



Interpreter User Guide: Scheduling Portal Paycor

HCA Pre-Scheduled IPI, OPI, VRI

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Introduction

This guide provides Qualified Interpreters (Interpreters) with clear, step-by-step instructions for using the two online systems that support their work under the Health Care Authority (HCA) Interpreter Services Program (ISP) contract: the Universal Language Service online scheduling portal and Paycor.

The scheduling portal is the primary system interpreters use day-to-day to manage interpretation jobs. It is where new job opportunities are released, and where interpreters view and accept available jobs, manage their schedule, set travel and notification preferences, and approve or dispute service start and end times once services have been provided. Everything from job offer through final payment information flows through the portal.

Paycor is the system interpreters use to manage required documents (credentials, immunizations, background checks, signed attestations) and their banking and direct deposit information. Documents uploaded and approved in Paycor determine which jobs an interpreter is eligible to accept on the scheduling portal, so the two systems work together.

Universal Language Service Contact Information

Contact Center (24/7/365)

Email: Jobs@ULSonline.net

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

Interpreter Accounts Department

Email: Interpreter@ULSonline.net

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

Billing Department

Email: Billing@ULSonline.net

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

Scheduling Portal Login

Security

Per HIPAA privacy laws and Interpreter Business Associate Subcontractor Agreement,, Universal Language Service has security protocols around user logins. Each interpreter must have their own unique user ID and password. interpreters must not share their user ID or password. For

security purposes, 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 hcauniversal.com.
- Click the [Interpreter Login](#) button located in the top right-hand corner.
- Enter *Username* and *Password*.
 - Usernames will always be the email address provided to Universal Language Service.
 - 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 as a safe sender to view all future emails.

Password Reset

1. Go to hcauniversal.com.
2. Click [Interpreter Login](#) located in the top right-hand corner.
3. Click [Forgot Your Password?](#) link.
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; Interpreters could experience technical difficulties if using a mobile device.

Portal Overview

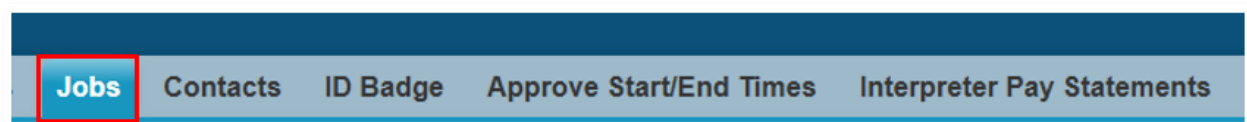
Upon logging into the portal, interpreters land on the home screen seen below, which is the Jobs tab, and will automatically be viewing jobs that are available for them to accept or reject based on their availability and preference.

The screenshot displays the Universal Language Service portal interface. At the top, there's a search bar and a navigation menu with tabs: Jobs, Contacts, ID Badge, Approve Start/End Times, and Interpreter Pay Statements. The 'Jobs' tab is active. Below the navigation bar, there's a 'Recent Items' sidebar on the left listing various job IDs. The main content area features a red alert message titled 'Attention Interpreters/LAPs' regarding process consumption. Below this, there are filter sections for 'What Jobs Do You Want to See?' (with radio buttons for Available, Rejected, and Non-Eligible jobs), 'Category' (with radio buttons for Available, Rejected, and Non-Eligible jobs), and 'Filters' (including Date, Date Range, and Type Of Job dropdowns). At the bottom, there's a table titled 'Available Jobs' with columns for Type of Service, Start, Job Id, Language, Customer, Address, City, State, Zip, Type, and Job Invoice. The table lists four jobs with 'Accept' and 'Reject' buttons for each. A 'News & Notices' sidebar on the left contains links to HCA Job Invoice Notice, HCA Interpreter FAQ, Monthly Newsletter, CE Calendar, Interpreter Webinars, Fee Agreement (Spoken), and Invoices (Which to Use). At the bottom left, there's a link to 'Interpreter How To's & Videos' and 'Interpreter Platform Guide'.

Tabs Overview

The portal is navigated by clicking on the various tabs in the upper left-hand corner of the page. This section will provide a basic overview of each tab, and further information on how to effectively use each one will be provided throughout later sections of this guide.

Jobs Tab



The **Jobs** tab is where interpreters go to accept new available jobs, and view information for the jobs they have already accepted. Interpreters spend the majority of their time on this page because it allows them to both build and manage their schedule. Interpreters can adjust the various filters to view different

categories and types of jobs and service.

Available Jobs

Available jobs can be filtered so interpreters only see the specific types of jobs they would like to. In the example below, the 'Type of Job' filter is set to 'HCA Medical', causing only HCA Medical job to be displayed for the interpreter to accept/reject, and all other types of jobs to be excluded.

