



# Online Portal User Guide

## HCA Appointments

Pre-Scheduled IPI, OPI, VRI

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# Introduction

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This manual is designed to provide Language Access Providers (LAPs) with clear, step-by-step guidance for using the UniversalLanguage online portal so they may effectively manage interpretation assignments and stay informed about job opportunities. It outlines the essential processes that allow LAPs to view and accept available jobs, review their schedule, and approve or dispute start and end times once services have been provided.

## Universal Language Service Contact Information

Contact Center (24/7/365)

Email: [Jobs@ULSonline.net](mailto:Jobs@ULSonline.net)

Phone: (425) 452-5644 / Toll Free: (888) 462-0500 option 5

Interpreter Accounts Department

Email: [Interpreter@ULSonline.net](mailto:Interpreter@ULSonline.net)

Phone: (425) 450-7022 / Toll Free: (888) 462-0500 option 4

Billing Department

Email: [Billing@ULSonline.net](mailto:Billing@ULSonline.net)

Phone: (425) 450-7021 / Toll Free: (888) 462-0500 option 3

## Portal Login

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### Security

Per HIPAA privacy laws and OCIO 141.10 Standards, UniversalLanguage has security protocols around user logins. Each LAP/Interpreter must have their own unique user ID and password. LAPs/Interpreters must not share their user ID or password. For security purposes, LAPs/Interpreters are required to change their Password every 90 days.

### Browser Recommendations

We recommend using Google Chrome for best results.

- Enable JavaScript, cookies, and pop-ups for full functionality.
- For Mac OS users on Apple Safari or Chrome, make sure the system setting show scroll bars is set to always.

## Logging In

- Go to the UniversalLanguage website: <http://www.universallanguageservice.com>
- Click *Interpreter Login* located in the top right-hand corner.
- Enter *Username* and *Password*.
  - Usernames will always be the email address provided to UniversalLanguage.
  - First time users will receive an email with a link to create a new password.
- Check the "I'm not a robot" reCAPTCHA checkbox.
- Click *Log In* button.

*Note: Password reset links often filter as spam. Mark [Interpreter@ulsonline.net](mailto:Interpreter@ulsonline.net) as a safe sender to view all future emails.*

## Password Reset

1. Go to the [UniversalLanguage website](#).
2. Click *Interpreter Login* located in the top right-hand corner.
3. Click *Forgot Your Password?* below.
4. Enter *Username*.
5. Click *Continue*.
6. A link will be sent to the email address on file.
7. Click on the link provided in the email.
8. User will be redirected to a *Change Your Password* screen.
9. Enter new password into *New Password* field, ensuring that criteria are met.
10. Re-enter new password in *Confirm New Password* field.
11. Click *Change Password*.
12. User should now be logged into the online portal.

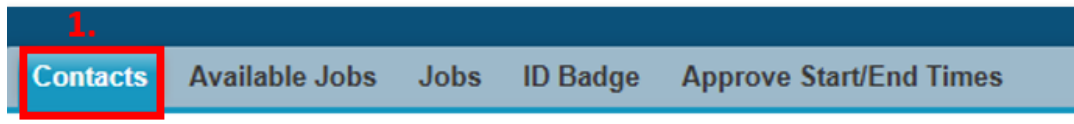
*Note: For best results, use a computer to reset the password in Chrome; LAPs/Interpreters could experience technical difficulties if using a mobile device.*

# Portal Overview

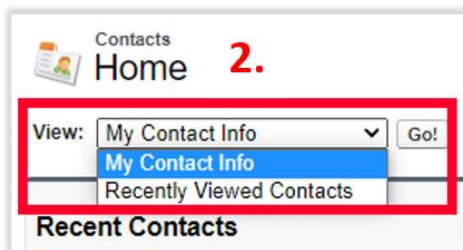
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## Tabs Overview

