

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 calendar for July 2022 is shown on the left, with the 12th highlighted. A summary bar indicates 1 TOTAL assignment, 1 OPEN assignment, 0 READY TO ASSIGN, 0 NO INTERPRETER, 0 REQUIRES APPROVAL, and 0 other status. A pop-up window for assignment 100154 (GERMAN) is open, showing details: Zero Test, 600 Commerce Street, 6th Floor New Tower, Dallas, TX 75202, Record ID: 123456, and NOT ASSIGNED. A toolbar at the bottom of the pop-up provides actions: Request details, Edit, Reschedule, Clone request, Cancel, Journal, Assign Interpreter, No Vendor, Additional documents, Compliance report, Appointment report, ISO Reporting, and Control center.

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 displays 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 shows a calendar for July 2022, with the 12th highlighted. A pop-up menu is visible over the 12:00 pm slot, displaying details for assignment 100154: GERMAN, Zero Test, located at 600 Commerce Street, 6th Floor New Tower, Dallas, TX 75202. The menu includes a 'Reschedule' button, which is highlighted with an orange box. Other buttons in the menu include 'Request details', 'Edit', 'Close request', 'Cancel', 'Journal', 'Assign Interpreter', 'No Vendor', 'Additional documents', 'Compliance report', 'Appointment report', 'ISO Reporting', and 'Control center'.


3. Go to Reschedule Tab in Control Center

Click the Reschedule tab.

← CONTROL CENTER :: ASSIGNMENT #100201

DETAILS ASSIGN INTERPRETER **RESCHEDULE** BROADCAST

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

DETAILS ASSIGN INTERPRETER **RESCHEDULE** BROADCAST

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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