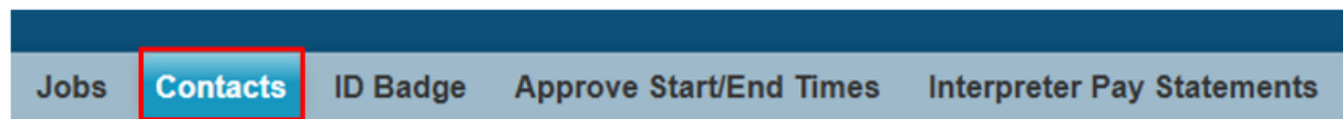
What Jobs Do You Want to See? ☒ Available Jobs ☐ My Jobs	Category ☒ Available Jobs ☐ Rejected Jobs ☐ Non-Eligible Jobs	Filters Date: mm/dd/yyyy Date Range: mm/dd/yyyy - mm/dd/yyyy Type Of Job: HCA Medical Type Of Service:
--	--	--

My Jobs

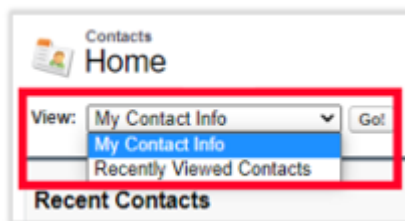
Interpreters can view their jobs by indicating the specific Category of jobs they would like to view, which can be displayed as a list or a calendar. In the example below, all scheduled jobs the interpreter has accepted for the future would be displayed as a list.

What Jobs Do You Want to See? ☐ Available Jobs ☒ My Jobs Jobs Display Type: ☒ List ☐ Calendar	Category ☒ My Upcoming Jobs ☐ My Past Jobs ☐ My Cancelled Jobs ☐ My Linked Jobs ☐ My Disputed Jobs	Filters Date: mm/dd/yyyy Date Range: mm/dd/yyyy - mm/dd/yyyy Type Of Job: Type Of Service:
---	---	--

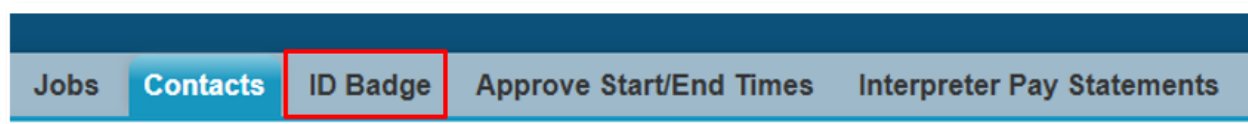
Contacts Tab



The [Contacts](#) tab allows interpreters to view their profile information ([My Contact Info](#)). They can also update and adjust certain fields on their profile such as Job Notification Preferences, Availability, Travel Radius, etc.



ID Badge Tab



The *ID Badge* tab contains a **temporary** badge for interpreters to use while they are awaiting their permanent badge. The temporary badge will include the interpreter's name and may be printed out and worn to in-person jobs if needed.



Permanent ID badges can be ordered through the Interpreter Accounts Department at interpreter@ulsoline.net or (425) 450-7022).

Approve Start/End Times Tab



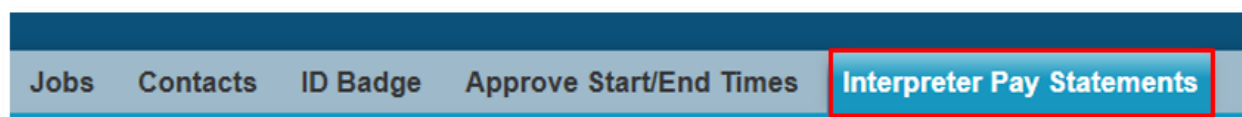
Interpreters use this tab to approve and/or dispute Actual Start / End Times for all job types they provided service for.

Approve/Dispute Job Times

Please review this list of jobs awaiting Approval of Start and End Times. If you agree with the actual start and end times provided, please click 'Approve.' If the you would like to Dispute the Actual Start and/or End Time or they have not been provided, please click 'Provide Alternate Time(s)' and provide the Start and/or End Time(s) that we can forward to the Requester.

START (ARRIVAL) TIME	DURATION	JOB NUMBER	CUSTOMER	ACTUAL START (ARRIVAL) TIME	ACTUAL END (DEPARTURE) TIME	ACTIONS
Jun 18, 2026, 11:00 AM	1 hr 0 min	J-5480577	Health Clinic - Location 2	Jun 18, 2026, 11:00 AM	Jun 18, 2026, 12:05 PM	Approve Provide Alternate Time(s)

Interpreter Pay Statements Tab



The [Interpreter Pay Statements](#) tab allows interpreters to view and download copies of their pay statements.

Attachments		
Action	File Name	
View/Download	 - Job Statement - 5_28_2026.pdf	- Job Statement - 5_28_2026.pdf
View/Download	 - Job Statement - 5_18_2026.pdf	- Job Statement - 5_18_2026.pdf
View/Download	 - Job Statement - 5_1_2026.pdf	- Job Statement - 5_1_2026.pdf
View/Download	 - Job Statement - 4_16_2026.pdf	- Job Statement - 4_16_2026.pdf

Sidebar

The Sidebar is located on the left-hand side of the portal. Here, interpreters can access various resources including:

- **Recent Items:** list of the last ten (10) pages the 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 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](#) tab.
2. Select [My Contact Info](#) 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)
- 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 on the portal.
 - Availability (e.g. Days, Evenings, Nights, etc.)
 - Travel Area from Home (Miles) – Enter number of miles to indicate travel radius for In-Person jobs; does not affect OPI or VRI jobs.
 - Availability Comments (text field to provide details on availability, e.g. 'Vacation Sept. 1 – Sept. 20; does not affect jobs visible on the portal.