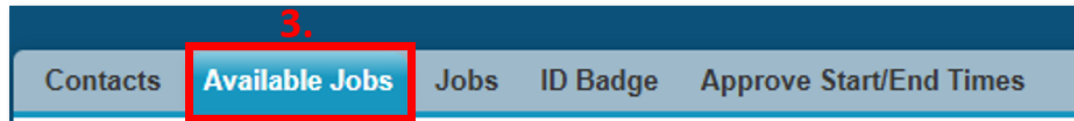
Contacts Tab<sup>1</sup>



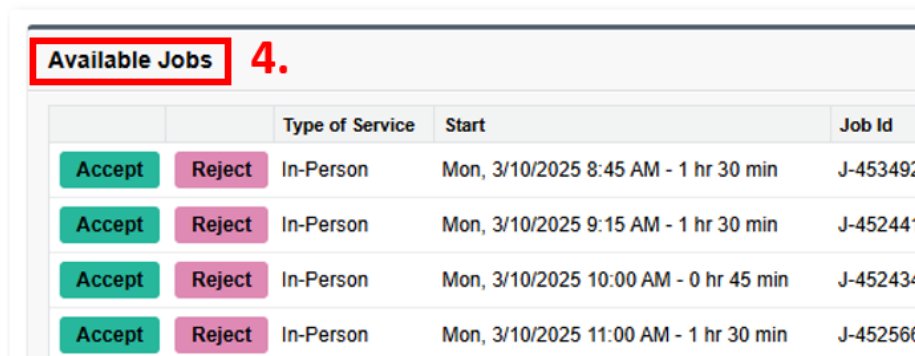
The [Contacts](#)<sup>1</sup> tab allows LAPs/Interpreters to view their profile information ([My Contact Info](#)<sup>2</sup>). They can also update and adjust certain fields: Languages, Job Notification Preferences, Availability, etc.



Available Jobs<sup>3</sup> Tab

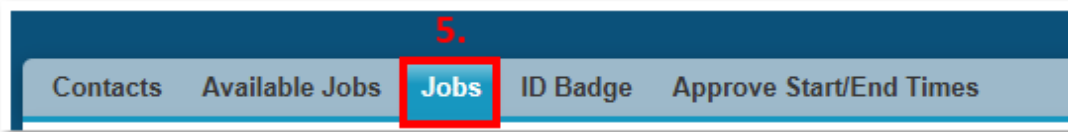


LAPs/Interpreters can view a list of all available jobs<sup>4</sup>.



		Type of Service	Start	Job Id
Accept	Reject	In-Person	Mon, 3/10/2025 8:45 AM - 1 hr 30 min	J-453492
Accept	Reject	In-Person	Mon, 3/10/2025 9:15 AM - 1 hr 30 min	J-452441
Accept	Reject	In-Person	Mon, 3/10/2025 10:00 AM - 0 hr 45 min	J-452434
Accept	Reject	In-Person	Mon, 3/10/2025 11:00 AM - 1 hr 30 min	J-452566

## Jobs<sup>5</sup> Tab



LAPs/Interpreters have access to view information for jobs they have accepted. LAPs/Interpreters can change the *View*<sup>6</sup> filter to sort by job category.



## ID Badge<sup>7</sup> Tab

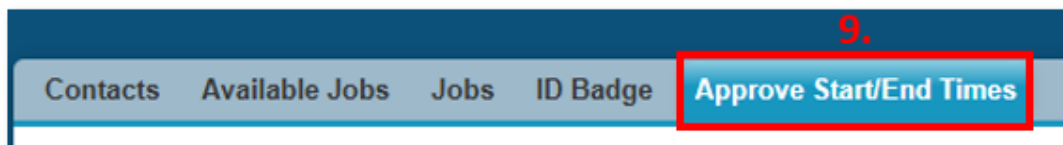


The *ID Badge*<sup>7</sup> tab contains a **temporary** badge<sup>8</sup> for LAPs/Interpreters to use while they are awaiting their permanent badge.

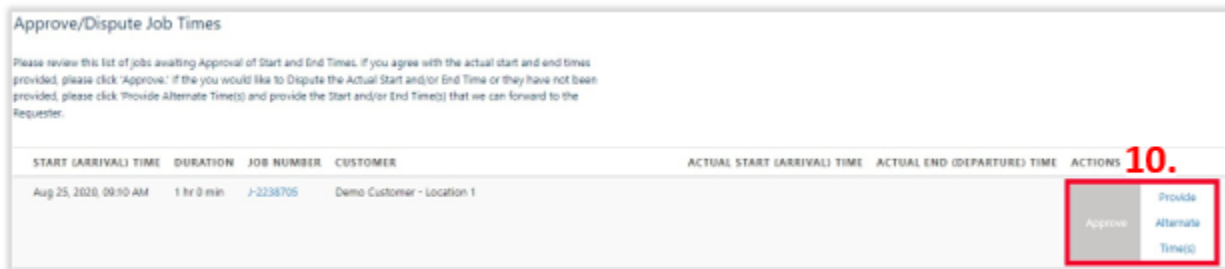
*Note: It is not an HCA requirement to have a badge, but many facilities prefer that LAPs/Interpreters wear visible ID when on site. If an LAP/Interpreter would like to order a badge from UniversalLanguage, there will be a \$5 charge.*



## Approve Start/End Times<sup>9</sup> Tab



LAPs/Interpreters can visit this tab to approve and/or dispute<sup>10</sup> Actual Start / End Times for all job types they provided service for.



