

# 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 system. 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 summary bar shows 1 TOTAL assignment, 1 OPEN assignment, 0 READY TO ASSIGN, 0 NO INTERPRETER, 0 REQUIRES APPROVAL, and 0 other status.

The main calendar view shows July 2022, with the 12th highlighted. A pop-up window for the assignment '100154 GERMAN' is open, displaying details: 'Zero Test', '600 Commerce Street, 6th Floor New Tower, Dallas, TX 75202', 'Record ID: 123456', and 'NOT ASSIGNED'. The pop-up also includes a 'Request details' button and a 'Reschedule' button. Below the pop-up, a toolbar 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.

On the left side, there is a sidebar with a calendar for August 2022, showing the 1st as the only assignment. Below the calendar, there are fields for 'Month' (January) and 'Year' (empty), and a 'SHOW CALENDAR' button.

## 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. The top navigation bar includes tabs for SCHEDULE, ACCOUNTING, TOOLS AND SETTINGS, and LOG OUT. The user is logged in as Ms. Gabriela Garcia. The main area displays a calendar for July 2022, with the 12th selected. A pop-up window shows 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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