and authorization documents. If you have not completed any training, the page will be blank. As with the Interpreter Certification, you can locate the training documents by clicking the  icon under the Upload Document column. From this page, you can track whether you have met your requirements for remaining on the DC Courts Interpreter Registry for the given year, and, if applicable, obtain training documents that can then be submitted to other jurisdictions that require continuing education.

Interpreter Training				
Interpreter	Class Type	Credit Hours	Date Completed	Upload Document
Aybara, Perrin	Code of Ethics & Professional Conduct	0	04/20/2020	

1 - 1

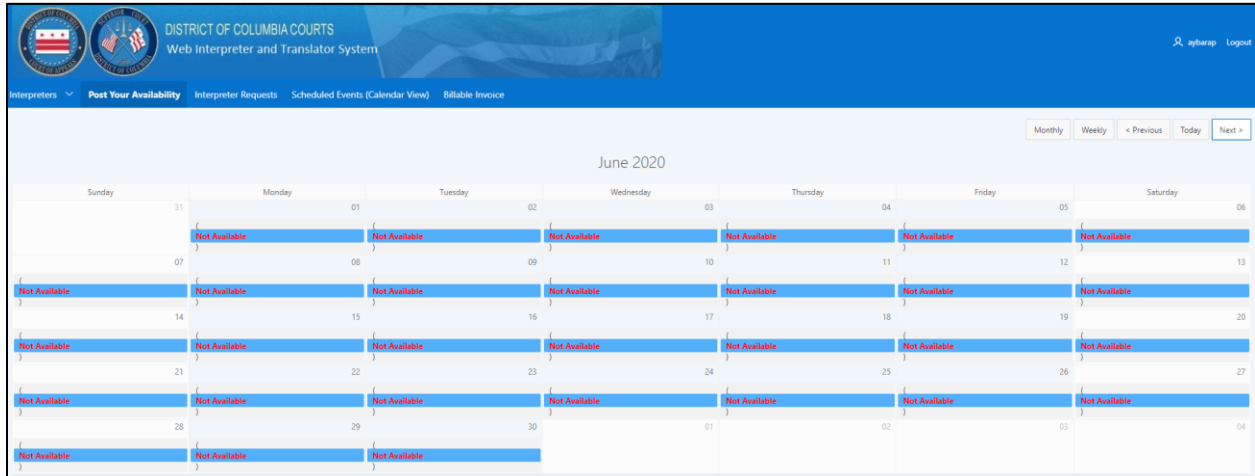
4.2 [Post Your Availability](#)

The Post Your Availability tab, as the name suggests, allows you to mark your availability to accept assignments from OCIS and to accept assignments that OCIS has offered. You can access this tab from the menu ribbon at the top of the screen.

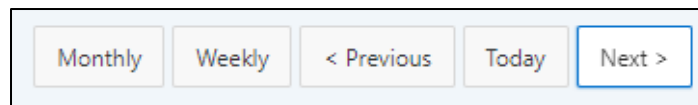




The Post Your Availability tab displays the current month's calendar by default.



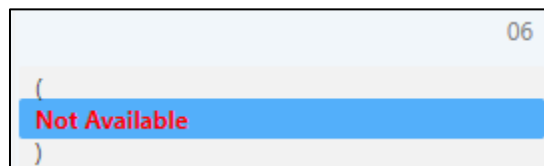
You can navigate to previous or future months by using the menu icons in the upper right of the screen. You can also display the calendar in a weekly format.



The default availability status in WITS is **Not Available**, which is displayed in red. **Not Available** means that you are not available to accept assignments, and OCIS will not offer assignments to you. In order to receive assignments for a given date, you will need to change your availability status on that date. **Please note that you can only post your availability for the current month and for the next three months.**

***Note:** On the Post Your Availability tab, a blue background indicates that the text is a link to another page.

First, decide for which date you would like to change your availability. Then, click the **Not Available** text underneath that date.





Clicking the **Not Available** text will bring you to the Interpreter Availability window.

Interpreters ▾ **Post Your Availability** Interpreter Requests Scheduled Events (Calendar View) Billable Invoice

Interpreter Name

* Select Language

* From Calendar Date (MM/DD/YYYY)

* To Calendar Date (MM/DD/YYYY)

* Select your Availability

Your name will automatically generate, and the date range will default to the date you selected on the main Post Your Availability screen. You will need to select your language from the list of languages in which you interpret. If you only interpret in one language, only that language will be available. If you interpret in more than one language, OCIS recommends that you post your availability in the language that is used most frequently at the DC Courts; for example, if you interpret in both French and Swahili, you should select French. You may post your availability in one language only per date. If you are concerned that you will miss assignment opportunities for interpreting in other languages, please contact OCIS; OCIS keeps records of which interpreters interpret in multiple languages and will not overlook an interpreter for assignments solely because the interpreter did not post availability in a specific language, but OCIS staff appreciates reminders nonetheless.

Interpreter Name

* Select Language

* From Calendar Date (MM/DD/YYYY)

* To Calendar Date (MM/DD/YYYY)

- Amharic
- Deaf - American Sign Language (ASL)
- Middle English
- Spanish



Once the language has been selected, you should then select your availability. You have three options: Full Day, Half Day AM, and Half Day PM.

* To Calendar Date (MM/DD/YYYY) 05/06/2020

* Select your Availability

Not Available

Full Day

Half Day AM

Half Day PM

Not Available

Back to calendar

Full Day assignments are generally from 9 AM to 5 PM. Half Day AM assignments are generally from 9 AM to 1 PM. Half Day PM assignments are generally from 1 PM to 5 PM. OCIS staff may contact you directly via email or telephone to notify you when an assignment departs from those general timeframes; however, if you post your availability for a given time frame, OCIS will understand you to be available for that entire time frame. If you are not available for any portion of a timeframe, please do not select that timeframe.