## Sidebar

The Sidebar is located on the left-hand side of the LAP/Interpreter portal. Here, LAPs/Interpreters can access several resources including

- **Recent Items:** list of the last ten (10) pages the LAP/Interpreter viewed.
- **News & Notices:** important updates from Universal Language Service.
- **Interpreter How To & Videos:** instructions and videos on how to navigate the portal, upload invoices, and submit LAP/Interpreter documents.
- **Interpreter Links:** links to important websites, forms, and blank invoices.
- **Interpreter Resources:** information related to certification.

## Personal Profile Management

### Update Contact Information & Preferences

1. Once logged in to the online portal, click the [Contacts<sup>1</sup>](#) tab.
2. Select [My Contact Info<sup>2</sup>](#) view and click [Go!](#)
3. Click on name to open the [Contact Detail](#) page.
4. Click [Edit](#).
5. Update any of the following fields:

- General Information
  - Nickname
  - Pro-Choice
  - Country of Origin
  - Experience
  - Mode (applicable to sign language interpreters)
- LAP/Interpreter Contact Methods
  - Alternate Phone
  - Fax
  - Alternate Email
  - Preferred Contact Method
- Job Notification Preferences
  - Jobs Available Text
  - Jobs Available Email
  - Jobs Cancelled Text
  - Jobs Cancelled Email
  - Jobs Updated Text
  - Jobs Updated Email
- Preferences – these settings will affect which jobs an interpreter sees in the portal.
  - Availability (e.g. Days, Evenings, Nights, etc.)
  - Availability Comments
  - Travel Area from Home (Miles) – If you accept only remote appointments, your default mileage radius will be set to the maximum mileage to allow you to see all available HCA jobs statewide.

**6.** Click *Save*.

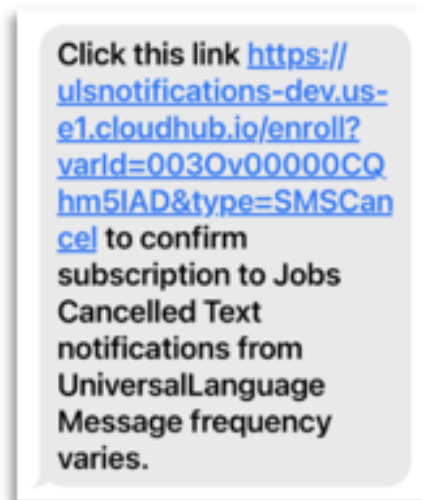
*Note: Not all fields on the Contact page are editable; some information must be updated via Paycor. Please go to <https://hcm.paycor.com/portal/#/> and navigate to the 'Profile Summary' page to update your Personal & Contact Information. Please contact [interpreter@ulsonline.net](mailto:interpreter@ulsonline.net) with any questions.*

#### Manage Email & Text Message Notifications

- 1.** Once logged in to the online portal, click the *Contacts<sup>1</sup>* tab.
- 2.** Select *My Contact Info<sup>2</sup>* view and click *Go!*
- 3.** Click on name to open the *Contact Detail* page.
- 4.** Ensure mobile phone number and email are up to date.

5. Review *Job Notification Preferences* and check appropriate boxes.
  - Jobs Available Text - select to be notified via text when a new job is available
  - Jobs Available Email - select to be notified via email when a new job is available
  - Jobs Cancelled Text - select to be notified via text when a job on your schedule gets cancelled
  - Jobs Cancelled Email - select to be notified via email when a job on your schedule gets cancelled
  - Jobs Updated Text - select to be notified via text when a job on your schedule gets updated
  - Jobs Updated Email - select to be notified via email when a job on your schedule gets updated
6. Complete the opt in process by confirming your text and/or email subscription. If you opt in to texts, you will receive a text message with a link that you must click on to confirm and complete the opt in process. If you opt in to emails, you will receive an email message with a link that you must click on to confirm and complete the opt in process.

Below are examples of a text confirmation message and an email confirmation message, which you will receive to complete the opt in process.



*Example of text confirmation message for "Jobs Cancelled Text"*



*Example of email confirmation message for "Jobs Cancelled Email"*

Once you have successfully opted in, you will receive an additional message to let you know you have completed the process. Please note that you will receive a text or email for each notification type you select. For example, if you wish to receive all 6 notifications, you will receive 6 confirmation messages (3 via text and 3 via email) as each preference needs to be confirmed individually.

