Setting Interpreter Availability

When you have set up **Contact** profiles in ii, you can then set the **Contacts** schedule or hours of **Availability** for jobs. By default, each interpreter is available 24/7.

To update a **Contact's Availability**:

- Navigate to the **'Manage'** Menu and select **'Manage Contacts'** from the 'Contacts' section
- Find the **Contact** whose **Availability** you wish to set/update
- Select the drop-down menu next to the appropriate Contact and click **'Edit (in full)'**
- Click on the **'Availability'** tab within the **Contact's** profile.

There are 2 tabs available:

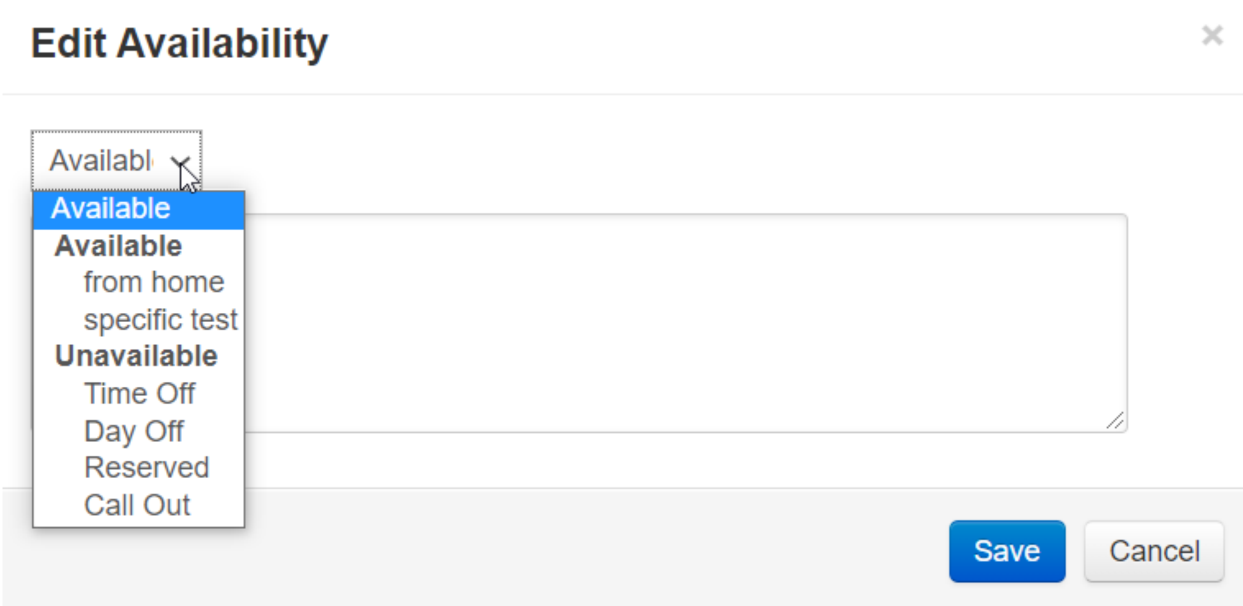
- **General** is used to specify the Contact's recurring (regular) weekly availability
- **Specific** is used for anything such as time off/specific unavailability for certain times and dates; anything entered on the **'Specific'** tab will override the **'General'** availability.

Note that if a **Contact's Availability** is not set, the **Contact** is available at any time by default, however, as soon as any availability is set in a **Contact's** profile, they are only available for that specific period therefore you should ensure that you fully complete the **Contact's Availability**. Also, once a **Contact** has access to the ii portal, they will be able to set/adjust their own **Availability** within their **User Profile**.