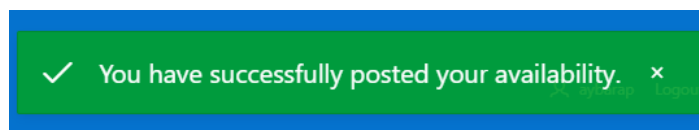
Although the date range automatically defaults to the selected date, you may manually extend the date range to include additional dates. This simplifies posting availability over long periods.

* From Calendar Date (MM/DD/YYYY) 05/06/2020

* To Calendar Date (MM/DD/YYYY) 05/09/2020

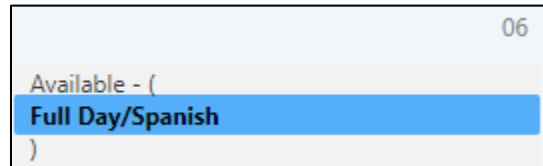
If you would like to post your availability over a long range and know that you will not be available for some dates within that range, you can post your availability for that range and then remove the individual unavailable dates from your availability calendar by repeating the steps listed above and then changing your availability to **Not Available**.

Once you have set your availability as desired, click the **Save Availability** button to save your changes and update your calendar. If the update was successful, you will be notified by a **green** message in the upper right portion of the screen.

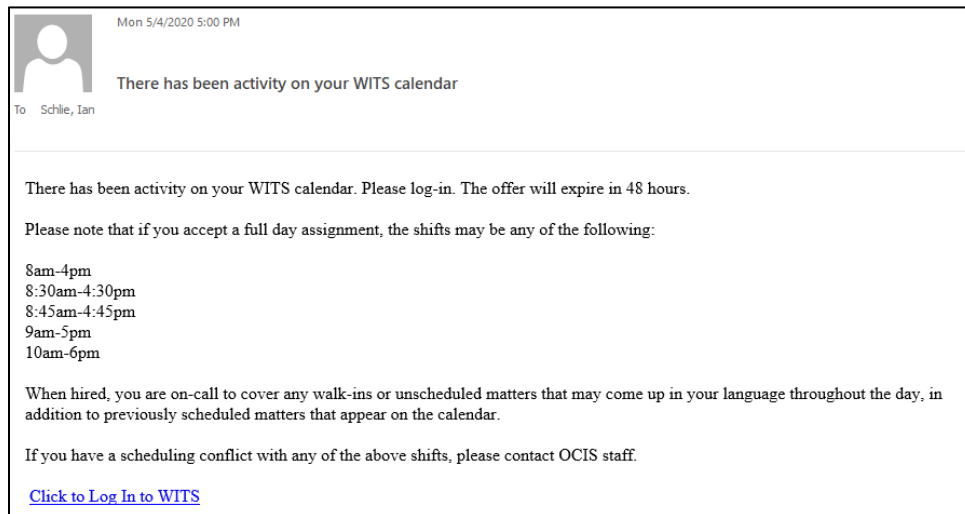




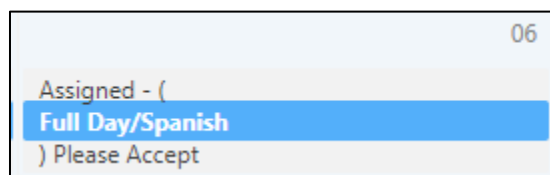
The calendar will now display your available date in **black text** with a **blue background**. The text will also indicate the timeframe and language for which you are available.



OCIS may offer you an assignment for a date on which you are available. If that happens, you will receive an email at 5 PM on the date that OCIS offers the assignment. The email contains no specific information about the assignment, but does contain a link to the WITS login page for your convenience. The email appears as follows:



The offer will expire in 48 hours. To accept the offer, you will need to log in to WITS. Assignments offered by OCIS will appear in **white text on the blue background**.





To accept the assignment, click on the **white text**, which will bring you to the Interpreter Availability window. You will see two new fields: Assigned Contracting Term, which is the term offered by OCIS (which may be shorter than your posted availability), and Accepted Contracting Term, which allows you to accept or reject the offer. WITS defaults to the No option for the Accepted Contracting Term, which means that, if you take no action, the offer will expire after 48 hours. **You will never receive an assignment for which you have not confirmed your availability.**

The screenshot shows a form with the following fields and values:

- Interpreter Name: Aybara, Perrin
- * Select Language: Spanish
- * From Calendar Date (MM/DD/YYYY): 05/06/2020
- * To Calendar Date (MM/DD/YYYY): 05/06/2020
- * Select your Availability: Full Day
- Assigned Contracting Term: Full Day
- * Accepted Contracting Term: No

At the bottom of the form are two buttons: "Save Availability" and "Back to calendar".

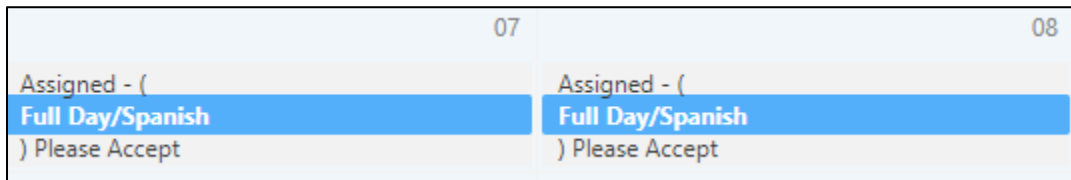
To accept the assignment, change the Accepted Contracting Term to Yes and then click the **Save Availability** button. The browser will return to the Post Your Availability calendar. Accepted offers will appear in black text with no blue background.

The screenshot shows a calendar entry for the date 06. The entry text is "Accepted - Full Day/Spanish".

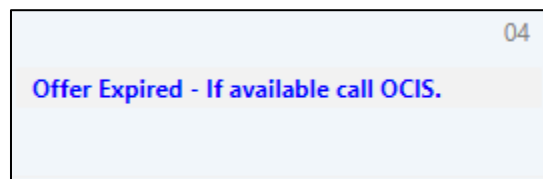
At this point, you can no longer change your availability for that date; the disappearance of the **blue background** means that the link to the Interpreter Availability window is now closed. If, for whatever reason, you become unavailable for that date, you must contact OCIS directly to change it.



