



Interpretation and Translation Services

Orientation to Online Booking

What is Easy Call?

- **An automated requesting and dispatching system**
- **A web based, user friendly interface**
- **A database of assignment bookings**
- **An online program provided by Mandexin Systems Corporation**

How Does it Happen?

- The information for an interpretation assignment is entered online into Easy Call.
- Easy call matches the criteria in the assignment details with an interpreter.
- Interpreters receive an automated call requesting their service. Interpreters are called until someone accepts the appointment.
- The interpreter who accepts the appointment shows as “booked” in the database.

What is Online Booking?

Clients can login in to Easy call
and book interpreters

24 hours a day,

7 days a week

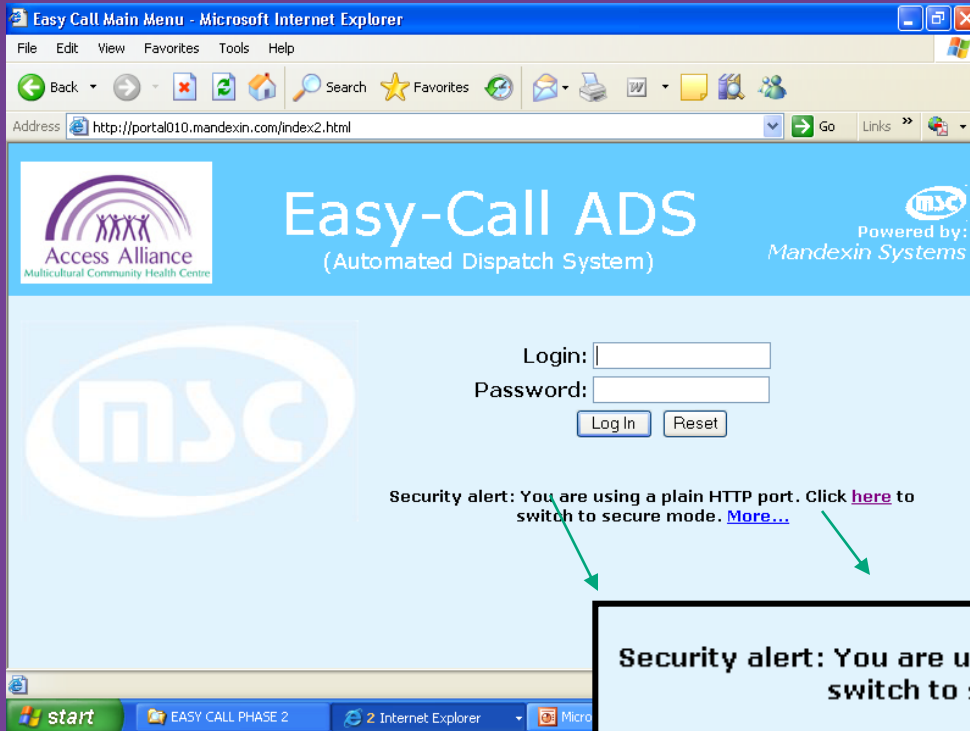
Security

- Each customer has a unique PIN and password
- Auto log out occurs when screen is left idle

Mandexin ensures:

- Encryption
- Firewall protection

Log on to <http://aa.mandexin.com>



Be sure to
switch to the
secure mode before
Logging in.

Security alert: You are using a plain HTTP port. Click [here](#) to switch to secure mode. [More...](#)



Easy-Call ADS

(Automated Dispatch System)


Powered by:
Mandexin Systems



Login:

Password:

Enter your Login and Password and
select



Easy-Call ADS

(Automated Dispatch System)

pc
Mandexin

[Main Menu](#) [Back](#) [Logout](#) **Welcome**

- Request Browser
- Password Change



2 options on this menu.

To change your password, the next screen looks like this.



