NATIONAL DATABASE OF STATE COURT INTERPRETERS

Interpreter
Self-Service Manual

Interpreter Self-Service Manual

Thank you for registering as an interpreter with the National Database of State Court Interpreters!

Ensuring meaningful access to court services for Limited English Proficient (LEP) individuals by providing qualified court interpreters is now considered a key standard and best practice.
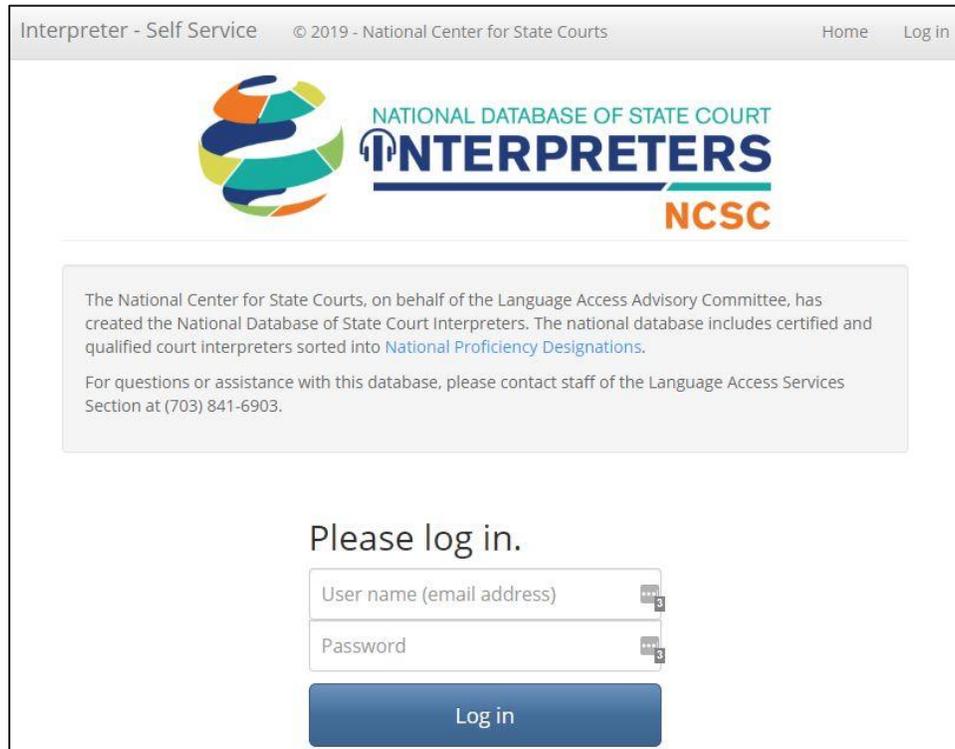
By registering on the National Database of State Court Interpreters (NDSCI) you become an important resource for courts across the US.

HAVE QUESTIONS?

You may have questions about becoming a remote interpreter or training. Please review the VRI Training Materials for answers to common questions.

Interpreter Website

Access the Interpreter Self-Register website: ncsc.org/vriSelfService

Figure 1: Interpreters Database homepage

REGISTER AS AN INTERPRETER

From the homepage, click "Register as an Interpreter".

Figure 2: Register as an Interpreter link

You will be presented with the interpreter registration form. Required fields are indicated by labels with red text.

The fields will create your interpreter record in the National Database, and will be used by courts to search for your record and contact you for interpreting work. Learn more about how courts use the NDSCI in

.

Figure 3: Register as an Interpreter form

Language: Other

The language dropdown is comprehensive of many languages in which courts need interpreters, but you may be able to provide services in a language not found in the dropdown. If the language you are interpreting in is not in the dropdown, you have the option of adding another language. Select "Other", the last option in the Language dropdown list. After selecting "Other", an "Other language" textbox is displayed. In the textbox type your interpreting language.
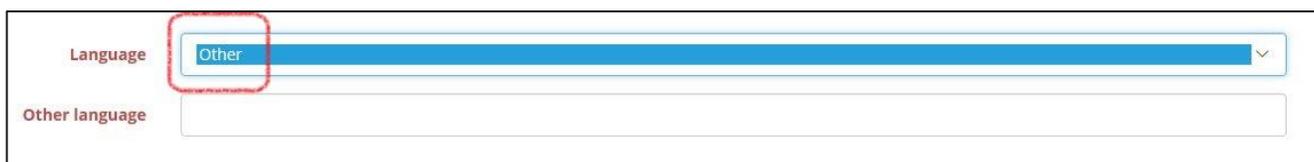
Figure 4: Adding an "Other" language

Multiple languages

You may register as an interpreter for up to three languages. To add a second or third language use the "Add Another Language" link. You may remove the second or third languages using the "remove" link.