Please note that OCIS may offer you more than one assignment at a time; however, you will only receive a single email notifying you of activity on your account. Therefore, you should always check the rest of the calendar, including the next month(s), to be sure that you have not missed an assignment offer.

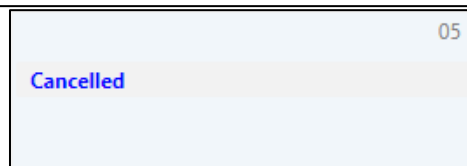
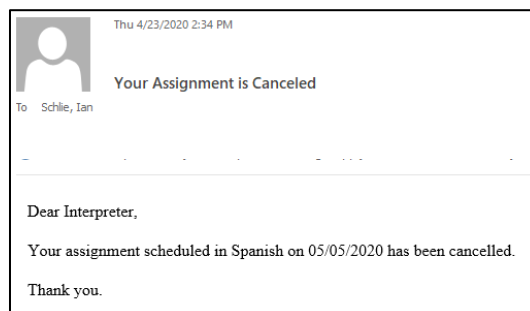


If you do not wish to accept an offer, you do not need to take any action, and the offer will expire after 48 hours. **Expired** offers appear in **blue text**, and do not link to the Interpreter Availability window.



Sometimes, you may not realize that an offer was made, or you did not have access to the internet to accept the offer. If that happens, please contact OCIS to inform staff that you are available for the assignment. If the assignment is still active and has not been offered to another interpreter, OCIS can override the **expired** offer.

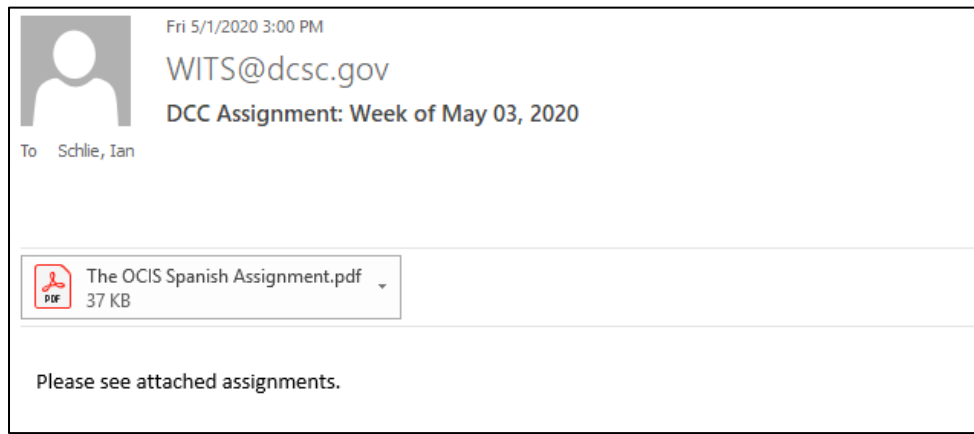
On some occasions, OCIS may need to **cancel** an assignment. If that happens, you will receive an email notification, and the Post Your Availability tab will display the **cancelled** assignment in **blue text**.





If you are still available to accept an assignment, please notify OCIS staff so that they can override the cancellation and allow you to post your availability again.

Finally, if you are a Spanish and American Sign Language interpreter, you will receive an automatically-generated email on every Friday at 3 PM detailing your schedule for the next week, assuming that you have an assignment for the next week. The schedule will come as an attachment to the email; an example is listed below.



Dear Interpreter,

This is the list of your assignment(s) For the Week of: May 03, 2020

Date	Time	Place	Interpreter
05/03/2020	9:00AM to 5:00PM	Supervised Visitation Center	Al'Thor, Rand
05/04/2020	8:45AM to 4:45PM	Landlord and Tenant	Al'Thor, Rand
05/05/2020	9:00AM to 5:00PM	Office Duty (OCIS)	Al'Thor, Rand
05/09/2020	8:45AM to 4:45PM	Building C	Al'Thor, Rand

4.3 [View Interpreter's Requests](#)

The Interpreter Requests tab, on the main menu ribbon, displays information about all of your assignments. You can also view a list of billable invoices by selecting the appropriate menu option (discussed more below).



When you first select the tab, WITS will default to showing your Primary Report: all of the assignments that you have completed or are assigned to complete on the current date or in the future. You can use this screen to reference your assignments for research or billing



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purposes. By inputting terms into the search bar, you can also look for specific entries, rather than scrolling through the entire database.