Change your Web password

Old Password:

New Password:

Confirm Password:

[Save](#) [Close](#)

To view the search screen, select

Request Browser

The screenshot displays a web application interface for searching appointments. The title is "Organization Name: Today". The interface includes search filters for Start Date/Time (2011/04/11), duration (21 Days), and Language (All). It also features sorting options (Ascending/Descending) and buttons for "New Search", "Details Search", and "Select Template". A table of results is shown below, with columns for Start Date/Time, Duration, Language, Interpreter, Status, Service, Encounter#, Reference, and Worker.

Start Date/Time	Duration	Language	Interpreter	Status	Service	Encounter#	Reference	Worker
2011/04/11 10:00	01:00	Russian	Luba S.	Completed	Phone	110311091	6358	Mena
2011/04/11 11:00	00:30	Russian	Vladimir K.	Completed	Phone	110410056	6149	Mena
2011/04/11 11:30	00:30	Russian	Oleg K.	Completed	Phone	110410342	6358	Mena
2011/04/11 15:30	00:30	Farsi	Nahid M.	Completed	Phone	110310890	0062	Nadhu
2011/04/13 09:30	00:30	Spanish	Marina T.	Booked	Phone	110410241	00589	Heather
2011/04/13 14:00	00:30	Farsi	Nahid M.	Booked	Phone	110311085	00623	Heather
2011/04/13 18:30	01:00	Spanish	Cristina P.	Booked	Phone	110410315	6491	Mastora
2011/04/13 18:30	01:00	Spanish	Mercedes (Maria) P.	Booked	Phone	110410234	6491	Mastora
2011/04/15 16:30	00:30	Farsi	Amy (Aseneh) M.	Booked	Phone	110410186	6418	Mena
2011/04/18 09:00	01:00	Spanish	Marcela (Maria) B.	Cancelled	Phone	110311200	64917	Nadhu
2011/04/18 11:00	00:30	Spanish	Anilbia M.	Booked	Phone	110311199	64827	Mena
2011/04/20 14:00	01:00	Dari (Afghani)	D Firoozeh A.	Booked	Phone	110410196	64667	Cristina

Access Alliance Orientation to Online Booking

Search Functions

Defaults:

The screenshot shows a search interface for 'Organization Name : Today'. The interface includes the following elements:

- Organization Name :** Today
- Showing page:** 1 (dropdown), records from 1 to 7 out of 7
- Page:** First Prev 1 Next Last
- Records per page:** 25 (dropdown)
- Refresh** and **Close** buttons
- Start Date/Time:** < 2008/08/07 > (calendar icon) for the next: 1 Day (dropdown)
- Language:** All (dropdown)
- Sorted By:** Start Date/Time (dropdown)
- Ascending** (selected radio button) and **Descending** (radio button)
- Details Search** button
- Select Template:** Today (dropdown)
- Details**, **Add**, **Prev**, and **Next** buttons

Annotations with red arrows point to the following elements:

- For 1 day:** Points to the '1 Day' dropdown in the 'for the next' field.
- In ascending order:** Points to the 'Ascending' radio button.
- For the current date:** Points to the 'Today' dropdown in the 'Select Template' field.

In ascending order

For the current date

Search Functions

There are different templates to choose from depending on what you want to see on your search page.




The screenshot displays a search interface with the following elements:

- Records per page:** A dropdown menu currently set to 25.
- Refresh** and **Close** buttons.
- Language:** A dropdown menu currently set to All.
- Details Search** button.
- Next** button.
- Select Template** dropdown menu, which is open and shows the following options:
 - Select
 - Today (highlighted)
 - Today -> 180 Days
 - Today -> 7 Days
 - Recent 7 Days
 - * By Encounter#

Search Functions

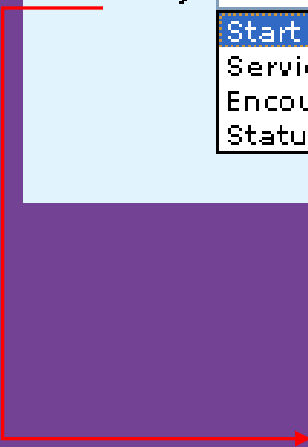
Showing page **1** , records from 1 to 18 out of 18