*Note:* Mark [Jobs@ulsonline.net](mailto:Jobs@ulsonline.net), [Interpreter@ulsonline.net](mailto:Interpreter@ulsonline.net), and [Billing@ulsonline.net](mailto:Billing@ulsonline.net) as safe sender

in your email server.

## Review Qualifications

1. Once logged in to the online portal, click the [Contacts<sup>1</sup>](#) tab.
2. Select [My Contact Info](#) view and click [Go!](#)
3. Click on name to open the [Contact Detail](#) page.
4. Scroll down to [Interpreter Qualifications](#) section to review.

**Note:** Contact [Interpreter@ulsonline.net](mailto:Interpreter@ulsonline.net) with any questions.

## Review Feedback

1. Once logged in to the online portal, click the [Contacts<sup>1</sup>](#) tab.
2. Select [My Contact Info](#) view and click [Go!](#)
3. Click on name to open the [Contact Detail](#) page.
4. Scroll down to [Feedback](#) section and review.

**Note:** Contact [WeCare@ULSonline.net](mailto:WeCare@ULSonline.net) with any questions.

# Job Management

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## Type

[Type](#) is a field that indicates what type of administration/organization has requested the appointment.

- HCA Medical
- ODHH
- Private Sector
- Etc.

## Type of Industry

LAPs/Interpreters will have industries listed on their profile. When a job is created under a customer's account, that job will be looking for a match in the industry field as one of the filters for finding eligible LAPs/Interpreters.

## Type of Service

LAPs/Interpreters can identify the *Type of Service* before accepting the job and on the job page once it has been accepted.

- In-Person: LAPs/Interpreters will be expected to show up to the location specified on the job page.
- Phone Pre-Scheduled (i.e. OPI): Requesters will call UniversalLanguage to be connected to their scheduled LAP/Interpreter at the scheduled start time.
  - Calls **must** be connected through UniversalLanguage in order for LAPs/Interpreters to be paid for their services. Do **not** provide interpretation services if a requester contacts you directly. Redirect them to call UniversalLanguage in order to be connected.
- Video Pre-Scheduled (i.e. VRI): LAPs/Interpreters will be expected to join using a video conferencing platform indicated on the job page at the scheduled start time.
  - If the link will be provided by the requester, it will appear in the *Requester Video Conference Link Info* field
  - If the link will be provided by UniversalLanguage, it will appear in the *Interpreter Notes* field.

## Job Setting

Setting refers to the environment the LAP/Interpreter will be working in as it pertains to the number of people. There are two Settings available:

- One-on-one
- Small Group

## HCA Family Member Appointments

HCA Family Member Appointments are jobs where the same requester schedules two or more jobs to see multiple family members and the same LAP/Interpreter must be scheduled for all clients. The LAP/Interpreter will be paid from the start of the first job through the end of the final job. HCA Family Member Appointment jobs will be available on the portal in the *Available HCA Family Member Jobs<sup>11</sup>* section. When accepting new HCA Family Member Appointments on the portal, LAPs/Interpreters will only see one job that lists the full duration of all associated jobs combined.

Available HCA Family Member Jobs		11.				
		Type of Service	Start	Job Id	Language	Customer
Accept	Reject	In-Person	Sun, 5/1/2022 2:45 PM - 0 hr 30 min	J-2567375	Spanish	DEMO Customer Account - Location 1
Accept	Reject	In-Person	Mon, 5/2/2022 10:00 AM - 1 hr 0 min	J-2567438	Spanish	DEMO Customer Account - Location 1
Accept	Reject	In-Person	Mon, 5/2/2022 3:00 PM - 1 hr 30 min	J-2567377	Spanish	DEMO Customer Account - Location 1
Accept	Reject	In-Person	Tue, 5/3/2022 9:55 AM - 0 hr 35 min	J-2567440	Spanish	DEMO Customer Account - Location 1

After

accepting an HCA Family Member Appointment, all the individual jobs that are linked together for that HCA Family Member Appointment can be viewed on the [Jobs<sup>5</sup>](#) tab under the [My Upcoming Jobs<sup>12</sup>](#) view (see below) or the [My Linked Jobs](#) view.

If you accept an HCA Family Member Appointment and then decide that you want to give it back, you must contact UniversalLanguage to return the jobs.