6. Click [Save](#).

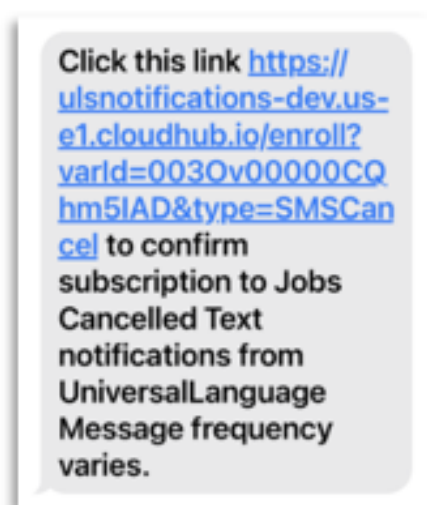
***Note:** Not all fields on the Contact page are editable; some information must be updated via Paycor. If attempting to update a field that must be edited in Paycor, a message will display directing the interpreter to login to Paycor to make the change. See 'Paycor: Personal Info & Document Management' section for more information and contact interpreter@ulsonline.net with any questions.*

Manage Email & Text Message Notifications

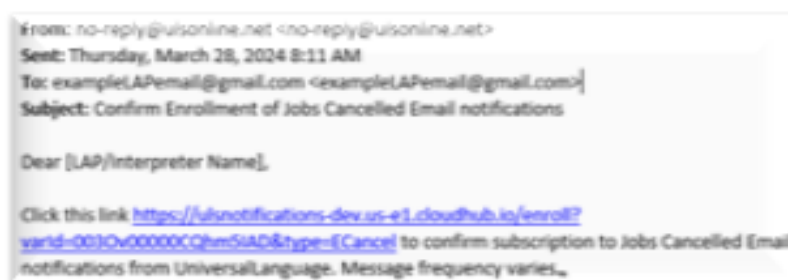
- 1.** Once logged in to the online portal, click the [Contacts](#) tab.
- 2.** Select [My Contact Info](#) view and click [Go!](#)
- 3.** Click on name to open the [Contact Detail](#) page.
- 4.** Ensure mobile phone number and email are up to date.
- 5.** Review [Job Notification Preferences](#) and 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. Interpreters complete the opt in process by confirming their text and/or email subscription. If opting in to texts, the interpreter will receive a text message with a link they must click on to confirm and complete the opt in process. If opting in to emails, the interpreter will receive an email message with a link that must be clicked on to confirm and complete the opt in process.

Below are examples of a text confirmation message and an email confirmation message that the interpreter 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 the interpreter has successfully opted in, they will receive an additional message to let them know they have completed the process. Please note that the interpreter will receive a text or email for each notification type they select. For example, if the interpreter chooses to receive all 6 notifications, they 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, Interpreter@ulsonline.net, and Billing@ulsonline.net as safe sender in your email server.

Review Qualifications

The Interpreter Qualifications section represents the credentials, certifications, and language authorizations Universal Language Service has on file for the interpreter. These determine which jobs an

interpreter is eligible to accept on the portal. It is a review-only view; qualifications and the documents behind them are managed in Paycor, not edited here. If a credential is missing, expired, or incorrect, it can reduce the jobs an interpreter sees (see Non-Eligible Jobs).

1. Once logged in to the online portal, click the [Contacts](#) 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 with any questions.

Review Feedback

The Feedback section displays compliments and complaints that have been submitted about an interpreter's services on specific jobs. Reviewing it lets interpreters see what has been logged about their services.

1. Once logged in to the online portal, click the [Contacts](#) 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 with any questions.

Job Management

Reviewing Available Jobs

When an interpreter logs into the Scheduling Portal, the Jobs tab opens to their Available Jobs. By default, [What Jobs Do You Want to See?](#) is set to 'Available Jobs' and [Category](#) is set to 'Available Jobs'.

Two different lists will be displayed – Available Jobs and Available HCA Family Member Jobs (see 'HCA Family Member Appointments' section below). These lists will include the jobs that an interpreter is eligible for based on their qualifications and the [Preferences](#) section on the interpreter's [Contact](#) page (e.g. Availability, Travel Area from Home (Miles)).

When viewing Available Jobs, the following information is provided so interpreters can determine if they would like to Accept or Reject job offers:

- **Type of Service:** In-Person, Phone Pre-Scheduled, Video Pre-Scheduled
- **Start:** day of week, date, time and length

- **Job ID:** Job number used for tracking each individual job
- **Language:** language requested for interpretation
- **Customer Name:** name of service requester's facility/organization
- **Address:** service location street address; applicable to In-Person jobs only
- **City, State, Zip:** remainder of service location address; applicable to In-Person jobs only
- **View on Map:** click link to view job address on Google Maps
- **Type:** Type of Job (e.g. HCA Medical, DSHS, ODHHS, Private Sector); indicates contract/agreement service requester applied to the job during requesting process
- **Job Invoice:** job invoice that is to be used for the job (in the event online check in/out unavailable)

The available Jobs page automatically refreshes every 60 seconds allowing interpreters the ability to see any newly added jobs every minute without taking any action on their end; manually refreshing the page is not necessary.

