

# GUIDE - RESCHEDULING ORDERS

## 1. Open Calendar

Navigate to Schedule tab and go to the date of the assignment you want to reschedule.

The screenshot displays the 'SCHEDULE' tab in the Continental Interpreting Scheduling tool. The interface includes a navigation bar with tabs for SCHEDULE, ACCOUNTING, TOOLS AND SETTINGS, and LOG OUT. A welcome message for Ms. Gabriela Garcia is visible. Below the navigation bar, there are icons for various scheduling tools: Today, Schedule Interpreter, Find assignment, Journal report, ISO report, siConnector schedule, Glance, Time off, and Find vendor. A calendar on the left shows the current date as July 12, 2022. The main area displays a timeline with time slots from 12:00 pm to 8:00 pm. A pop-up window for assignment 100154 (GERMAN) is open, showing details such as 'Zero Test', location '600 Commerce Street, 6th Floor New Tower, Dallas, TX 75202', and 'Record ID: 123456'. The status is 'NOT ASSIGNED'. A toolbar at the bottom of the pop-up window contains icons for Request details, Edit, Reschedule, Clone request, Cancel, Journal, Assign Interpreter, No Vendor, Additional documents, Compliance report, Appointment report, ISO Reporting, and Control center. The top status bar shows 1 TOTAL, 1 OPEN, 0 READY TO ASSIGN, 0 NO INTERPRETER, 0 REQUIRES APPROVAL, and 0 other counts.

## 2. Select Reschedule

Hover over the assignment you want to reschedule. The Order Ribbon with shortcuts will then be visible. Select the Reschedule function. This will open the Order Control Center.

The screenshot shows the Continental Interpreting web application interface. At the top, there's a navigation bar with tabs: SCHEDULE, ACCOUNTING, TOOLS AND SETTINGS, and LOG OUT. Below this is a header with the Continental Interpreting logo and a welcome message for Ms. Gabriela Garcia. The main area features a calendar on the left for July 2022, with the 12th selected. A pop-up window displays details for a 12:00 pm assignment: '100154 GERMAN', 'Zero Test', '600 Commerce Street, 6th Floor New Tower, Dallas, TX 75202', 'Record ID: 123456', and 'NOT ASSIGNED'. Below the pop-up, a ribbon contains various action buttons, with 'Reschedule' highlighted by an orange box.

## 3. Go to Reschedule Tab in Control Center

Click the Reschedule tab.


← CONTROL CENTER :: ASSIGNMENT #100201

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DETAILS   ASSIGN INTERPRETER   **RESCHEDULE**   BROADCAST

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CURRENT DATE AND TIME   December 28, 2022 at 11:00 AM (Pacific Time Zone)  
Estimated end time 2:00 PM (3:00)

\*   NEW DATE   Dec ▼   28 ▼   2022      ?

\*   NEW START TIME    ▼    ▼   ☐ AM   ☐ PM   ?

HOUR   MINUTES

**RESCHEDULE**

## 4. Enter Reschedule Details

Enter the new date and time information before clicking Reschedule.


← CONTROL CENTER :: ASSIGNMENT #100201

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DETAILS   ASSIGN INTERPRETER   **RESCHEDULE**   BROADCAST

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CURRENT DATE AND TIME   December 28, 2022 at 11:00 AM (Pacific Time Zone)  
Estimated end time 2:00 PM (3:00)

\*   NEW DATE   Jan ▼   24 ▼   2022      ?

\*   NEW START TIME   1 ▼   00 ▼   ☐ AM   ☒ PM   ?

HOUR   MINUTES

**RESCHEDULE**

## 5. Click "Reschedule"

## 6. Verify via Details & Journal

Check the Details tab and Journal to confirm the change was entered properly and that the client and vendor received reschedule notifications.

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