Figure 5: Add Another Language and Remove Language

Interpreter Delivery Methods, aka Availability

The diversity of languages, geographic location, and availability of qualified interpreters are all factors that have led to an increase in technology-mediated interpreting services.

There are three delivery methods you can select for your registration: in person, remote by phone, and remote by video.

Figure 6: Methods of Delivery options

Select all the methods of delivery that you can provide.

You may also review remote interpreting materials developed by individual state courts and members of the Council of Language Access Coordinators (CLAC): ncsc.org/vri.

If you want to provide video remote services, you should complete the online training developed by the NCSC. Find out more about language access and training: ncsc.org/languageaccess.

Privacy Policy

Persons interested in possible court interpreting assignments are invited to create a profile on the National Database. The privacy policy describes the types of personal information collected on the National Database, how that information may be used, and with whom it is shared. Our policy also describes the measures we take to protect the security of the information. Please review

.

AFTER SUBMITTING YOUR REGISTRATION

After your record is created and saved, it will be placed on a **short-term hold** for information validation by the NCSC.

Figure 7: Successful Registration Screen

You will receive an email confirmation from NIDB@ncsc.org confirming your registration has been submitted.

Figure 8: Successful Registration Email

The short-term hold allows the NCSC staff to review your information and assign any oral exam scores they may have in their records.

Within two weeks, when your record has been reviewed, you will receive a second e-mail from NIDB@ncsc.org. This second email will tell you if your registration is accepted. If accepted it is immediately available to state courts searching for interpreters. Read more about how state courts search for, identify, and contact interpreters in

.

LOGGING IN TO YOUR INTERPRETER ACCOUNT

After you receive confirmation of your registration, go to the homepage and, enter the email address and password you used to create your account.

Figure 9: Login form on the homepage

If you are an interpreter registered in the National Database by a state Program Manager, you will be presented with the privacy policy. Please review the privacy policy and determine if you would like to continue to have your information included in the National Database. You will need to accept the privacy policy to have access to your National Database record. At any time, you can have your information

removed from the National Database. Refer to the privacy policy for instructions on record removal.

After logging in, you will be presented with the welcome form where you can view and edit your details, remove yourself from the database, or change your password.

Welcome Mr. Jorge Luis Borges

See your details

Edit your details

Remove yourself from the database

Change your password

Figure 10: Welcome form

FORGOT YOUR PASSWORD?

If you have forgotten your password, click the "I forgot my password" link on the homepage.

Figure 11: Forgot password link on homepage

You will be presented with the reset password form.

Figure 12: Reset password form

Enter your email address, which is also your username. A temporary password will then be emailed to your email address from NIDB@ncsc.org.

Figure 13: Confimation message that a reset password email has been sent

Use the temporary password provided in the email to log in on the homepage login form, and then you will be forced to reset your password. The temporary password may contain unfamiliar characters. You will need to type of copy the entire password text carefully.

As an example, in the email shown in   the temporary password is: a$7_xB;09d
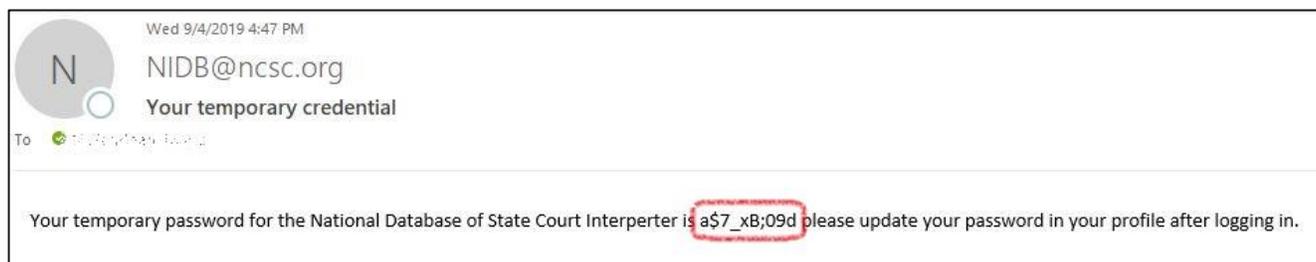
Figure 14: Temporary password email