Page: **First** **Prev** **1** **Next** **Last**

Start Date/Time:    for the next:

Sorted By:  **Ascending** **Descending**

- Start Date/Time
- Service
- Encounter#
- Status

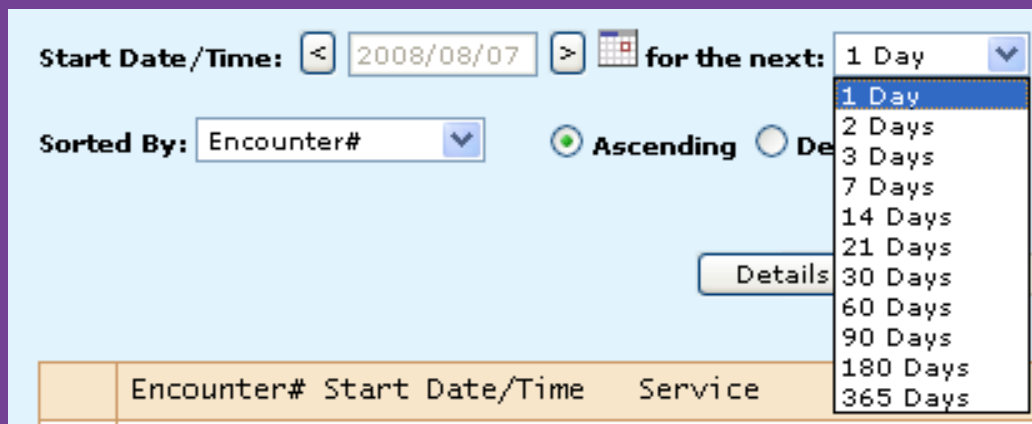


This list determines the order (what you will see first in the list)

Search Functions

Date range options:

Click on the calendar icon to select a specific date for your search. The range is determined by your selection of “for the next”.



The screenshot shows a search interface with the following elements:

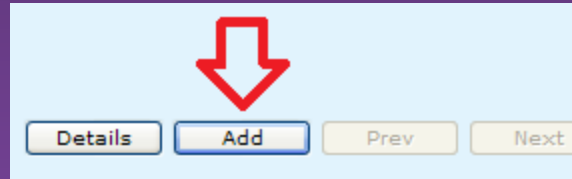
- Start Date/Time:** A text box containing "2008/08/07" with a calendar icon to its right.
- for the next:** A dropdown menu currently set to "1 Day".
- Sorted By:** A dropdown menu set to "Encounter#".
- Order:** Radio buttons for "Ascending" (selected) and "Descending".
- Details:** A button located below the "for the next" dropdown.
- Table:** A table with columns "Encounter#", "Start Date/Time", and "Service".

The "for the next" dropdown menu is open, showing the following options:

- 1 Day
- 2 Days
- 3 Days
- 7 Days
- 14 Days
- 21 Days
- 30 Days
- 60 Days
- 90 Days
- 180 Days
- 365 Days

From this start date
for *x days*

To book an interpreter:
Select the “Add” button



A “New request”
screen opens:

A screenshot of an Internet Explorer browser window showing a 'New Request' form. The browser title is 'Internet Explorer'. The address bar shows a URL starting with 'portal010^TB1074320K419b07&htm-action=OTS.Dynascreen&Category=EUM&EUM-Page=E2B-S.Edited&stm-type=stf-req&Cmd=Add&ot=_oSTFwo&'. The form is titled 'New Request' and contains the following fields:

- Language *: Please select the language (dropdown)
- Gender Preference: Male Female Either
- Requestor Name *: Please Select (dropdown)
- Service Type *: On-Site (dropdown)
- Service Date *: Today (dropdown), 2011/02/07 (calendar), Mon
- Service Time *: 10:43 (time picker)
- Duration Hours *: 00 (dropdown)
- Duration Minutes *: 00 (dropdown)
- Non English Speaking Person or Reference#: (text input)
- Service Address: (text input)
- Location Reference *: Please Select (dropdown)
- Call Back Number * (10 digits, numeric only): 4163242731 (dropdown)
- Extension (optional): (text input)
- Provider Name: (text input)
- Department/Program: (text input)

At the bottom of the form are 'Save' and 'Cancel' buttons.