Hearing Date	Case Number	Language	Case Caption	Event Type	Judge	Division	Case Status	Ad Hoc Request	Court	Interpreter/Company Name	Search Hearing Date	Contracting Terms	Process Flag
04/28/2020 08:00:00 AM	NCN	Spanish	Roll Call	Roll Call	-	Civil Division	Assigned	Y	B-52	AIThor, Rand	28-APR-20	Full Day	N
05/07/2020 10:00:00 AM	NCN	Deaf - American Sign Language (ASL)	DOBRAINE	Preliminary Hearing	-	Criminal Division	Assigned	Y	220	AIThor, Rand	07-MAY-20	Full Day	N
04/27/2020 03:00:00 PM	2018 NEG 000125	Spanish	MARQUEZ JOHANA	Permanency Hearing	DE WITT TYRONA T	Family Court	Completed	N	Courtroom JM-8	AIThor, Rand	27-APR-20	Full Day	N
05/03/2020 08:00:00 AM	NCN	Spanish	Mediation	Mediation Session	-	Multi-Door Dispute Resolution Division	Assigned	Y	MEDIATION CENTER, 410 E Street, N.W., Second Floor	AIThor, Rand	03-MAY-20	Full Day	N
05/11/2020 08:00:00 AM	NCN	Deaf - American Sign Language (ASL)	Stand by for Juror	Jury Duty	-	Special Operations	Assigned	Y	Juror Office	AIThor, Rand	11-MAY-20	Full Day	N
05/04/2020 08:00:00 AM	NCN	Spanish	Roll Call	Roll Call	-	Civil Division	Assigned	Y	L-T	AIThor, Rand	04-MAY-20	Full Day	N
05/20/2020 08:00:00 AM	NCN	Spanish	Office Coverage	Office duty	-	Special Operations	Assigned	Y	OCIS	AIThor, Rand	20-MAY-20	Full Day	N
05/06/2020 08:00:00 AM	NCN	Deaf - American Sign Language (ASL)	Office Coverage	Office duty	-	Special Operations	Assigned	Y	OCIS	AIThor, Rand	06-MAY-20	Full Day	N
04/21/2020 08:30:00 AM	2015 SUP 001092	Spanish	SOLOZANO LEONIDAS	Motion Hearing to Reinstate	BRENNEMAN DIANE	Family Court	Completed	N	Courtroom 107	AIThor, Rand	21-APR-20	Half Day	Y
04/30/2020 08:00:00 AM	NCN	Spanish	Arraignment	Arraignment	-	Criminal Division	Assigned	Y	C-10	AIThor, Rand	30-APR-20	Full Day	N

Many of the columns are self-explanatory. The two which are not are Ad Hoc Request and Process Flag. Ad Hoc Request is an internal OCIS designation; you can ignore it. Process Flag indicates whether an assignment was attached directly to an invoice. Interpreters may interpret for multiple proceedings in the same day, but only one of these proceedings will be made billable for invoice purposes.

By selecting other options from the drop down menu, you can access different reports.

The screenshot shows the 'Interpreter Requests' interface. At the top, there is a search bar with a magnifying glass icon and a dropdown menu currently set to '1. Primary Report'. To the right of the search bar is an 'Actions' dropdown menu. Below the search bar, there is a pagination indicator '1 - 15 of 25'. The table below has columns for 'Hearing Date', 'Case Number', 'Language', and 'Event Type'. The '1. Primary Report' dropdown menu is open, showing a 'Default' section and four options: '1. Primary Report', '2. Billable', '3. Future Events', and '4. Today's Events'.



The Future Events option will display only upcoming assignments, and the Today's Events options will display only assignments for the current date. The final option, Billable, will show billable assignments for which no invoice has yet been submitted.

Interpreter Requests

Search 2. Billable Actions

- Contracting Terms Is 'Not Billable'
- Process Flag = 'N'
- Case Status in 'Cancelled Interpreter Paid, Completed'

1 - 1 of 1

Hearing Date	Case Number	Language	Case Caption	Event Type	Division	Case Status	Ad Hoc Request	Court	Interpreter/Company Name	Search Hearing Date	Contracting Terms	Judge
04/27/2020 03:00:00 PM	2018 NEG 000125	Spanish	MARQUEZ JOHANA	Permanency Hearing	Family Court	Completed	N	Courtroom JM-8	AlThor, Rand	27-APR-20	Full Day	DE WITT TYRONA T

1 - 1 of 1

As noted above, you can also manually enter search terms. To clear a search term, press the **x** button next to the term.

4.4 [View Scheduled Events \(Calendar View\)](#)

The Scheduled Events (Calendar View) tab is the fourth tab in the menu ribbon.



This screen is very similar to the Interpreter Requests screen, except for the fact that it displays assignments in a calendar view. In order to see case information, you will need to click on the **white text**.

May 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26	27	28	29	30	01 1-Spanish	02 1-Spanish
03 1-Spanish	04	05 2-Deaf - American Sign Language (ASL)	06 2-Deaf - American Sign Language (ASL)	07	08	09 1-Spanish
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30



After clicking on the **white text**, a new screen will pop open. ***Note: if you use a pop-up disabler, this process may not function correctly.** The new screen contains case information that can be used to prepare for a case.

Hearing Date	Case Number	Case Caption	Courtroom	Event Type	Division	Case Status	Interpreter/Company Name
05/06/2020 08:00:00 AM	NCN	Stand by for Juror	Juror Office	Jury Duty	Special Operations	Assigned	Cauthon, Matrim
05/06/2020 09:59:00 AM	NCN	MOGHEDIEN	555 4th St, NW (USAO-DC)	Grand Jury Duty	Special Operations	Assigned	Cauthon, Matrim

For publicly-searchable cases, you can use the case number to look up additional information through the DC Courts website at <https://www.dccourts.gov/superior-court/cases-online>. For sealed, family, and juvenile cases, you will not be able to conduct a public search. If you require any additional information to prepare for a hearing in those circumstances, please contact OCIS staff directly.

When you are finished viewing the case record, please close the window.

4.5 [Billable Invoice](#)

The Billable Invoice tab is the fifth and final tab available to interpreters in the main menu ribbon.

