

# WAITEMATA AUCKLAND TRANSLATION & INTERPRETING SERVICE

How to Sign-On as an  
interpreter

How to manage bookings

- How to search bookings
- How to view/print activity  
report

How to manage your user  
account

- How to change password
- How to change email  
address
- How to change personal  
profile

How to obtain financial  
information

- How to view unpaid  
transactions
- How to search/ view paid  
transaction
- How to view/ print  
payment reports

Appendices

- Booking Status Codes

## WATIS ONLINE SYSTEM

### ~ Interpreter TRAINING MANUAL ~

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Version: 21st May 2008



**Waitemata**  
District Health Board  
*Te Wai Awhina*

Asian Health  
Support Service

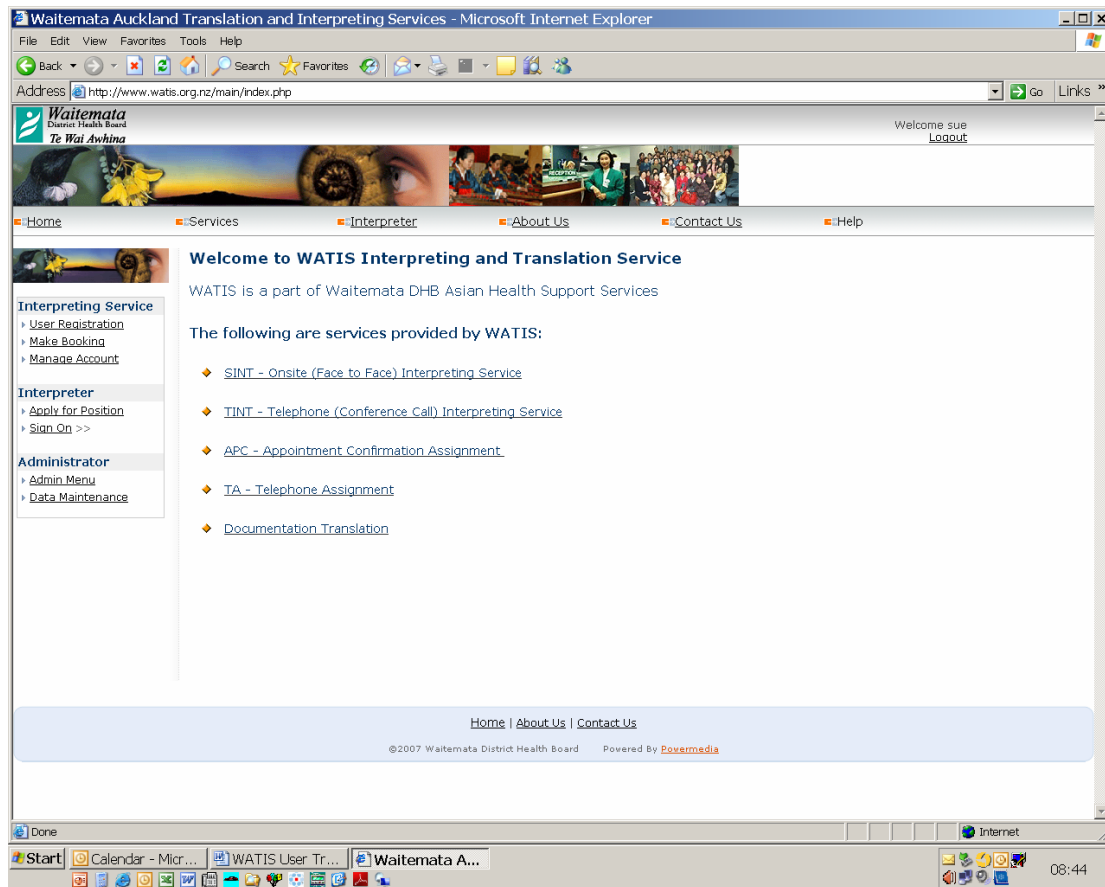
## WATIS ONLINE SYSTEM

This is a web-based online system provides service users of our Waitemata Auckland Translation and Interpreting Service (WATIS) an easy to use system to