Jobs are made available on the scheduling portal on a first-come, first-served basis, meaning all eligible interpreters have access to the jobs they are qualified for at the same time. The only exception to this is when a specific interpreter has been requested for a job. In that situation, only the requested interpreter will have the ability to see and accept/reject the job for a two-hour window. Once that time has elapsed, the job will then be available for other interpreters as well.

After a job has been accepted, further details on the job will be provided (see 'Reviewing Information for Accepted (Upcoming) Jobs' section below).

What Jobs Do You Want to See?

☒ Available Jobs

☐ My Jobs

Category

☒ Available Jobs

☐ Rejected Jobs

☐ Non-Eligible Jobs

Filters

Date:

Date Range: -

Type Of Job:

Type Of Service:

Apply Filters

Clear Filters

Available Jobs

		Type of Service	Start	Job Id	Language	Customer	Address	City, State, Zip		Type	Job Invoice
Accept	Reject	Phone Pre-Scheduled	Wed, 8/5/2026 2:00 PM - 1 hr 0 min	J-5480572	Spanish	Health Clinic - Location 2	4321 58th Ave NE	Seattle, WA 98115	View on Map	HCA Medical	HCA
Accept	Reject	In-Person	Tue, 8/11/2026 8:00 AM - 1 hr 0 min	J-5480563	Spanish	Health Clinic - Location 1	123 4th St	Seattle, WA 98115	View on Map	HCA Medical	HCA
Accept	Reject	Video Pre-Scheduled	Thu, 8/13/2026 11:00 AM - 1 hr 0 min	J-5480566	Spanish	Health Clinic - Location 3	5678 1st Ave	Seattle, WA 98115	View on Map	HCA Medical	HCA
Accept	Reject	In-Person	Fri, 8/28/2026 11:00 AM - 1 hr 0 min	J-5480568	Spanish	Health Clinic - Location 3	5678 1st Ave	Seattle, WA 98115	View on Map	HCA Medical	HCA

< Prev 1-4 of 4 Next >

Available HCA Family Member Jobs

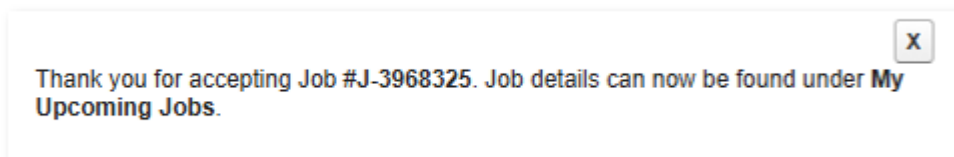
		Type of Service	Start	Job Id	Language	Customer	Address	City, State, Zip		Type	Job Invoice
Accept	Reject	In-Person	Fri, 8/14/2026 11:30 AM - 1 hr 30 min	J-5480573	Spanish	Health Clinic - Location 1	123 4th St	Seattle, WA 98115	View on Map	HCA Medical	HCA

< Prev 1-1 of 1 Next >

To view a specific *Date*, *Date Range*, *Type of Job*, or *Type of Service*, the *Filters* section at the top of the page can be used to adjust the jobs that are displayed. The example above shows the *Type of Job* filter being used to show only available HCA Medical jobs.

Accepting/Rejecting Available Jobs

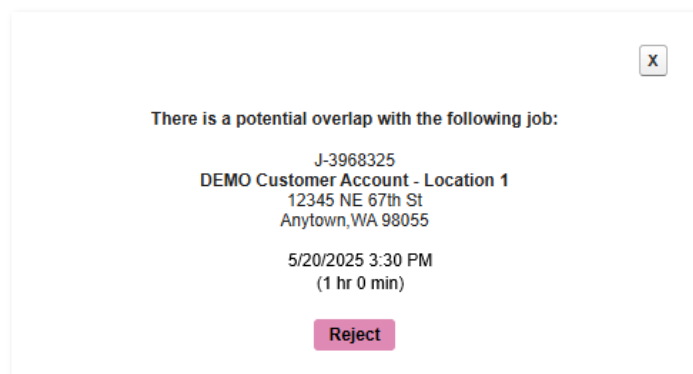
1. A job can be accepted by clicking the **green** accept button. Once assigned, the following message will display letting the interpreter know they have been assigned, and the job will appear on their '*My Upcoming Jobs*' *Category* list when '*My Jobs*' is selected in the *What Jobs Do You Want to See?* section.



2. A job can be rejected by clicking the **red** reject button.
 - We **strongly** urge interpreters to reject all jobs they are currently not interested in or available for, so it is clear you have reviewed the job.

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.

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 Universal Language Service job on your schedule, the following message will display, and you will be prevented from accepting the overlapping job:*



Rejected (Available) Jobs

Interpreters can review jobs that they have previously rejected by adjusting the [Category](#) to '[Rejected Jobs](#)' when viewing Available Jobs, as seen in the image below. Any jobs that an interpreter rejects can be accepted later, as long as the job is still available.

