Mid Hudson Interpreter Service (MHIS)

Requesting an interpreter has never been easier!

Now customers with internet access can request interpreters through the user-friendly, on-line scheduling system. You can also check the status of an appointment, email messages to our office, and get confirmation information!

Call the MHIS office at 845-452-3913 x102 for an account name and password.

*****Exception: If your request is less than 5 business days prior to the assignment starting date, please call the emergency cell phone 845-797-3799 instead of entering the request online.******

1) Go to CUSTOMER LOG IN.

2) Click on the red "CUSTOMER" box. Click to open.

3) In the box entitled "Customer Log In Menu", type your Username and Password. This is given to you by the MHIS staff.

You should see your calendar after a successful log in. There will be a toolbar at the top: My Calendar/My Messages/My Account

TO ENTER A NEW JOB REQUEST: (IF less than 5 business days to the start of the assignment, please call the office and emergency cell phone #845-797-3799 instead of entering the service date)

1. Click the "My Account" button, go to drop down list to "submit new job"
2. Enter all information. Please include your telephone number after the requester's name.

SELECT LOCATION:
1. Select the site location desired, if there is more than one. If the location isn't listed, please call our office to ask for an update. We will need the full street address, bldg/suite #, city/town, state, zip code.

LOCATION DETAILS:
   1. Be sure the information is correct and add any additional information
   2. Upon completion of the above, press the "submit request" button.

SELECT CONSUMER:
1. Select the consumer (person who is deaf/hard of hearing) from the drop down list
2. click "select consumer"
If you don't see the person's name in the drop down list, please add the name in the "comments" box. If there is more than one consumer for date, please list additional consumers in the "comments" box.

JOB DETAIL:
1. Enter the date (or click on the button for a calendar to select date)
2. Enter the start time of the request. Please be sure you check for AM or PM
3. Enter duration of time interpreter is expected to stay (we have a two hour minimum for most assignments.)
4. Enter replication dates if necessary. If you need assistance please call the office.
5. Add "P.O." if required.
6. Enter "requestor" name, phone number, and extension if available

7. In the "comments" box, enter any information helpful to explain the event. The more details the better. If you have a website describing the details of the event, please add it here.

"SERVICES" REQUIRED:
Here is where you will enter information about the "SERVICE" (Type of Interpretation)

1. From the drop down box "Skill Code" please select the requested mode of language. If you don't know, please leave it on 'American Sign Language'.

Please carefully review your request to make sure all information is complete and correct. Click "submit request."

CHECK STATUS:

To check the status of a job previously entered, open the calendar and click on the date and time.

To check job details, click on the date of service. You will see all dates of services associated with that job order number. The interpreter assigned to that date of service will be listed in color indicating status. There is a color code box in the top left corner of the calendar screen. Green is confirmed, blue is previously worked, black is overnight or after hours.

"MESSAGES":
You can send us an email message through the system at any time. You can address a specific administrator when composing your message. You can also receive messages from our officel.

"PASSWORD":
You can change your password here. Type your current password, type a new password, and retype for confirmation. Click the "change password" button before closing.

"LOG OFF":
Please log off when finished. Press "log off" button

"HOME":
Takes you to the main calendar page.

If you have any questions, please call our office at 845-452-3913 x102.

Thank you for using our online scheduling system!