Jobs Home		View: My Upcoming Jobs					12.	
		ULS use only: Update Jobs		ULS use only: Start / End Times		UI		
<input type="checkbox"/>	Action	Start (Arrival) Time	Day	Duration	Job Number	Language	Interpreter	Client Last Name
<input type="checkbox"/>	Edit	2/23/2022 2:45 PM	Wed	0 hr 30 min	J-2468784	Cambodian	Max Sim	Client 1
<input type="checkbox"/>	Edit	2/23/2022 3:15 PM	Wed	0 hr 30 min	J-2468785	Cambodian	Max Sim	Client 2
<input type="checkbox"/>	Edit	2/23/2022 3:45 PM	Wed	0 hr 30 min	J-2468786	Cambodian	Max Sim	Client 3

## Available Jobs Tab<sup>3</sup>

The [Available Jobs<sup>3</sup>](#) tab lists all the jobs that an LAP/Interpreter may be eligible for.

4 different lists of jobs will appear: [Available Jobs](#), [Available HCA Family Member Jobs](#), [Rejected \(Available\) Jobs](#) and [Non-Eligible Jobs](#).

### Accept / Reject Available Jobs

LAPs/Interpreters should accept jobs through the online portal.

When accepting a job, the following information will be readily visible:

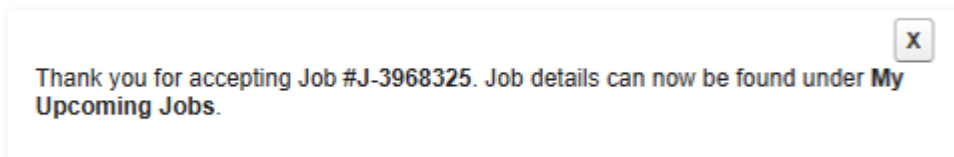
- Type of Service (e.g. In-Person, Phone Pre-Scheduled)
- Date, Time and length

- Job ID
- Language
- Customer Name
- Location
- Type (e.g. HCA Medical)
- Job Invoice

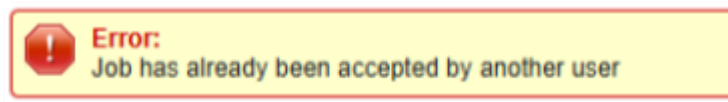
LAPs/Interpreters may accept a job with a scheduled start time that is equal to the scheduled end time of an earlier job if these jobs do not overlap.

### Accepting/Rejecting Jobs Online

1. [Log in](#) to the online portal.
2. A job can be accepted by clicking the **green** accept button. Once assigned, the following message will display letting the LAP/Interpreter know they have been assigned, and the job will appear on their *My Upcoming Jobs* list on the *Jobs<sup>3</sup>* tab.

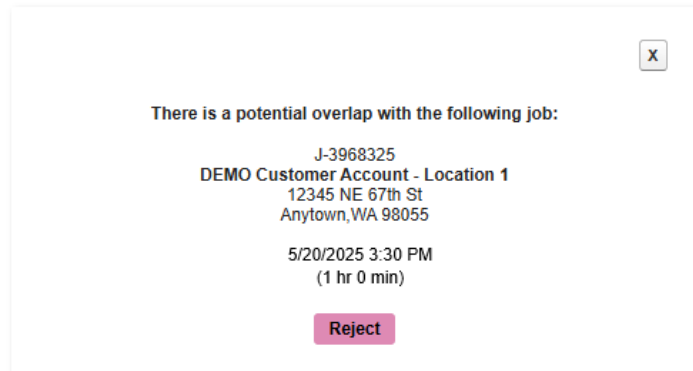


- Accepted jobs will be assigned on a first-come, first-serve basis. If multiple LAPs/Interpreters attempt to accept the same job simultaneously, the LAP(s)/Interpreter(s) who have not been assigned will receive the following message:



3. A job can be rejected by clicking the **red** reject button.
  - We **strongly** urge LAPs/Interpreters to reject all jobs they are currently not interested in or available for so it is clear you have reviewed the job.
4. After accepting a job, please review job details by navigating to the *My Upcoming Jobs* list on the *Jobs<sup>3</sup>* tab and clicking on the job number to see if there are notes to the LAP/Interpreter. This can come from UniversalLanguage staff or the requester and can include things like:
  - Sibling Appointment Notes
  - Special Instructions for LAP/Interpreter

**Note:** When you are reviewing available jobs, ensure you are available prior to accepting. If you attempt to accept a job that overlaps with an existing UniversalLanguage job on your schedule, the following message will display, and you will be prevented from accepting the overlapping job:



### Rejected (Available) Jobs<sup>13</sup>

LAPs/Interpreters can review jobs that they have previously rejected. If these jobs are still available, they can be accepted by the LAP/Interpreter later.