After you log in, from the homepage you will be presented with the Reset password form. You will need to enter your current password which is the password in the email you were sent. Then you will need to enter a new password and confirm the new password. After you click the Reset button, your new password will be saved.

Figure 15: Reset password form

SEE YOUR INTERPRETER DETAILS

From the Welcome Form, click the "See your details" link.

Figure 16: Welcome screen, See your details link

You will be presented with your registered information including: your registered language(s), location, contact details including time phone(s), time zone, and email address, and availability for in-person and remote interpreting.

From this form you may add a language or start the process to edit your contact details and availability.

Figure 17: See Your Details form

ADD A LANGUAGE

To add a language from the See Your Details form, click the "Add Language" link. You will be presented with the Add Language form.

Select a language and click the "Add Language" button.

Figure 18: Add A Language form

You can add a language that is not in the language dropdown by following the steps from   .

After you add a new language the two-week review process will begin. The review will need to complete before you are available in the National Database of State Court Interpreters in the **new** language. However, **you will continue be available in the database for all languages that have already completed review**.

Figure 19: Message after adding a new language

EDIT YOUR INTERPRETER RECORD

From the Welcome Form, click the "Edit your details" link.

Figure 20: Welcome screen, Edit your details link

You will be presented with an edit screen where you can update your prefix, name, city, state and country of residence, postal code, time zone, primary and secondary phone, and availability. Required fields are indicated by labels with red text.

Save your edits and they will **immediately** be reflected in the National Database of State Court Interpreters.

Figure 21: Edit form

WANT TO CHANGE YOUR PASSWORD?

From the Welcome Form, click the "Change your password" link.

Figure 22: Welcome screen, Change your password link

You will be presented with the reset password form. You will need to provide your current password, enter a new password and confirm the new password, then click the Reset button.
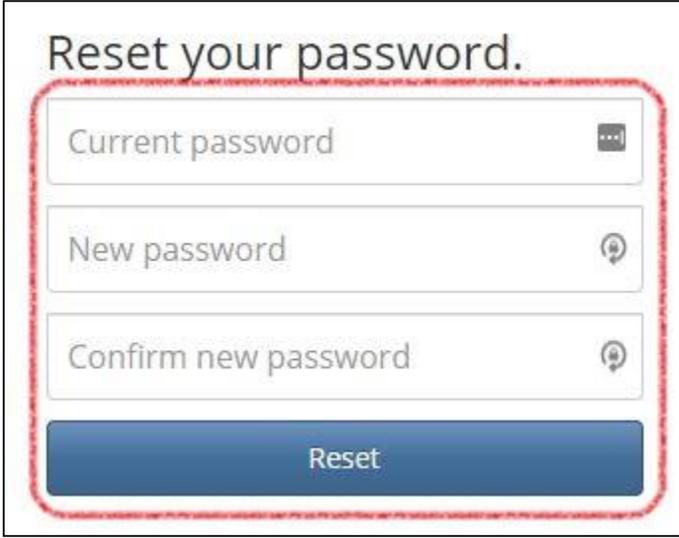
Figure 23: Reset password form

REMOVING YOURSELF FROM THE REGISTRY

You have the right to remove yourself form the National Database at any time. After removing yourself, you will no longer have a record available to court staff, attorneys, or legal entities that use the National Database as a source for either

in-person or remote interpreters. All your information will be deleted from the National Database. If you later decide to include yourself in the registry, you will need to re-enter your information.

Alternatively, if you need to temporarily inactivate your National Database record, contact your state's Program Manager and they are able to inactivate your account. You will need to contact your state's Program Manager to have your account re-activated.