What Jobs Do You Want to See?	Category	Filters
☒ Available Jobs ☐ My Jobs	☐ Available Jobs ☒ Rejected Jobs ☐ Non-Eligible Jobs	Date: mm/dd/yyyy Type Of Job: Date Range: mm/dd/yyyy - mm/dd/yyyy Type Of Service:

Apply Filters Clear Filters

Rejected (Available) Jobs											
	Type of Service	Start	Family Appointment	Job Id	Language	Customer	Address	City, State, Zip		Type	Job Invoice
Accept	Video Pre-Scheduled	Wed, 8/26/2026 8:30 AM - 1 hr 0 min	No	J-5480567	Spanish	Health Clinic - Location 3	5678 1st Ave	Seattle, WA 98115	View on Map	HCA Medical	HCA
Accept	In-Person	Mon, 9/7/2026 3:00 PM - 1 hr 0 min	No	J-5480570	Spanish	Health Clinic - Location 1	123 4th St	Seattle, WA 98115	View on Map	HCA Medical	HCA

Non-Eligible Jobs

The [Non-Eligible Jobs](#) list consists of available jobs that an interpreter is not eligible to accept, 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 the interpreter has not completed. Interpreters can review these jobs by adjusting the [Category](#) to '[Non-Eligible Jobs](#)' when viewing Available Jobs. Interpreters interested in accepting a job on their [Non-Eligible Jobs](#) list may contact our Interpreter Accounts Department (interpreter@ulsonline.net (425) 450-7022) for assistance with reviewing their profile to find out what is missing or needs to be updated.

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 interpreter must be scheduled for all clients. HCA Family Member Appointment jobs will be available on the portal in the [Available HCA Family Member Jobs](#) section. When accepting new HCA Family Member Appointments on the portal, interpreters will only see one job that lists the full duration of all associated jobs combined.

Available HCA Family Member Jobs											
	Type of Service	Start		Job Id	Language	Customer	Address	City, State, Zip		Type	Job Invoice
Accept	Reject	In-Person	Fri, 8/21/2026 11:30 AM - 2 hr 0 min	J-5480575	Spanish	Health Clinic - Location 1	123 4th St	Seattle, WA 98115		HCA Medical	HCA
Accept	Reject	In-Person	Fri, 8/14/2026 11:30 AM - 1 hr 30 min	J-5480573	Spanish	Health Clinic - Location 1	123 4th St	Seattle, WA 98115		HCA Medical	HCA

< Prev 1-2 of 2 Next >

After accepting an HCA Family Member Appointment, all the individual jobs that are linked together for that HCA Family Member Appointment can be viewed by adjusting the display settings at the top of the page to the following:

What Jobs Do You Want to See?: [My Jobs](#)

Category: [My Linked Job](#)

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

Reviewing Information for Accepted (Upcoming) Jobs

To view jobs that have been accepted, adjust [What Jobs Do You Want to See?](#) to 'My Jobs' and select the applicable [Category](#):

- **My Upcoming Jobs:** all future accepted jobs that are currently on the interpreter's schedule
- **My Past Jobs:** accepted jobs that have already passed. This list should be reviewed to identify which jobs may be waiting for interpreter action (see Job Details section below).
- **My Cancelled Jobs:** all future jobs that were accepted, but which were later cancelled. Interpreters who have opted in to text and/or email notifications will also receive notifications automatically when jobs are cancelled.
- **My Linked Jobs: only** shows HCA Family Member Appointments, making it easier to know which jobs are linked together.
- **My Disputed Jobs:** This list shows all jobs that an interpreter has submitted start/end time disputes for. It allows them to review the jobs they have disputed and see where they are in the payment process.

What Jobs Do You Want to See?

☐ Available Jobs

☒ My Jobs

Category

☒ My Upcoming Jobs

☐ My Past Jobs

☐ My Cancelled Jobs

☐ My Linked Jobs

☐ My Disputed Jobs

Filters

Date:

Date Range: -

Type Of Job:

Type Of Service:

Jobs Display Type: ☒ List ☐ Calendar

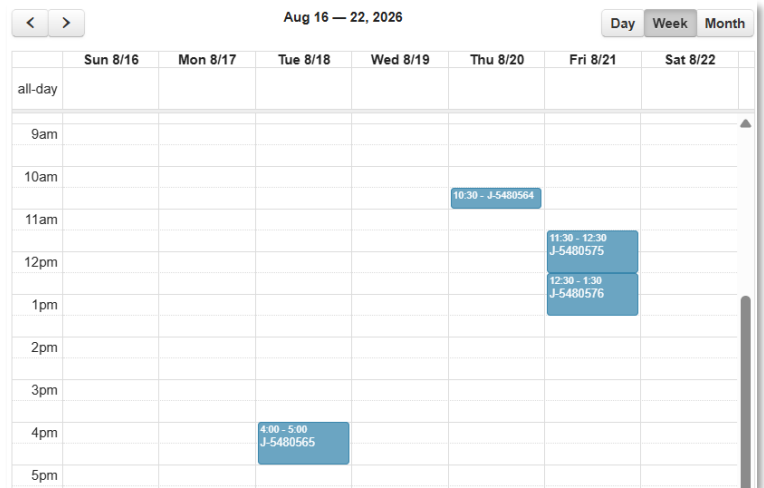
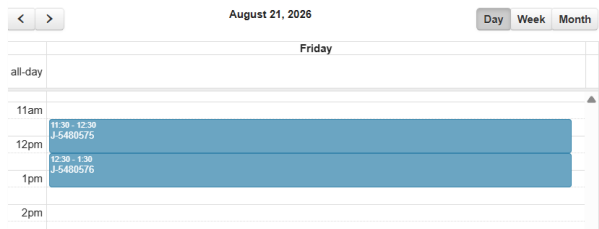
My Upcoming Jobs