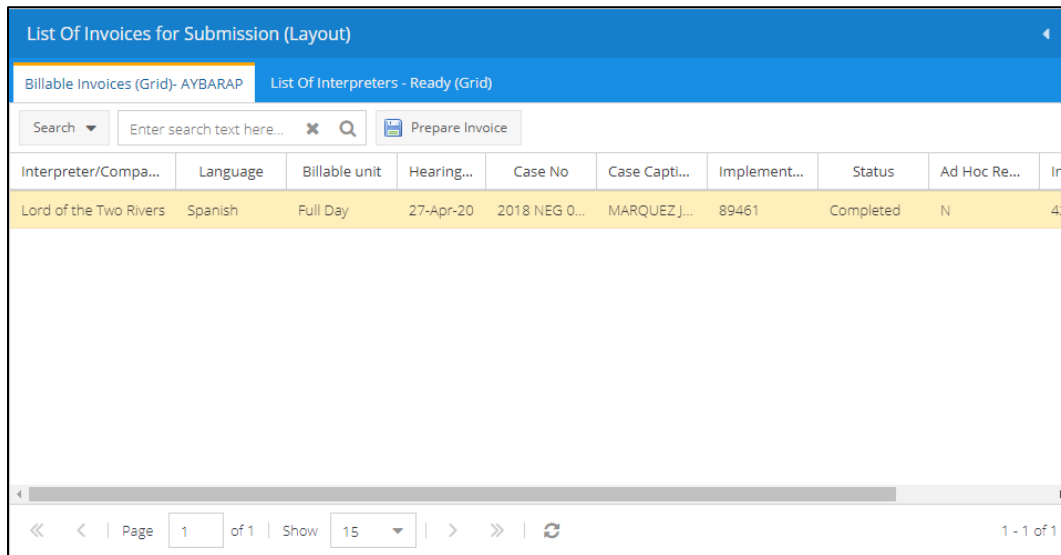


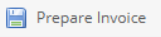
When you select this tab, another window will open. This window, which is called either the FOEX window or the invoice window, will allow you to prepare and submit invoices for all assignments, including translations.

The screenshot shows two overlapping windows. The top window is titled 'List of Invoices for Submission (Layout)' and contains a table with columns: Interpreter/Compa..., Language, Billable unit, Hearing..., Case No, Case Capt..., Implement..., Status, Ad Hoc Re..., and Inv#. A single row is visible with the following data: 'Lord of the Two Rivers', 'Spanish', 'Full Day', '27-Apr-20', '2018-1830-D', 'MARQUEZ', '89481', 'Completed', 'N', and '42'. The bottom window is titled 'List of Invoices (Grid)' and is currently empty, showing 'no data found'.



This window contains three panes: the upper left pane, entitled List of Invoices for Submission (Layout); the upper right pane, entitled List of Invoices (Grid); and the bottom pane, entitled Workflow & History (Layout). Each screen provides different information, but the List of Invoices for Submission (Layout) tab is the most important.



The List of Invoices for Submission (Layout) has two different subtabs: Billable Invoices (Grid) and List of Interpreters – Ready (Grid). WITS will display the Billable Invoices (Grid) subtab by default. This tab will allow you to generate invoices by clicking the  button at the top of the screen. When you hit that button, all of the billable assignments listed below will be grouped together into a single invoice with a single control number. Translation assignments will be separated from interpreting assignments, however.

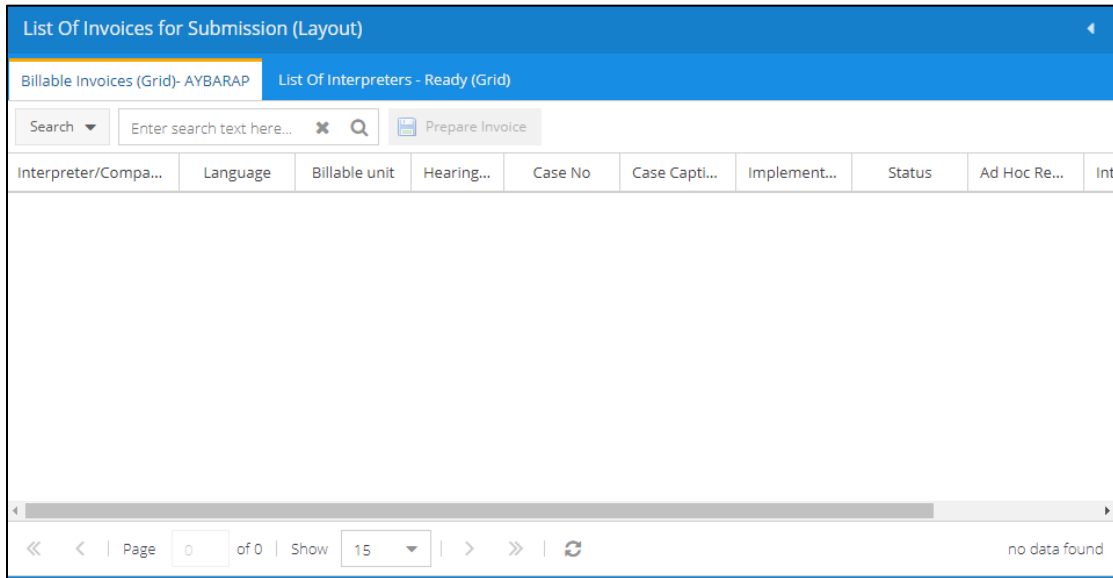
***Note: There is a one-day delay on invoice generation. You cannot generate or submit an invoice on the same day that an assignment is completed – you will need to wait until the next calendar day.**

Before preparing an invoice, you should check to make sure that the assignments listed are correct. It is your responsibility to ensure that the Billable Unit, Hearing Date, Case Number, and Status are correct. If you notice any error, please contact OCIS immediately so that the error can be correct **before** you prepare the invoice.