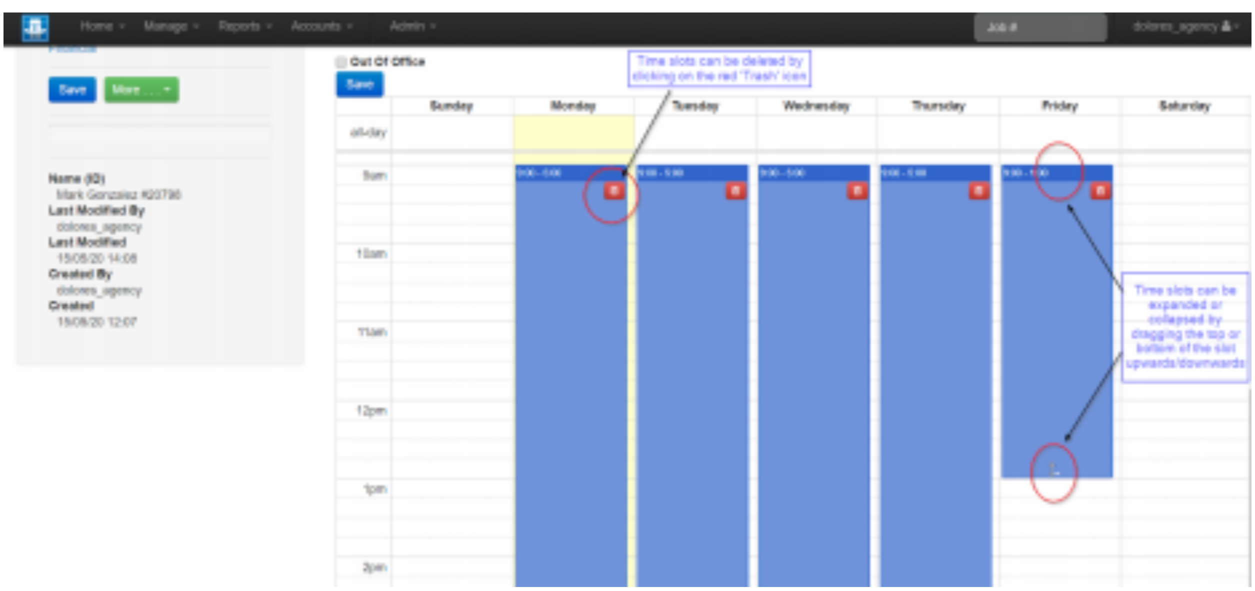
Let's start with the **'General'** tab and assume this contact is available Monday-Friday 9am-5pm:

➔ Click on 9 am on the calendar and hold and drag your mouse all the way down to 5 pm

➔ You will then receive a pop up **Edit Availability** box - click on the **Available** or **Unavailable** options as required (Note that you can setup your own Availability types within your Company Configuration, see below)



→ Note the resulting blue box (color will vary depending on the type selected, see below for more info) for the Available time slot you have just created
→ If there are breaks in the **Contact's** daily **Availability** you can simply repeat this process for individual time slots e.g. 9 am to 12 pm, 1 pm to 5 pm.
→ If the click and drag did not select the exact time you can use the **red trash icon** to delete the availability slot or you can drag the top or the bottom of the time slot upwards or downwards to adjust the time slot.
→ Make sure to click the blue **Save** button above the grid.



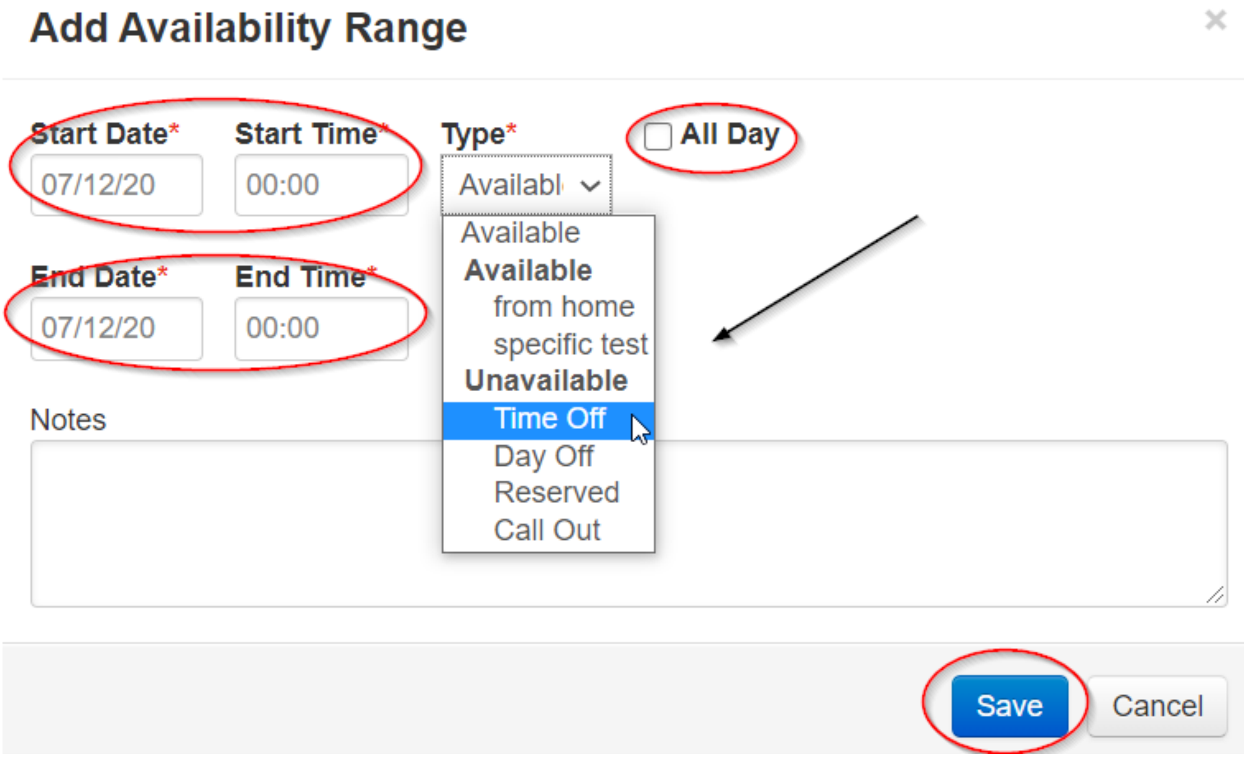
Moving to the **'Specific'** tab:

→ Click on any date within the Calendar when the contact will be unavailable
→ In the resulting dialog box, you can specify a **Time** and a **Date** or a date range such as a week-

long vacation or you can use the **All Day** checkmark

➔ Then simply select a **Type** from the **Available** or **Unavailable** options as required

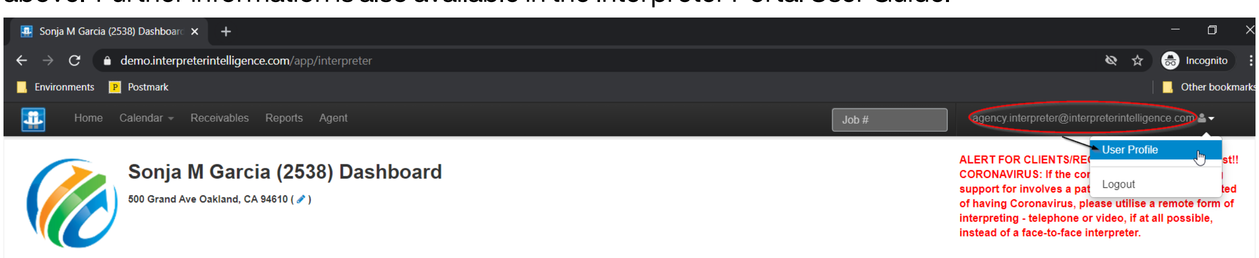
➔ Save the entry



Interpreters Setting Availability via Interpreter Portal

When a Contact/Interpreter has access to the Interpreter Portal, the Interpreter can setup their own Availability via the Portal.

To do this the Interpreter simply clicks on their user account on the top right-hand side of the screen and select User Profile. They can then select the Availability tab and populate this as per the instructions above. Further information is also available in the Interpreter Portal User Guide.



Setting Availability Types for your Agency

When setting **Availability** for your **Contacts** you can use the system default **Available** & **Unavailable** **Types**, however, you can also set your own **Types** that are more obvious or specific to your needs as an Agency.

- Navigate to the **‘Admin’** Menu and select **‘Company’**
- Click **Add Type**
- Enter a **Name** (this will appear in the **Type** dropdown when setting **Availability**), a **Description** and a **Friendly Name** (these will appear in any Availability Reporting)
- Choose a **Color Hex** for the **Type**, this can be anything you wish and should preferably be unique and will appear on the Calendar when setting **Availability**
- If you wish the **Type** to be an **Available Type,** check the **Available** box, or leave it unchecked if you wish it to be an **Unavailable Type**
- Finally **Save** the **Type**
- When you next set **Availability** for a **Contact**, you will see the new entry in the **Type** dropdown