- book interpreting services online
- cancel and edit booking transactions online
- track and view current bookings online
- search and view past bookings online

Benefits of using the online system

- reduced paperwork
- e-booking confirmation
- tracking and viewing of booking status
- online cancellation and editing function
- easy online search function
- tracking of current and past transactions
- favourite booking templates to save input time



# WATIS ONLINE SYSTEM

## User training manual



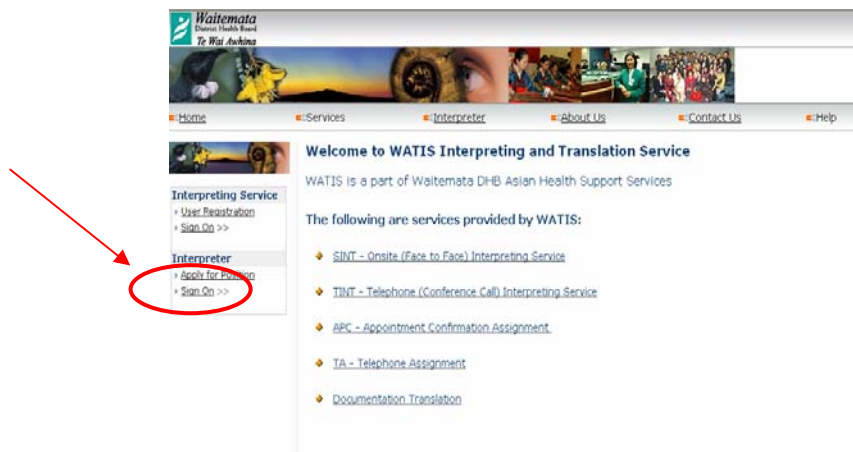
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# 1. How to Sign-on as an interpreter

Step 1: Go to [www.watis.org.nz](http://www.watis.org.nz) on the internet to go to WATIS Online system Home page

Step 2: Click on Sign-On (under Interpreting) in the Home page

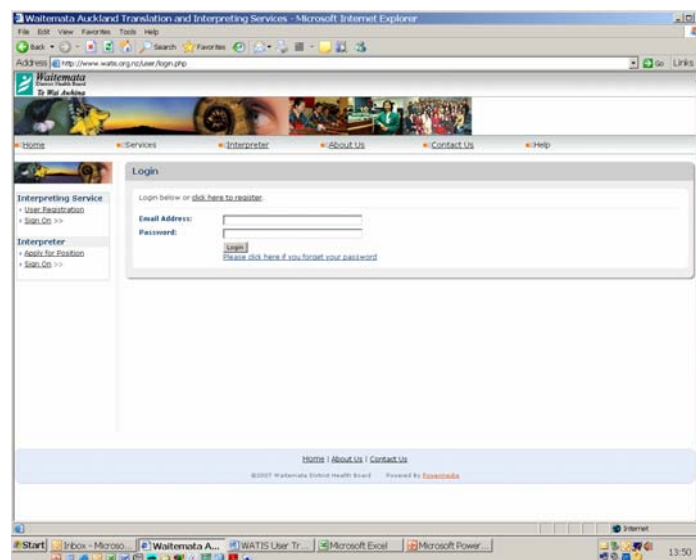


Step 3: The following LOGIN screen will be displayed.

Type your User Name (Email Address)

Type your password

Click the "Login" button to complete the login in process



## If you have forgotten your password !!

In the LOGIN screen above, type your email address and Click on the line below LOGIN button.