Rejected (Available) Jobs <b>13.</b>		Type of Service	Start	Family Appointment	Job Id	Language	Customer	Address	City, State, Zip	Type	Job Invoice
<b>Accept</b>	In-Person	Mon, 10/4/2021 6:47 AM - 1 hr 0 min	No	J-2238987	Spanish	Demo Customer - Location 2	12345 6th Ave	Moses Lake, WA 98837	HCA-DSHS	HCA	
<b>Accept</b>	In-Person	Sat, 10/30/2021 12:18 PM - 1 hr 0 min	No	J-2238888	Spanish	Demo Customer - Location 1	5689 1st Ave	Seattle, WA 98837	HCA Medical	HCA	

### Non-Eligible Jobs<sup>14</sup>

Non-Eligible Jobs - Contact ULS to Schedule <b>14.</b>		Type of Service	Start	Job Id	Language	Customer	Address	City, State, Zip	Type	Job Invoice
	In-Person	Sat, 10/30/2021 12:59 PM - 1 hr 0 min		J-	Spanish	Demo Customer - Location 2			HCA Medical	HCA

The *Non-Eligible Jobs<sup>14</sup>* list consists of available jobs that the LAP/Interpreter is not eligible to accept. This is most likely due to lack of certification / authorization in a specific industry or language, missing documents such as immunizations or clearances, or when the facility requires a pre-approval process. LAPs/Interpreters interested in accepting a job on their *Non-Eligible*

*Jobs*<sup>14</sup> list may contact our Interpreter Accounts Department for assistance with reviewing their profile to find out what is missing or needs to be updated.

## Job List Views

Click on the dropdown menu next to *View*<sup>4</sup> to bring up different job lists.

### My Upcoming Jobs

The *My Upcoming Jobs* list view is an overview of all future jobs that have been requested. LAPs/Interpreters may sort this list by a variety of categories: Start (Arrival) Time, Day, Job Number, etc. Jobs may be sorted in any order by clicking on the column heading.

1. Click the *Jobs*<sup>5</sup> tab.
2. Select *My Upcoming Jobs* from the *View*<sup>4</sup>.

### My Upcoming Cancelled Jobs

The *My Upcoming Cancelled Jobs* list view allows a LAP/Interpreter to view all future jobs that they accepted, but which were later cancelled. LAPs/Interpreters who have opted in to text and/or email notifications will also receive notifications automatically when jobs are cancelled that they had previously accepted. Jobs may be sorted in any order by clicking on the column heading.

1. Click the *Jobs*<sup>5</sup> tab.
2. Select *My Upcoming Cancelled Jobs* from the *View*<sup>4</sup>.

### My Past Jobs

The *My Past Jobs* list view allows LAPs/Interpreters a convenient way to view all their past jobs. There are two (2) separate lists: *My Past Jobs (This Year)* and *My Past Jobs (Last Year)*. The *My Past Jobs (This Year)* list should be reviewed to identify which jobs may be waiting for your action. You may sort the job in any order by clicking on the column heading.

1. Click the *Job*<sup>5</sup> tab
2. Select *My Past Jobs* from the *View*<sup>4</sup>.
3. *Interpreter Status* column will display the following status of the past job for reference:

**Awaiting Copy of Invoice and/or Receipt(s) for Expenses**

**Awaiting Time Approval** – A LAP/Interpreter must approve the start and/or end time for this job on the portal.

**Awaiting Time Verification** – LAP/Interpreter has disputed/provided alternate times for this job. The requester has up to 14 days to respond from the service date.

**Cancelled: Awaiting Invoice Submission**

**Cancelled: Not Billable**

**Invoice Submitted** – Job invoice has been submitted and/or times have been entered, job is awaiting Billing review for accuracy prior to invoicing customer.

**Invoice Not Submitted / Submitted After Deadline – Not Billable** – LAP/Interpreter has submitted their job invoice after the deadline (or failed to submit a job invoice at all), and this job has been determined to be not billable as a result.

**Customer Invoiced / Awaiting Payment** – UniversalLanguage has invoiced the customer and is awaiting payment.

**Interpreter Partially Paid** – The LAP/Interpreter has received payment, but a further adjustment is forthcoming.

**Interpreter Paid** – The LAP/Interpreter has been fully paid.

### [My Linked Jobs](#)

This list will only show HCA Family Member Appointments, making it easier to know which jobs are linked together.