Job Number	Start (Arrival) Time	Language	Client Last Name	Client First Name	Customer	Type of Job	Type of Service	Interpreter Status	
J-5480565	Tue, 8/18/2026 4:00 PM - 1 hr 0 min	Spanish	Doe	John	Health Clinic - Location 2	HCA Medical	In-Person	Scheduled	View on Map Download to Calendar
J-5480564	Thu, 8/20/2026 10:30 AM - 0 hr 30 min	Spanish	Smith	Joe	Health Clinic - Location 2	HCA Medical	Phone Pre-Scheduled	Scheduled	View on Map Download to Calendar
J-5480575	Fri, 8/21/2026 11:30 AM - 2 hr 0 min	Spanish	Jones	Corey	Health Clinic - Location 1	HCA Medical	In-Person	Scheduled	View on Map Download to Calendar

When viewing [My Jobs](#), interpreters can toggle between two [Job Display Types](#): [List](#) and [Calendar](#). When My Jobs are viewed using [Job Display Type 'List'](#), as seen in the image above, job info can be downloaded to the interpreter's personal iCal calendar (e.g. Apple Calendar, Google Calendar, Microsoft Outlook) by clicking on the [Download to Calendar](#) link in the last column of each job displayed. Clicking on the Job Number will open full job details for that job. Columns can be organized in ascending/descending order by clicking on the column headings.

Note: If an interpreter downloads a job on their personal iCal calendar and later gives that job back, the interpreter will need to manually remove that job from their personal calendar.

When *My Jobs* are viewed using *Job Display Type 'Calendar'*, job info can be displayed on Day, Week, or Month calendar views. Clicking on a job on the calendar will open full job details for that job. Here we see Day and Week calendar views:



Job Details

When a new job is accepted, the interpreter must locate the job using one of the methods mentioned above and review the Job Details to see full information on the job.

***Note:** Newly accepted jobs should be reviewed soon after the job is accepted, as client names are not provided prior to accepting jobs, and may have to be returned if there is a conflict of interest.*

In addition to the information available prior to accepting a job, details on upcoming accepted (scheduled) jobs include information such as:

- **Client First and Last Name**
- **Reference #** (if requester entered their own tracking info, which may be helpful during check in at their facility)
- **Provider / Case Worker**
- **Interpreter Notes** (may contain info interpreter needs to know prior to services such as where to park or check in; Universal Language Service also uses this field to provide interpreters with video conference link information for VRI jobs)
- **Requester Video Conference Link Info** (used by requesters when they want to provide their own video conference link for VRI jobs)
- **Service Preferences** such as Interpretation Setting (e.g. One-on-One, Small Group), Mode of Communication (e.g. Consecutive, Simultaneous) and Type of Industry (e.g. Medical/Healthcare, Legal, Socio-Economic)

As the life cycle of a job progresses, more and more information is added to the Job Details, including Service Verification and Payment Information.

Connecting to OPI and VRI Jobs

Phone Pre-Scheduled: At the scheduled start time, the requester calls Universal Language Service. A Universal Language Service agent will then call the scheduled interpreter on the phone number designated in the OPI Phone Number field in their profile to connect all parties. All calls must be routed

through Universal Language Service for the interpreter to be paid; if a requester contacts an interpreter directly, they should be redirected to call Universal Language Service.

Video Pre-Scheduled: At the scheduled start time, the interpreter joins the session via a video conferencing link provided on the job. The link's location depends on who provides the link: if the requester provides it, look for the "Requester Video Conference Link Info" field; if Universal Language Service provides it, look for the "Interpreter Notes" field. Review the link before the appointment and test your connection if needed. Requesters use a variety of video conference platforms, so it is important to review the conference link info in advance to ensure you have the correct platform before the appointment start time.

Giving Back Accepted Jobs

Interpreters are contractors, and as such, are free to Accept or Reject jobs based on their availability and preferences. Interpreters must check their schedule PRIOR TO accepting a new job to verify they are available. Upon accepting a job, service requesters receive confirmation of the assigned interpreter, and their clients are depending on interpreters to keep the job. Returning jobs is strongly discouraged unless there is an emergency. Interpreters who habitually give back jobs at the last minute may face a partial or full restriction from HCA jobs, and facilities may decline to request them if they develop a reputation for 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 an accepted job via the online portal:

1. Find and select the job number for the desired appointment.
2. Click the [Return Job](#) button on the job details screen.
3. Select the [Reason for Returning Job](#) from the drop-down menu.
4. Click [Return Job](#) button.

Via Phone

To give back a Family Member Appointment, interpreters can contact the Scheduling Department by phone 24/7/365 at 425-452-5644. 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.

Service Start/End Times for Payment

Payment for jobs where services were provided is based on check in/out times entered on each job, which are the actual start and end times the interpreter provided services. Check in/out times are collected differently based on the Type of Job.