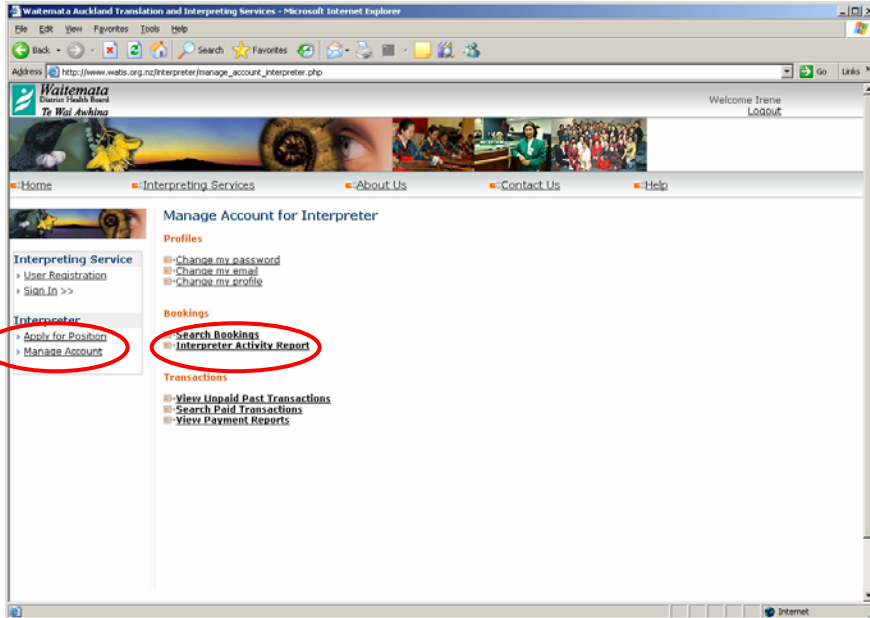
The system will auto-generate an email response to you with your password.

## 2. How to manage bookings

### 2.1 How to search bookings

Step 1: Log-on to system if you have not logged in

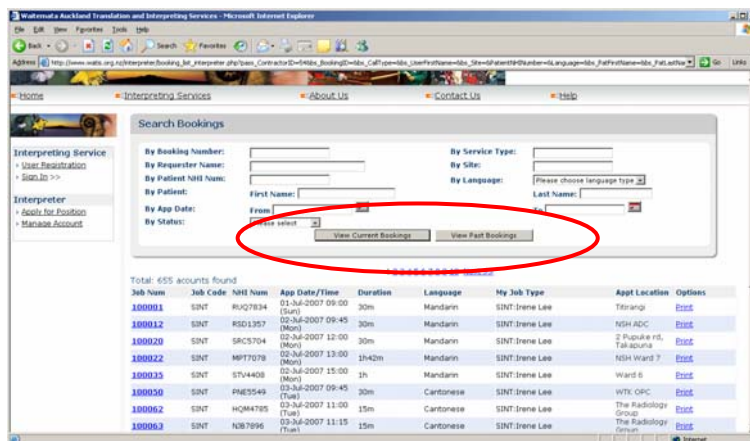
Step 2: Select Manage Account under Interpreting Service (side bar)  
The following "Manage Account" screen will be displayed



Step 3 Click on Search Booking  
The following "Search Bookings" screen will be displayed

Enter specific search criteria and click on "View Current Bookings" or "View Past Bookings"

The search results will be displayed as a list of bookings below the search criteria box



