Using the Weaving Cultures Portal

You can access the portal at the following site: http://www.weavingcultures.com/client--interpreter-portal.html

And this is what you should see in your browser below:

Click on the lock to access the portal and you will see the login page.
Your login credentials are the email that you use to receive assignment notifications. The password should have been set up by you when you were first granted portal access. If you do not remember the password or do not remember setting it up, click on the link that says “Change / Forgot your password?” to reset it.
After logging in, your landing page will be your profile as shown below. There are tabs across the top indicating what actions you can take in the portal to manage your assignments and information.
The calendar tab will display any jobs you have been assigned to and they will be staggered and plotted across the calendar according to time.
On the “Open Jobs” tab, you will see any jobs that are open for your language pair(s) that have not been assigned. This is where you can assign jobs to yourself. The “Assigned Jobs” tab looks much the same and will display any jobs that are assigned to you. It is next to the “Open Jobs” tab below.
Next to the “Assigned Jobs” tab is the “Closed Tabs” job. Here you will see previously assigned cases that you have completed. The information for cases will be displayed as you see here in all of the “job” tabs. Client/customer specific information has been blacked out for privacy/HIPPA compliance.
The “My Payments” tab will show you payments pending for any completed jobs. This is where you can view previous checks and pull information for “employment verification”. Because interpreters are independent contractors, Weaving Cultures cannot verify employment for interpreters because interpreters are not employees. However, if you need proof of income, you can go the “My Payments” tab and there you will see past payments which will display as shown below:
If you double click on the row displaying a specific check date, it will generate a check summary detailing the assignments and corresponding payments for that check. You can save or print this PDF and use it for proof of income for that pay period. The check summary will display as shown below:
The availability tab allows you to update when you are available to take cases. If your availability tends to vary from day to day and week to week, I recommend leaving the availability tab alone, unless you are 100% sure there are regular periods of time you absolutely do not want to be notified of open jobs. Changing your availability means that if there is a case during the time you have marked yourself unavailable, the portal blocks you from view and we cannot send you the case notification unless we override the block. This means you will not even have the option of getting the notification and declining it during that period.

To generate a worksheet from the portal, double click on the assignment from the “Assigned Jobs” tab. You will see the following box appear:
Click on the blue hyperlink (the bright blue text) that says, “Generate Timesheet”. This will create a worksheet with all the customer and LEP client information. In the example, it has all been blacked out for privacy/HIPPA compliance.
To access the portal on your mobile device, search for “LSP ware atrium” in your device’s app store.

The app appears as shown to the left here in the app store. Download the app to your mobile device. The login credentials are the same as the login credentials for the portal in the web browser on the computer. If you cannot login to the app, but you can access the portal on the computer, please send an email to elizabeth.frohn@weavingcultures.com, so we can grant you mobile access. The mobile app does not have access to all the same elements as the computer portal.
Portal Training Attestation

I have reviewed the information on how to use the Weaving Cultures interpreter portal in this document, and I understand that it is my responsibility to turn in worksheets and confidentially destroy them within 24-48 hours in order to ensure compliance with HIPPA and HITECH regulations. I understand that for every worksheet not turned in within the 15-day pay-period in which that assignment falls, and I have to be contacted to turn in my worksheet(s), I may be charged a $20.00 fee for every worksheet that is missing or unaccounted for.

I understand that the two “pay periods” run from the 1st-15th and also the 16th until the last day of the month. All worksheets must be turned in by the last day of the current pay period, which will be either the 15th or the last day of the month for each pay period. Any worksheets not turned in during that time period are past due. This means that if I take a case on the 15th or the last day of the month, then I must turn in those worksheets for that day by the end of the day so they can be processed for invoicing. If not turned in that same day, they will be past due.

I understand that as of 1/15/2018, all worksheets should be sent to payroll.weavingcultures@gmail.com. This email address will send a confirmation email notifying me if my worksheets have been received*. If I do not receive the confirmation email, I understand that this may mean that my worksheets have not been received and I should attempt to send them again.

Date: ____________________________________________________________

Interpreter Signature: ________________________________

Print Name: ____________________________________________________

*Please check your junk mail folder if the confirmation email does not appear in your inbox. All questions regarding payroll/checks/payments should also be sent to payroll.weavingcultures@gmail.com and the Weaving Cultures Administrative Team will respond within 24 hours. Please do not text or call about payroll concerns as this makes it harder to dispatch for assignments.