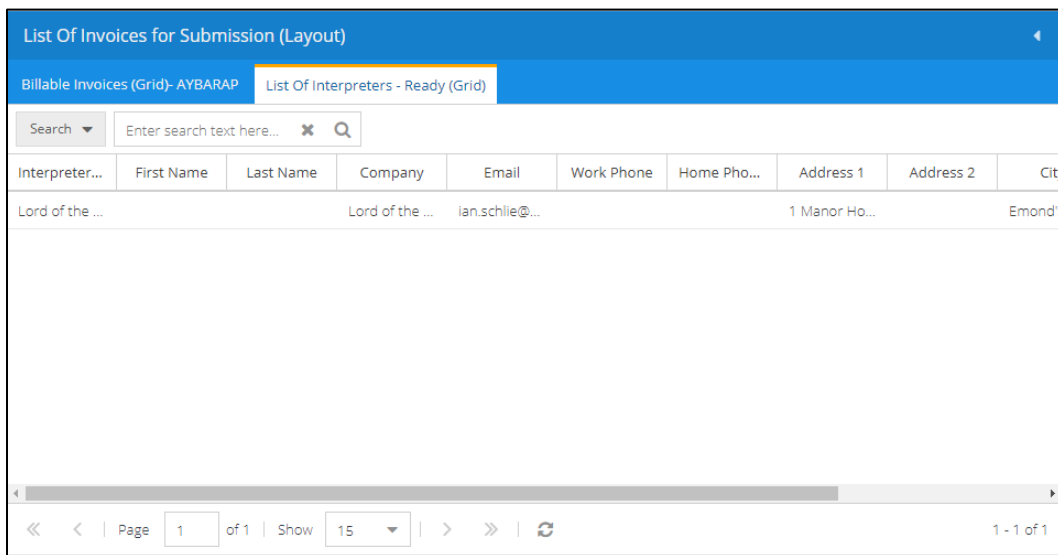
Interpreter/Compa...	Language	Billable unit	Hearing...	Case No	Case Capti...	Implement...	Status	Ad Hoc Re...	Int
Lord of the Two Rivers	Spanish	Full Day	27-Apr-20	2018 NEG 0...	MARQUEZ J...	89461	Completed	N	42



If there are no assignments that can be invoiced, or you have just prepared an invoice, the Billable Invoices (Grid) subtab will be empty.



In order to see your invoices, you will need to switch to the List of Interpreters – Ready (Grid) subtab and select your name. **After you prepare an invoice, WITS should do this automatically.**





Once you do so, you will notice that the List of Invoices (Grid) window pane on the upper right will populate with invoice information.

Interpreter/Compa...	Control No	Invoice ...	Invoice Sta...	Invoice Date	Created Da...	Createdby	Modifiedby
Lord of the Two Rivers	56748	\$400.00	Ready	29-Apr-20	29-Apr-20	Aybara,Perrin	Aybara,Perrin

This pane will list every invoice that you have ever generated and its status. There are six statuses: Ready, Submitted, Returned, Approved, Authorized, and Paid. Ready means that an invoice has been prepared but not submitted. Submitted means that an invoice has been sent to OCIS for approval. Returned indicates that an invoice was rejected because it contained an error; if an OCIS staff member returns an invoice, they will contact you directly to explain the issue. Approved means that an OCIS staff member has approved the invoice and sent it to the Language Access Coordinator. Authorized indicates that the Language Access Coordinator has sent the invoice to the Budget and Finance Division for payment. Paid means that the Budget and Finance Division has approved the payment.

As with all of the panes in the FOEX window, you can increase the number of entries shown, and see additional pages of data, by using the navigation bar on the bottom of each pane




***Note: It may take 30 days for payments to clear your bank account after the invoice enters Paid status. Please be patient.**

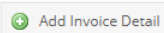
***Note: In order to receive payment, you must have an active account at www.sam.gov, and the information in SAM must match OCIS records. If you move, start a new business, or allow your SAM account to lapse, please contact OCIS staff immediately.**



In order for OCIS staff to approve your invoice, you must submit the invoice. You can see details of the invoice in the Workflow & History (Layout) pane in the bottom of the screen after selecting the invoice in the List of Invoices (Grid) pane.

WorkFlow & History (Layout)										
Invoice Details (Grid) Invoice History (Grid)										
Search Enter search text here... x Q Add Invoice Detail Submit										
Interpreter/Compa...	Language	Billable Unit	Hearing Date/ Billing Start	Billing End	Amount	Charge Type	Upload Rec...	Note	RE	Invoice Id
Lord of the Two Rivers	Spanish	Full Day	27-Apr-2020 14:55	27-Apr-2020 14:55	\$400.00	Interpreter Services			N	14224

If the invoice is correct, you can simply hit the  button. Once you have done so, you will not be able to make any changes to the invoice.


Generally, you should not make any changes to the invoice, and you should not use the  button unless authorized to do so by OCIS staff. If there are any errors, you should contact OCIS staff; please do not attempt to correct errors yourself. However, in some circumstances, your input may be required. Primarily, this occurs when you receive Overtime or Hourly assignments from OCIS. OCIS staff will create these billable units; you will never need to create them yourself. Assignments with Overtime or Hourly in the Billable Unit column will default to \$0 in the Amount column.

WorkFlow & History (Layout)										
Invoice Details (Grid) Invoice History (Grid)										
Search Enter search text here... x Q Add Invoice Detail Submit										
Interpreter/Compa...	Language	Billable Unit	Hearing Date/ Billing Start	Billing End	Amount	Charge Type	Upload Rec...	Note	RE	Invoice Id
Lord of the Two Rivers	Spanish	Hourly	22-Apr-2020 14:28	22-Apr-2020 14:28	\$0.00	Interpreter Services			Y	14225
Lord of the Two Rivers	Spanish	Overtime	22-Apr-2020 16:08	22-Apr-2020 16:08	\$0.00	Interpreter Services			Y	14225

For these Billable Units, you must enter the amount yourself. Use the Hearing Date/Billing Start column and the Billing End column to calculate the number of hours worked, or contact OCIS staff to determine how many hours you worked. Then, multiply the number of hours by the rate for that billing type (remember, you can find your rates in the Interpreter Information tab).

WorkFlow & History (Layout)										
Invoice Details (Grid) Invoice History (Grid)										
Search Enter search text here... x Q Add Invoice Detail Submit Delete Update										
Interpreter/Compa...	Language	Billable Unit	Hearing Date/ Billing Start	Billing End	Amount	Charge Type	Upload Rec...	Note	RE	Invoice Id
Lord of the Two Rivers	Spanish	Hourly	22-Apr-2020 14:28	22-Apr-2020 14:28	\$57.00	Interpreter Services			Y	14225
Lord of the Two Rivers	Spanish	Overtime	22-Apr-2020 16:08	22-Apr-2020 16:08	\$57.00	Interpreter Services			Y	14225



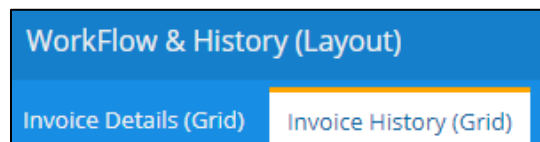
When you enter numbers into the screen, you will see a little red triangle appear in the upper left corner of the box; this means that your change has not been saved. To do so, click the  Update button twice, or until the invoice change from \$0 to the desired amount in the List of Invoices (Grid) pane.