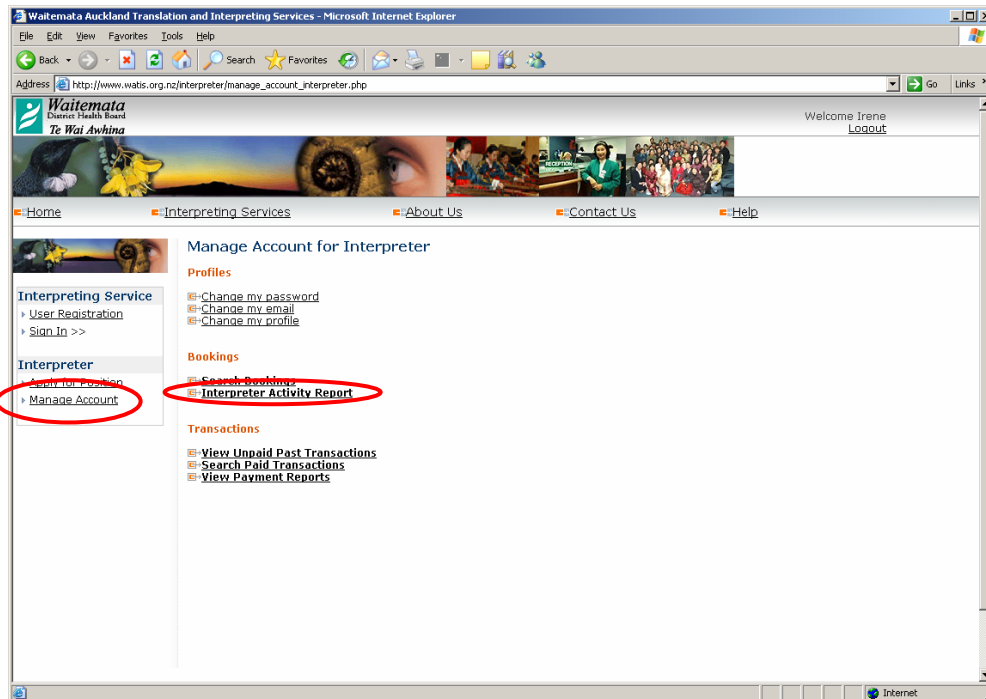
Search results will be displayed here

Note: Current Booking = Booking Appointment Date /time is still current  
Past Booking = Booking Appointment Date /time is past  
Booking status = see Appendix 1 for codes and definitions

## 2.2 How to view/print activity reports

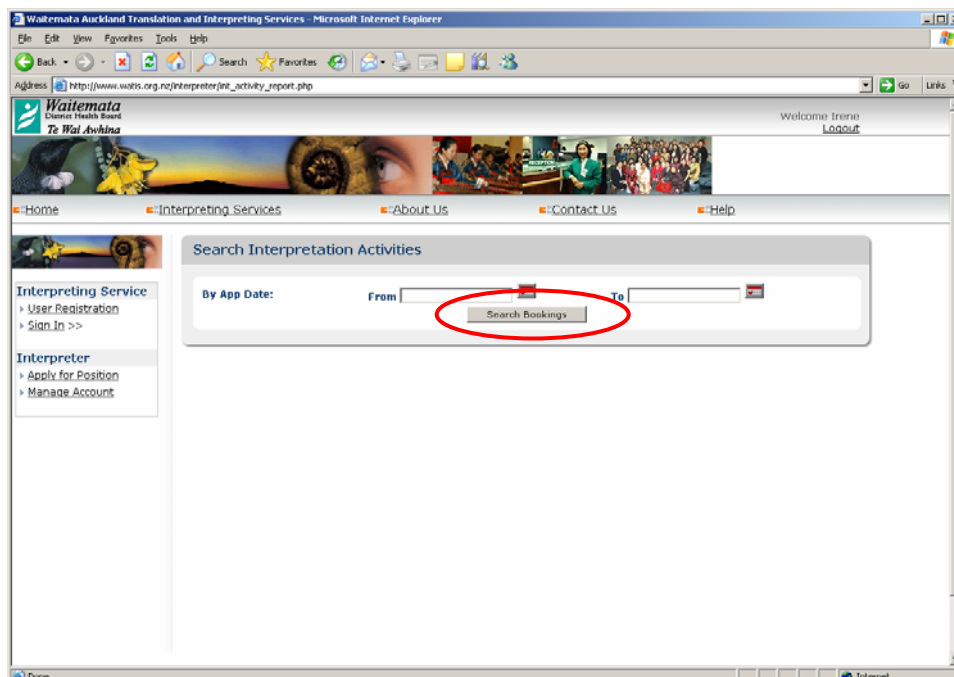
Step 1: Log-on to system if you have not logged in

Step 2: Select Manage Account under Interpreting Service (side bar)  
The following "Manage Account" screen will be displayed



Step 3: Click on Interpreter Activity Report  
The following "Search Interpretation Activities" screen will be displayed.