To remove your record, click the "Remove yourself from the database" link.
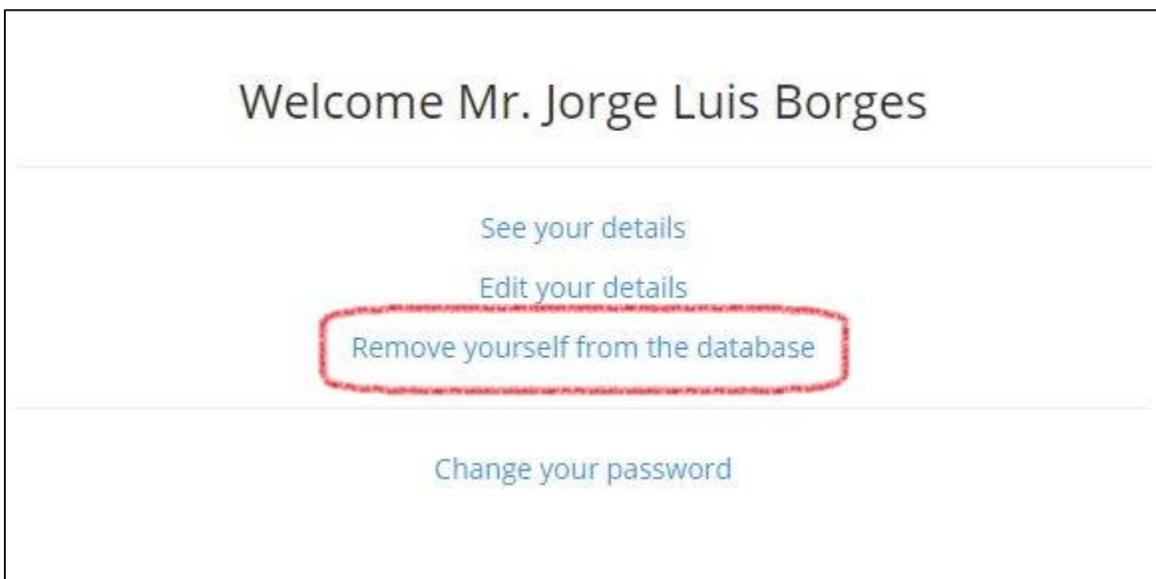
Figure 24: Remove record link

You will be presented with a confirmation page. To complete the removal, click the "I understand. Remove me from the database." Button.
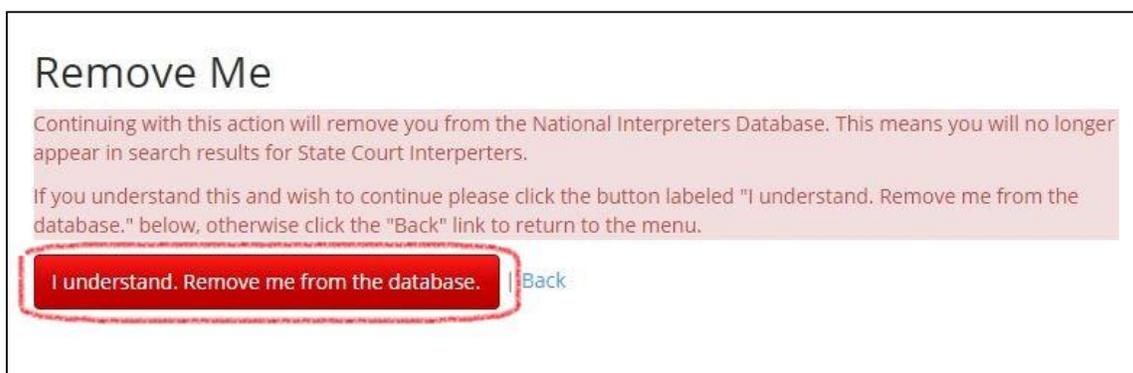
Figure 25: Remove Me confirmation

Appendix A: How will your interpreter registration be used?

Courts use the National Database of State Court Interpreters to search for spoken and sign language interpreters who may have experience interpreting in state or federal courts and legal proceedings in the United States.

If you have indicated your ability to provide remote interpreting services either via telephone and/or video remote interpreting, courts will contact you directly to describe the interpreting event and interview you about your qualifications and experience.

By registering in the National Database of State Court interpreters you are agreeing to be contacted by individuals and entities seeking interpreting services. You will be contacted at the phone number and email address you enter on your Details form; and should expect to be interviewed about your experience and qualifications.