List of Invoices (Grid)							
Search <input type="text" value="Enter search text here..."/>							
Interpreter/Compa...	Control No	Invoice ...	Invoice Sta...	Invoice Date	Created Da...	Createdby	Modifiedby
Lord of the Two Rivers	56749	\$0.00	Ready	29-Apr-20	29-Apr-20	Aybara,Perrin	Aybara,Perrin
Lord of the Two Rivers	56748	\$400.00	Ready	29-Apr-20	29-Apr-20	Aybara,Perrin	Aybara,Perrin

List of Invoices (Grid)							
Search <input type="text" value="Enter search text here..."/>							
Interpreter/Compa...	Control No	Invoice ...	Invoice Sta...	Invoice Date	Created Da...	Createdby	Modifiedby
Lord of the Two Rivers	56749	\$114.00	Ready	29-Apr-20	29-Apr-20	Aybara,Perrin	Aybara,Perrin
Lord of the Two Rivers	56748	\$400.00	Ready	29-Apr-20	29-Apr-20	Aybara,Perrin	Aybara,Perrin

Once the amount is correct, you can then submit the invoice.

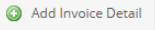
To see the entire history of an invoice, including when it was prepared, submitted, approved, authorized, or paid, you should select the second subtab on the Workflow & History (Layout) pane.



This will display the history of the invoice in chronological order.

WorkFlow & History (Layout)						
Invoice Details (Grid) Invoice History (Grid)						
Search <input type="text" value="Enter search text here..."/>						
Control No	INVOICE_ID	Status	Creates Date	Invoice Date	Invoice Am...	Created By
56727	14203	AUTHORIZE...	21-Apr-20	20-Apr-20	1950.00	Ruiz,Sharon
56727	14203	APPROVED	21-Apr-20	20-Apr-20	1950.00	Ruiz,Sharon
56727	14203	SUBMITTED	20-Apr-20	20-Apr-20	1950.00	Abeba,Berh...




Under unique and rare circumstances, OCIS may grant you the right to include other costs, such as mileage, parking, per diem, or transportation expense. If this is the case, since a receipt is required, you should first create an electronic copy of the receipt accessible as a file on your computer to be uploaded. Next, click the  button. This will generate a new line below.

WorkFlow & History (Layout)										
Invoice Details (Grid) Invoice History (Grid)										
Search <input type="text" value="Enter search text here..."/>										
Interpreter/Compa...	Language	Billable Unit	Hearing Date/ Billing Start	Billing End	Amount	Charge Type	Upload Rec...	Note	RE	Invoice Id
Lord of the Two Rivers	Spanish	Hourly	22-Apr-2020 14:28	22-Apr-2020 14:28	\$57.00	Interpreter Services			Y	14225
Lord of the Two Rivers	Spanish	NA	22-Apr-2020 14:28	22-Apr-2020 16:08	\$0.00	Interpreter Services			Y	14225
Lord of the Two Rivers	Spanish	Overtime	22-Apr-2020 16:08	22-Apr-2020 16:08	\$57.00	Interpreter Services			Y	14225

At this point, you can select the appropriate Billable Unit, enter the Amount, and upload a receipt. You will need to update the invoice to recalculate the total.

*Note: If you ever hit the  by mistake, you can remove it by using the  button.

5 Logging Off

This section will explain how to log off the WITS application. For security reasons, you should log off after completing your WITS-related activities and close your browser. Logging off is done by clicking on the  button located next to your user name at the top right of the screen.



After logging off, the user should see the WITS Login Screen.

6 The Front Office Terminal

In addition to your personal WITS account, you also have access to a terminal version of WITS through two computers located in the OCIS office. These terminals are for office



use only, and you should never access your personal account on them. Through these terminals, you will be able to check in and out, dispatch yourself to and return yourself from courtrooms, and see what other cases are being held. The terminals will only display information for the current date, so you will not be able to see past or future events.

When you come into the OCIS office in the morning, the terminals will already be logged in to WITS. If they are not, please contact an OCIS staff member. You will never need to log off of or log on to these terminals.

The menu ribbon for the terminals has six tabs: Interpreter Daily Check-In/Check-Out, Interpreter Daily Activity - Spanish, Interpreter Daily Activity – Other Languages, Today – Spanish, Today – Other Languages, and Monitor.



6.1 Interpreter Check In/Check Out



This tab will allow you to check in and out on days on which you have an assignment.

Interpreter Name (1) ↑	Check In	Lunch In	Lunch Out	Check Out
Cauthon,Matrim				



All interpreters with an assignment for the day will appear on this screen; if you believe you have an assignment but do not see your name, please contact OCIS staff. When you arrive at the office, you can enter your Check In time by clicking on the box in that column and scrolling until you find the correct time.


Interpreter Name (1) ↑	Check In	Lunch In	Lunch Out	Check Out
Cauthon, Matrim	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px;">8:55 AM</div><div style="background-color: #0070c0; color: white; padding: 2px;">9:00 AM</div><div style="background-color: #f0f0f0; padding: 2px;">9:05 AM</div><div style="background-color: #f0f0f0; padding: 2px;">9:10 AM</div><div style="background-color: #f0f0f0; padding: 2px;">9:15 AM</div><div style="background-color: #f0f0f0; padding: 2px;">9:20 AM</div><div style="background-color: #f0f0f0; padding: 2px;">9:25 AM</div><div style="background-color: #f0f0f0; padding: 2px;">9:30 AM</div><div style="background-color: #f0f0f0; padding: 2px;">9:35 AM</div><div style="background-color: #f0f0f0; padding: 2px;">9:40 AM</div></div>			

When you have selected the correct time, you should then click the  Save button located just below the menu ribbon. If you do not  Save your entry, it will disappear when you (or another interpreter) switch to the next tab. You should repeat these steps for the Lunch In, Lunch Out, and Check Out columns at the appropriate times.