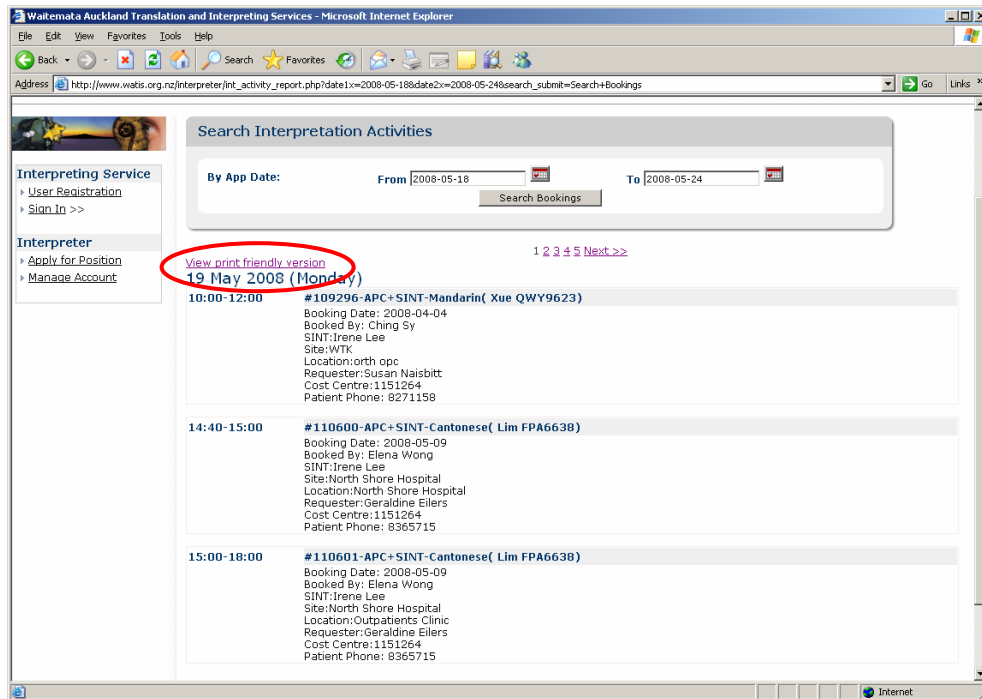
Select an appointment date range. Click on "Search Bookings"



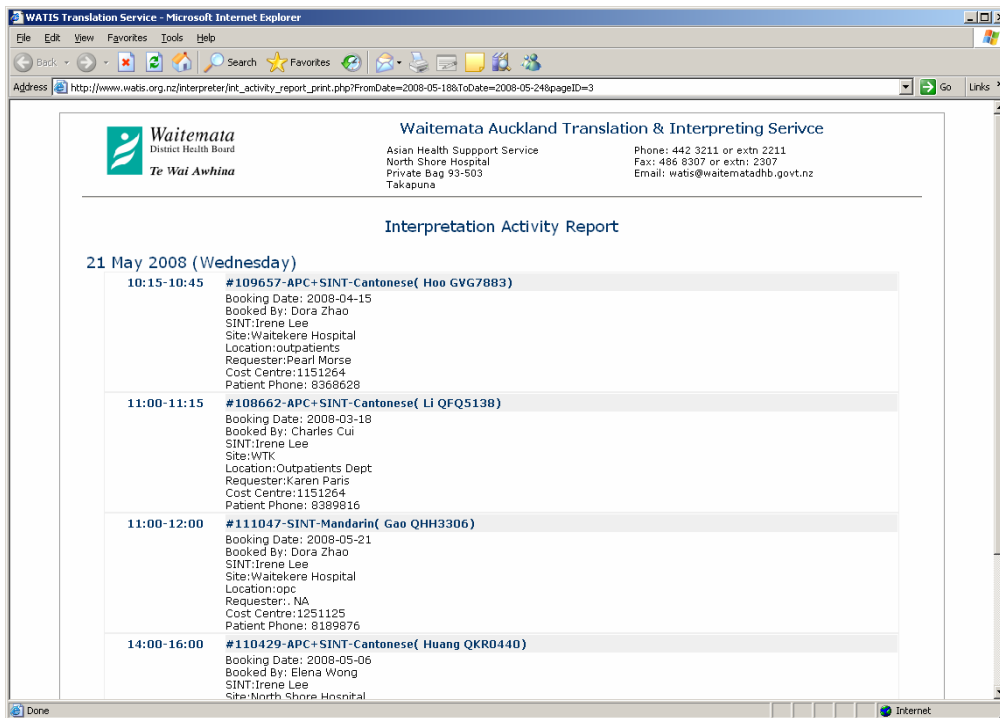
## 2.2 How to view/print activity reports, continue....