Fill out as many fields as possible. The asterix * indicates a mandatory field

New Request

Language *: Spanish

Gender Preference: Male Female Either

Requestor Name *: Madhu

Service Type *: On-Site

Service Date *: Group/Meeting Home Visit 05/11 Wed

Service Time *: On-Site Specialist Phone

Duration Hours *: 00

Duration Minutes *: 00

Non English Speaking Person or Reference#:

Service Address:

Location Reference *: Please Select

Call Back Number * (10 digits, numeric only): 4163242731 Please Select

Extension (optional):

Provider Name:

Department/Program:

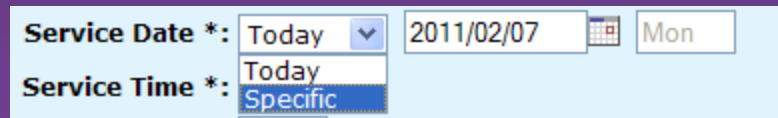
Save Cancel


Where there is a downward arrow, a dropdown selection appears

The “Requestor Name” is the person who will be receiving the confirmation for the booking. This is typically the person booking the interpreter.

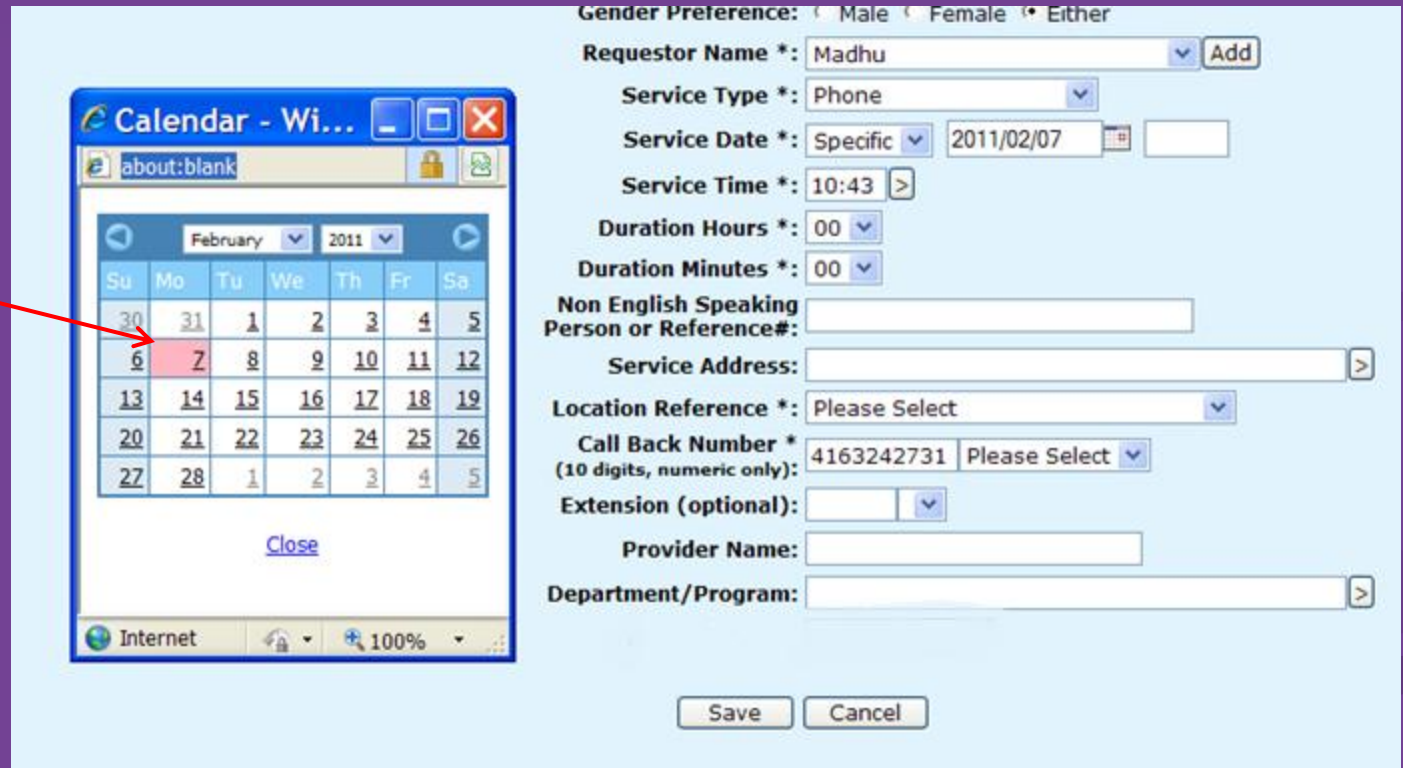
This field cannot be overwritten. To add a name that is not on the list, please contact our office and provide the full name and phone number to be added. This name is linked to the “Call Back Number”.