In-Person: Paper job invoices (work order forms) are generally not required for HCA Medical jobs, as requesters should be checking interpreters in and out electronically, and interpreters then approve or dispute those times on their portal. Paper job invoices can be used in situations where the requester does not have access to their portal.

Note: Pre-filled paper job invoices for each job can be printed from the portal by opening the job and clicking on the 'HCA Job Invoice' button on the top of the page.

VRI: When requesters choose to provide their own video conference link for a job, they must check interpreters in/out electronically on the portal and interpreters then approve or dispute these times on their portal. When Universal Language Service provides the video conference link for a job, Universal Language Service uploads check in/out times on the portal for interpreters based on call records and interpreters then approve or dispute these times on their portal.

OPI: Universal Language Service uploads check in/out times on the portal for interpreters based on call records and 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](#) tab
2. Click the [Approve](#) button for start/end time.
3. A second window will popup confirming the times; once reviewed, click [Save](#).

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

Early Start Times

The start time of the appointment will be the scheduled start time or the time the interpreter arrives, whichever is later. If the authorized requester, client, and the interpreter all agree to begin earlier than the scheduled start time, the 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](#) tab
2. Interpreters can dispute the start and end time for each job by clicking [Provide Alternate Time\(s\)](#).
3. A text box will appear along with two date / time fields
 - Enter alternate times for the job.
 - Select the date from the calendar.
 - 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.

Note: *When a requester has not entered a start or end time for a job within two (2) business days after the date of service, the interpreter may provide the times by following the Dispute Start/End Times instructions above.*

Uploading Paper Job Invoices

If a paper job invoice has been completed for a job, 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.)

Tracking Jobs Using Interpreter Status Field

The *Interpreter Status* field is particularly important for interpreters to review as it will indicate what stage a past job is in and any action an interpreter may need to take to facilitate the payment process. The *Interpreter Status* field is located at the top of each job, and as a column when viewing My Past Jobs as a list. Past jobs may display the following for reference:

- **Awaiting Copy of Invoice and/or Receipt(s) for Expenses** - Interpreter must submit invoice and/or receipt(s) for expenses for this job
- **Awaiting Time Approval** – Interpreter must approve the start and/or end time for this job on the portal.
- **Awaiting Time Verification** – 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** – This cancelled job is billable, and interpreter needs to submit an invoice for payment.
- **Cancelled: Not Billable** – This cancelled job is not billable and requires no action.
- **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** – 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** – Universal Language Service has invoiced the customer and is awaiting payment.
- **Interpreter Partially Paid** – Interpreter has received payment, but a further adjustment is forthcoming.

- **Interpreter Paid** – Interpreter has been fully paid.

Interpreter Pay Statements

During each pay cycle, statements are sent to Interpreters via email for record keeping purposes, and all past jobs can be viewed under the [Jobs](#) tab of the portal. Pay statements are also available for view and download by going to the Interpreter Pay Statements tab on the portal.

The pay statements will have sub-totals for jobs, separated based on the [Type](#) of service the interpreter provided for the job. Payment sections will only appear for the types of services provided during that pay period. Interpreters will only receive information regarding job types that are completed or adjusted jobs and deductions.

Paycor: Personal Info & Document Management

Paycor is the platform Universal Language Service uses to manage interpreter onboarding, profile information, compliance documentation, and payment related information. Paycor is linked to the scheduling portal; documents uploaded and approved in Paycor determine which jobs an interpreter is eligible to accept on the scheduling portal, and contact information such as address, email and phone numbers entered in Paycor is also visible on the portal.

Paycor is used to allow interpreters to complete required onboarding forms electronically, submit tax documentation, review and sign required agreements and policies, and enter their personal and contact details.

In addition, Paycor serves as a document management platform where interpreters can upload certifications, credentials, immunizations, background checks, and other compliance related documents. Interpreters can also submit renewed documents prior to expiration and view documents that have previously been submitted.

Interpreters can use Paycor to maintain their profile information by updating their address, phone number, and email address, ensuring their information remains accurate and up to date. They can also manage payment-related information, including updating direct deposit details and retrieving year-end tax documents.

Important Reminders when making updates in Paycor:

- Documents submitted through Paycor may take up to 3 business days to be reviewed and processed.

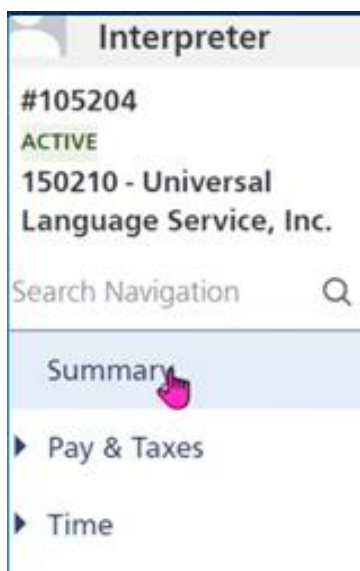
- To avoid scheduling interruptions, updated certifications, immunizations, and compliance documents should be submitted several days before expiration.
- Maintaining accurate contact and payment information helps ensure timely communication and payments.