### [My Disputed Jobs](#)

This list shows all jobs that the LAP/Interpreter has submitted start/end time disputes. It allows them to review the jobs they have disputed and where they are in the payment process.

### [Locate Job Details](#)

Locate the job using the search tool or one of the [Job<sup>5</sup>](#) tab list views and click the job number.

**Interpreter Status:** the current status of the job, such as: Available, Scheduled, Cancelled, etc.

**Service Verification:** the actual start and end times of a job entered for billing purposes

**Appointment Information:** details about the job, including date/time, client info, Customer name and address of job, etc.

**Payment Information:** Settings, Reminders, and Billing Terms for this job

### [Give Back Jobs](#)

Contracted LAPs/Interpreters are free to **Accept** or **Reject** a job. Upon accepting a job, service requesters and their clients are depending on LAPs/Interpreters to keep a job. Returning jobs is strongly discouraged unless there is an emergency. LAPs/Interpreters who have a habit of giving

back jobs last minute may lead to a partial or full restriction from HCA jobs and eventually, be excluded from providing per facility request should they develop a reputation of being unreliable.

All HCA jobs given back within 24 hours of the start time of the appointment will be reviewed to determine if a giveback incident should be reported, based on the reason. See [HCA Incident Resolution Process](#) for further information.

#### How to Give Back a Job

To give back a job via the online portal:

1. Click the *Jobs*<sup>5</sup> tab.
2. Select *My Upcoming Jobs* from the *View*<sup>4</sup>.
3. Find and select the job number for the desired appointment.
4. Select *Reason Returning Job*
5. Click the *Return Job* button on the job details screen.

#### Via Phone

LAPs/Interpreters can contact the Scheduling Department by phone 24/7/365 at 425-452-5644 to give back an HCA Family Member Appointment. All other jobs can be given back online through the Portal from the job page. Please keep in mind that HCA jobs returned in under 24 hours may result in an incident, based on the reason. See [HCA Incident Resolution Process](#) for further information.

## Billing & Payment Appointment Times

In-Person: Paper job invoices are generally not required for HCA Medical jobs, as Requesters should be checking LAPs/Interpreters in and out electronically, and LAPs/Interpreters then approve or dispute these times on their portal.

Video Pre-Scheduled (VRI): Requesters must check LAPs/Interpreters in/out electronically in the portal and LAPs/Interpreters then approve or dispute these times on their portal.

Phone Pre-Scheduled (OPI): UniversalLanguage uploads check in/out times on the portal for LAPs/Interpreters based on call records and LAPs/Interpreters then approve or dispute these times on their portal.

## Approve Start/End Times

To approve job start/end times for payment:

1. Go to the [Approve Start/End Times<sup>11</sup>](#) tab
2. Click the [Approve<sup>12</sup>](#) button for start/end time.
3. A second window will popup confirming the times and you will need to click [Save<sup>17</sup>](#).

*Note: Approved jobs will no longer be visible on this screen and the status will change from Awaiting Time Approval to Invoice Submitted.*

*Note: Refer to [CBA 5.6 Work Orders with Incomplete Times](#) for more information.*

### Early Start Times

The start time of the appointment will be the scheduled start time or the time the LAP/Interpreter arrives, whichever is later. If the authorized requester, client, and the LAP/Interpreter all agree to begin earlier than the scheduled start time, the LAP/Interpreter will be paid from when they begin providing services.

## Dispute Start/End Times


To dispute job records for payment:

1. Go to [Approve Start/End Times<sup>11</sup>](#) tab
2. LAPs/Interpreters can dispute the start and end time for each job by clicking [Provide Alternate Time\(s\)<sup>12</sup>](#).
3. A text box will appear along with two date / time fields
  - Enter alternate times for the job.
    - You must select the date from the calendar.
    - You must identify and explain the reason in the text box
4. Click [Save](#).
  - Disputed jobs will change from Awaiting Time Approval status to Awaiting Time Verification. While in this status, the job is waiting for the Requester's response and can remain in this status for up to 14 days.

## Uploading Paper Job Invoices

If a paper job invoice has been completed for a job, LAPs/Interpreters may upload it on the portal for processing:

1. Find and select the job number for the desired appointment.
2. Scroll down to the Attach Job Invoice section and click on the [New Attach Job Invoice](#) button.
3. In the *Type* field, select *Invoice* and click *Save*.
4. In the *Notes & Attachments* section, click on the [Attach File](#) button.
5. Follow the 3 steps provided to upload your document:

 **Attach File to Attach Job Invoice**

**1. Select the File**  
Type the path of the file or click the Browse button to find the file.  
 No file chosen

**2. Click the "Attach File" button.**  
Repeat steps 1 and 2 to attach multiple files.  
( When the upload is complete the file information will appear below.)