To enter a booking date other than today, select “specific” Clicking the calendar icon then opens a new window on your screen.



Service Date *: Today ▾ 2011/02/07  Mon
Service Time *: Today
Specific


Select the date of your appointment. This closes the calendar screen and the date appears on the form.



Gender Preference: Male Female Either

Requestor Name *: Madhu

Service Type *: Phone ▾

Service Date *: Specific ▾ 2011/02/07 

Service Time *: 10:43 >

Duration Hours *: 00 ▾

Duration Minutes *: 00 ▾

Non English Speaking Person or Reference#:

Service Address:

Location Reference *: Please Select ▾

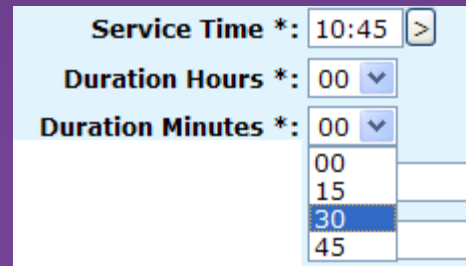
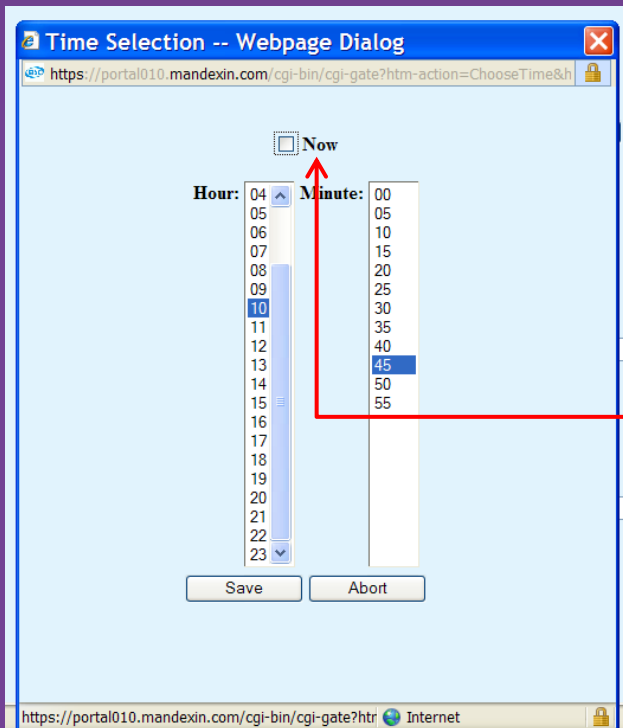
Call Back Number * (10 digits, numeric only): 4163242731 Please Select ▾

Extension (optional): ▾

Provider Name:

Department/Program:

1. Select the time of the appointment by selecting the sideways arrow.



2. This opens a new window. Select the hour and minute of the start time. To book an interpreter “as soon as possible”, check the “Now” box.