HOW DO STATE COURTS SEARCH FOR INTERPRETERS?

Courts can search by language; city or state of interpreter residence; first or last name of interpreter; and/or time zone of the interpreter. For languages with nationally recognized certification tiers, a court can search for interpreters that meet certification criteria. To learn more about certification tiers review the National Database of State Court Interpreters FAQ "How are the interpreters in the database classified?" ncsc.org/InterpreterSearchFAQ

HOW ARE SEARCH RESULTS DISPLAYED?

Each search returns a random group of 20 interpreter records that match the search criteria. The random group of 20 matching interpreter records ensures that returned results are not biased by alphabetical sorting by name. Below is the view of an individual search result:

Figure 26: Search result

Appendix B: The National Database of State Court Interpreters Privacy Policy

The National Center for State Courts (NCSC) is an independent, nonprofit court improvement organization dedicating to advancing the rule of law by providing technical assistance and consulting services. To improve access to court-trained interpreters, NCSC has created a National Database of State Court Interpreters (NDSCI). Interpreters wanting to be included in the NDSCI can register in the database. The NCSC respects your privacy. This privacy policy describes the types of personal information collected on the NDSCI, how that information is used, and who can share it. Our policy also describes the measures we take to protect the security of the information.

<u>Information we collect and how we use it</u>

NCSC collects and processes data where the processing is necessary for the legitimate purposes for which NCSC was established. For the NDSCI, the purpose is to identify, evaluate, and contact interpreters for spoken and sign languages needed in courts. Cookies are used for authentication and to identify the interpreter when logging in to the NDSCI Registry. Specifically, NCSC may collect and process the following data:

Personal information. You may choose to provide "personally identifiable information" (such as your name, address, telephone number, e-mail address), when creating your profile on the NDSCI. The information that you elect to upload to your profile is collected. This includes name, contact information, mode of interpreting services, time zone. We do not collect any Personally identifiable information that was not provided.

Non-personal information. Non-personally identifiable information is collected on this Registry.

<u>Information we share</u>

We do not sell, rent, trade, or otherwise disclose personal information about our registrants, except as described in this policy. We may share information provided by our registrants for the purpose of identifying needed interpreters for state courts. Also, we may share

information with third-party service providers we have retained to perform services on our behalf such as cloud-based storage services. These service providers are not authorized by us to use or disclose the information except as necessary to perform services on our behalf or to comply with legal requirements. In addition, we may disclose information about you (i) if we are required to do so by law or pursuant to legal process, (ii) in response to a request from law enforcement authorities or other government officials, or (iii) when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss or in connection with an investigation of suspected or actual illegal activity.

Storage

Our operations are supported by a network of computers, cloud-based servers, and other infrastructure and information technology. We and our third-party service providers store and process your personal information in the United States, but it is possible that this data could be stored elsewhere in the world. We retain personally identifiable information until you advise us that you are no longer interested in serving as an interpreter on the NDSCI. Registrants have the option of requesting that their personal accounts be deleted at any time. NCSC reserves the right to delete or remove profiles of interpreters on the NDSCI at our own discretion at any time.

Security

We use reasonable security measures to protect against the loss, misuse, alteration, unauthorized disclosure or destruction of personally identifiable information collected via the NDSCI and under our control. We maintain administrative, technical, and physical safeguards for the NDSCI to protect the personal information you provide on the site. Notwithstanding the precautions that we take, we cannot guarantee the security of information that you transmit to us, and thus shall not be liable for any failure to safeguard your information, whether inadvertent or otherwise.

Contact Us

We welcome your feedback. If you have questions, complaints, or if you would like to express concern, or remove yourself from the NDSCI, change your personally identifiable information, or have your personally identifiable information removed from our systems, please contact us by email, phone or mail:

Email: **NIDB@ncsc.org**

Phone: 703-841-6903

Mail:
National Center for State Courts

2425 Wilson Boulevard, Suite 350
Arlington, Virginia 22201

NCSC reserves the right to update this privacy policy at its discretion. Any changes will be posted on this Policy. Our right to use your personally identifiable information will be based on applicable law and the privacy policy in effect at the time the information is collected.

Thank You

Thank you for your interest in registering int the National Database of State Court Interpreters!