**3. Click the Done button to return to the previous page.**  
( This will cancel an in-progress upload. )

## Pay Statements

During each pay cycle, statements are sent to LAPs/Interpreters via email for record keeping purposes, and all past jobs can be viewed under the [Jobs<sup>5</sup>](#) tab of the portal (see section [Job List Views](#) for additional information). Pay statements are not available on the portal.

The pay statements being sent by email will have sub-totals for jobs, separated based on the *Type* of service the LAP/Interpreter provided for the job. Payment sections will only appear for the types of services provided during that pay period. You will only receive information regarding job types that are completed or adjusted jobs and deductions.

# LAP/Interpreter Document Management

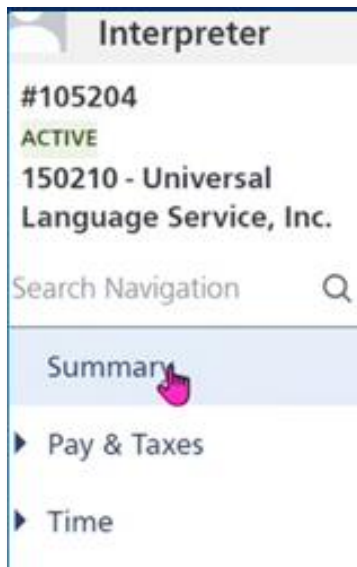
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LAPs/Interpreters manage documents via their Paycor account. Please login to Paycor (<https://hcm.paycor.com/portal/#/>) to review the current documents you have on file or upload new documents.

## Uploading Documents in Paycor

To upload a document in Paycor:

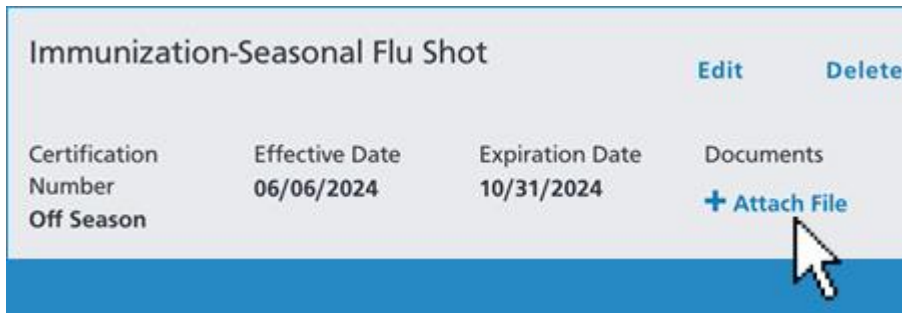
1. Click on your profile *Summary*



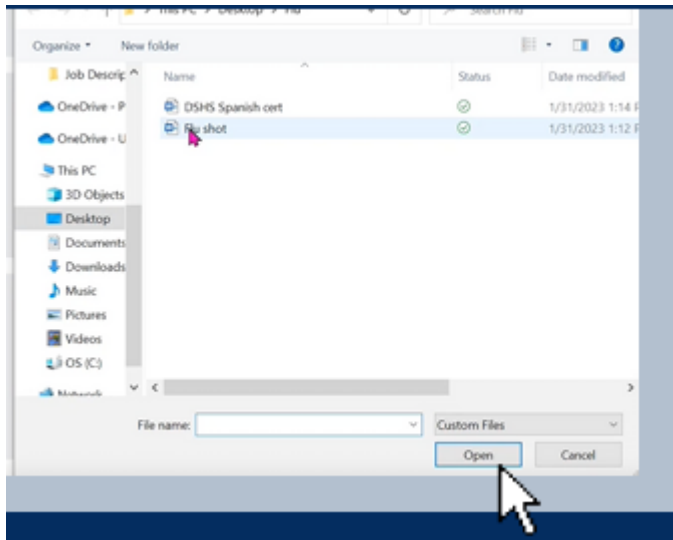
2. Under the *Personal* tab, select *Certifications*



3. Locate the document to renew and click *Attach File*



4. Select the file you would like to upload and click *Open*



Please contact Interpreter Accounts at [interpreter@ulsonline.net](mailto:interpreter@ulsonline.net) with any questions regarding document management in Paycor.