3. Select the duration of the appointment from the drop down boxes.

When choosing a duration for your appointment, please keep in mind that the minimum booking times are:

Phone calls – 15 minutes

Onsite and group – 2 hours


You may book an interpreter for less than the minimum time for an onsite appointment, however the interpreter might not be available beyond the time you have booked and the billing will reflect the minimums.

The “Location Reference” dropdown box has many options to choose from. The purpose of this field is to inform the interpreter of the geographic location of the appointment (if onsite) or the type of phone call. Please be as specific as possible. If the location you seek is not there please contact our office.

The image shows a screenshot of a web-based booking form. The form is titled "explorer" in the top left corner. The "Location Reference" field is highlighted with a red box, and its dropdown menu is open, showing a list of options. The options include various geographic locations and service types. The "Location Reference" field is currently set to "phone".

Location Reference *	Downtown Infectious Disease
	Downtown West
	Durham
	East York
	Etobicoke
	Etobicoke North
	Etobicoke South
	Guelph
	Hamilton
	Lindsay
	London
	Maple
	message relay
	Milton
	Mississauga
	Niagara Falls
	North Bay
	North West Toronto
	North West Toronto TB
	North York
	Oakville
	Oshawa
	Ottawa
	Peterborough
	phone
	Phone to set up appointment
	Phone/arrange for onsite today
	Phone/arrange for onsite tomorrow
	Phone/arrange onsite FRIDAY
	Phone/arrange onsite MONDAY

The call back number defaults to the AAITs main number. Please select the requestor number from the drop down menu or enter the phone number where you would like to have your confirmation call. *This number should be the worker's number, never the number of the NESP/LEP.* This field cannot be left blank.



Call Back Number *
(10 digits, numeric only): 4163242731 Please Select ▾

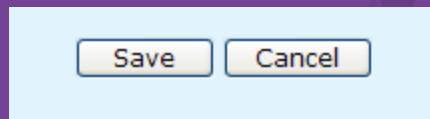
Extension (optional): Please Select ▾

Provider Name:

Department/Program: >

When you have entered all of the booking information, please double check that the details are accurate.

Once you click “Save”, easy call *immediately* starts working on booking your interpreter. If you notice an error in the entry and you have already clicked on the "Save" button, immediately call Access Alliance to stop the request from being filled.



Once you save the request page, the details screen appears as below. All of the details you entered are listed. The status will change from “Registered” to “Pending” once interpreters are being called. When an interpreter accepts the assignment, the status changes to “Booked”.

https://portal010.mandexin.com/cgi-bin/cgi-gate?sid=portal010^TB1074320K41Rb07&htm-action=rqh-browse&parent-sid=TC13412

Encounter#: 110210266

Appointment Date:	2011/03/04 10:45
Service Duration:	00:30
Location Reference:	phone
Service Type:	Phone
Call Back Number:	4163242731
Extension:	
Organization:	Health Centre
Requestor Name:	Madhu
Encounter#:	110210266
Service Address:	
Provider:	Dr Smith
Department/Program:	
Language:	Spanish
Request Date:	2011/02/07 10:58
NESP or Reference#:	34567
Gender:	
Status:	Registered

Close the screen to return to the Search page

Troubleshooting

- Call Access Alliance (Mon - Fri, 9 - 5)
 - 416-324-2731
- Visit www.aais.ca and view the “Easy Call Tutorial”
- Call Mandexin support line (24 hours)
 - 416-494-7181 extension 4