***Note: Check in and check out times are used by OCIS to determine interpreter availability and for no other purpose. Therefore, while OCIS staff encourages you to check in and out daily, it is not considered a formal requirement. If you begin your assignment in Building A or B, for example, there is no need to check in prior to reporting for the assignment; simply contact OCIS staff directly once you arrive.**

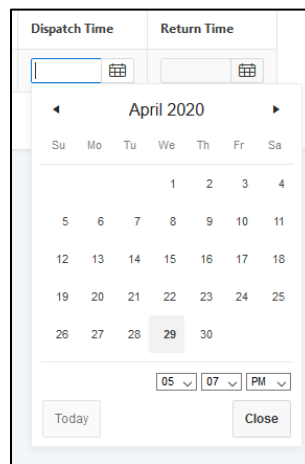
6.2 Interpreter Daily Activity – Spanish and Other Languages

The Interpreter Daily Activity tabs display all of the cases to which an interpreter has been assigned on the current day. The two tabs are identical, except for the fact that the first lists Spanish cases exclusively and the second lists all other languages.

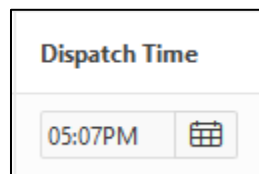
Interpreter Daily Activity - Spanish 									
1 - 1									
Hearing Date	Case Number	Case Caption	Event Type	Courtroom	Language	Interpreter	Ready Time	Dispatch Time	Return Time
04/29/2020 08:00 AM	NCN	Office Coverage	Office Duty	OCIS	Spanish	Cauthon, Matrim	(null)	<input type="text"/>	<input type="text"/>
1 - 1									



Each entry will contain information about the assignment and the times at which the interpreter left for and returned from the assignment. When a case is ready to be called for the record, courtroom staff will inform OCIS, who will in turn inform you directly and in person that your assignment is ready. OCIS staff will enter the time at which the courtroom called for an interpreter as the Ready Time. When you leave for the courtroom, you will dispatch yourself by marking the time at which you leave. It is easiest to do this by clicking on the  icon to the right of the Dispatch Time entry. This will create a pop-up calendar.



Hitting the **Close** button at the bottom of the pop-up window will cause WITS to enter the current time in the field.



After you have entered your time, click the **Save** button to record your entry. After you return from the assignment, you will repeat this process for the Return Time field. Entering times into both fields is necessary to close out the assignment.

***Note: You are responsible for dispatching and returning yourself. Please do not forget – these times are used to generate invoices and to prepare statistics and reports for Congress!**



Please note that the screens can only display 20 events at a single time. If there are more than 20 events, you will need to use the page scroll button at the bottom left of the page to see the other events.



Additionally, you should be aware that these tabs do not refresh themselves automatically. Thus, when OCIS staff notifies you that a case is ready, you may not see it (or your own name) on the screen. To refresh the tab, simply click on any other tab, then return to relevant tab.

6.3 Today's Events – Spanish and Other Languages

The fourth and fifth tabs are Today – Spanish and Today – Other Languages. As with the previous section, the only difference between these two tabs is that the first presents Spanish events exclusively, while the other contains all other languages. These two tabs display all possible events for the day, including those that have not been assigned to an interpreter.

Today - Spanish

Search Actions

LANG

1 - 3 of 3

Hearing Date	Language	Case Number	Case Caption	Courtroom	Event Type	Division
04/30/2020 08:00:00 AM	Spanish	NCN	Arraignment	C-10	Arraignment	Criminal Division
04/30/2020 08:00:00 AM	Spanish	NCN	Office Coverage	OCIS	Office duty	Special Operations
04/30/2020 11:00:00 AM	Spanish	2018 CA 005830 B	JOHNSON DELORES	MEDIATION CENTER, 515 5th Street, N.W., Room 104	Mediation Session (Civil 2)	Civil Division

1 - 3 of 3

These tabs are useful for determining the day's schedule; you can use them to prepare for potential assignments. Please note, however, that the majority of events listed will not be heard by any courtroom.



6.4 Monitor

The final tab in the terminal version of WITS is the monitor. This screen allows you to easily visualize which interpreters have been dispatched to courtrooms and how long they have been out on assignment.

Monitor Interpreter Daily Activity

Color Key: Blue (Minutes in Courtroom > 45) Orange (Minutes in Courtroom > 60)

Q [] Go Actions

Minutes in Courtroom > 45 Minutes in Courtroom > 60

1 - 3 of 3

Hearing Date	Case No	Case Caption	Event Type	Courtroom	Interpreter	Language	Ready Time	Dispatch Time	Return Time
04/30/2020 10:22 AM	NCN	PERSON OF INTEREST 2	Arrangement	211	AlThor, Rand	Spanish	10:50AM	10:02AM	-
04/30/2020 10:25 AM	NCN	PERSON OF INTEREST 21	Arrangement	211	Aylerk, Ferris	Spanish	10:50AM	09:51AM	-
04/30/2020 10:33 AM	NCN	PERSON OF INTEREST 20	Arrangement	211	Cauthon, Matrim	Spanish	10:50AM	10:51AM	-

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After an interpreter has been on assignment for more than 45 minutes, the entry turns blue. After an hour, the entry turns orange.

OCIS uses the monitor to ensure that relief is sent for interpreters who have been on assignment for more than an hour, or to secure some other sort of accommodation, such as a break, for the dispatched interpreter. You can use the monitor for the same purpose, although you should always check with OCIS staff before taking any action to assist another interpreter.