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

Uploading Documents

To upload a document in Paycor:

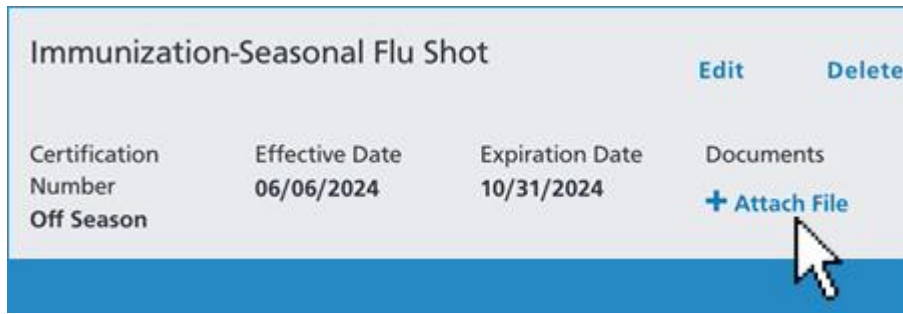
1. Click on your profile *Summary*



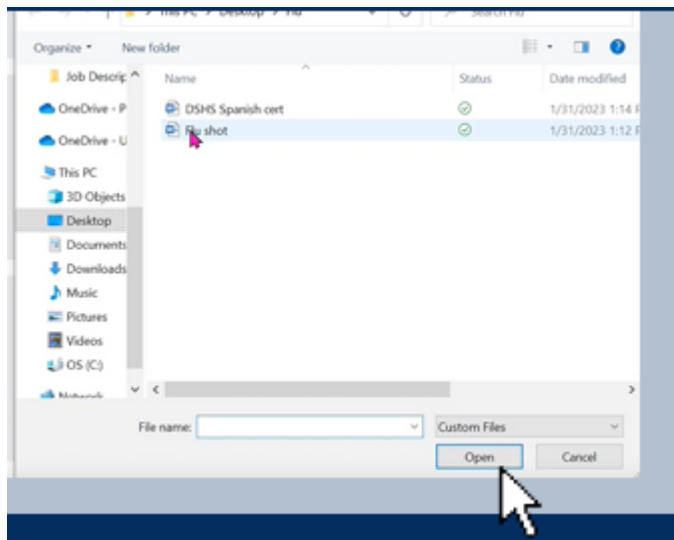
2. Under the *Personal* tab, select *Certifications*



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



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



Signing Electronic Documents

If a new document needs to be signed, the interpreter will receive a Paycor notification email advising them that documents are available for review and signature. The interpreter may follow the link in that email to access the documents or log in directly to Paycor and access the documents by clicking the notification bell in the upper-right corner of the screen. The required e-signature documents will be listed within the interpreter's notifications for review and completion.

Updating Personal Information

1. On your Paycor profile, click on "Search Navigation" or "Filter Menu"
2. In the search bar, search for "Summary"

3. Click on Summary search result that displays under the search bar

#122715
Interpreter
Active
Universal Language Service, Inc. 0210

Q Summar x

Summary

4. Click on "View All"

Interpreter (1099 Work Group)
Employed since 06/17/2026 (less than 1 month)

Actions

Personal & Contact Information View All

Email WORK 1 HOME

Legal Address

Phone MOBILE Birth Date Show SSN

Emergency Contacts

No emergency contacts to display

5. Click on the tab that needs to be updated, then click "Edit"

Personal Information

Identity
Contact
Emergency Contacts
Immunizations

Name

☐ This is a business

First Name
Middle Name
Last Name

—
—

Legal First Name ⓘ
Maiden Name

Test
—

☐ Use Legal First Name on pay stub

Prefix
Suffix
Accredited

—
—
—

Alpha Sort ⓘ

Details

Edit

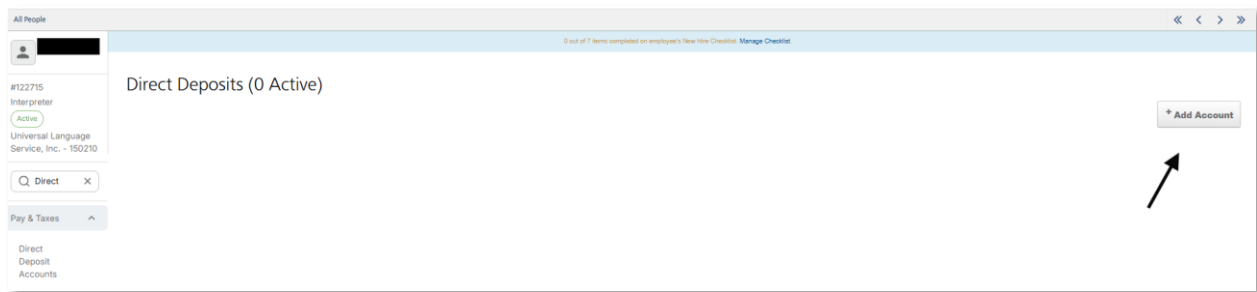
6. Make the necessary changes and click on "Save Identity Info"

Cancel
Save Identity Info

Changes will not be seen until reviewed and approved by Interpreter Accounts.

Updating Direct Deposit Information

1. Search and click on "Direct Deposit Accounts".
2. Select "Add Account"
3. Update direct deposit account information.
4. Click "Save" after setting up direct deposit account information.



Please contact Interpreter Accounts at interpreter@ulsonline.net with any questions regarding document management in Paycor.