Step 4: The following activity report will be displayed

Click on "View print friendly version"



Step 5: You will be displayed a print view of the activity report.



### 3. How to manage your user account

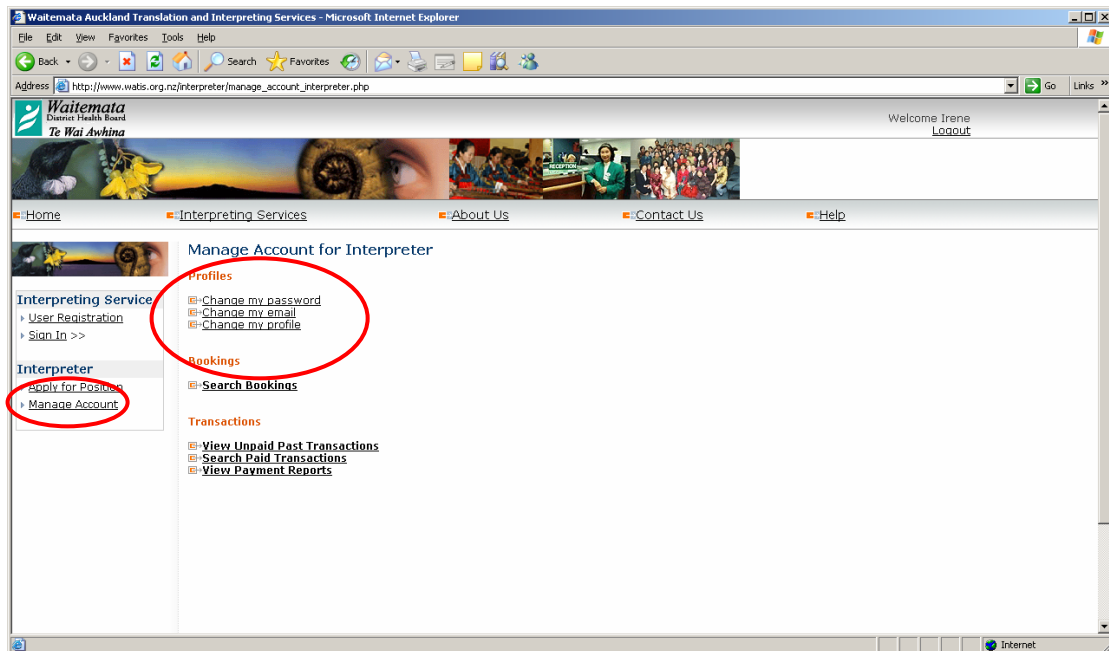
This involved:

- 3.1 How to change password
- 3.2 How to change email address
- 3.3 How to change personal profile

Step 1: Log-on to system if you have not logged in

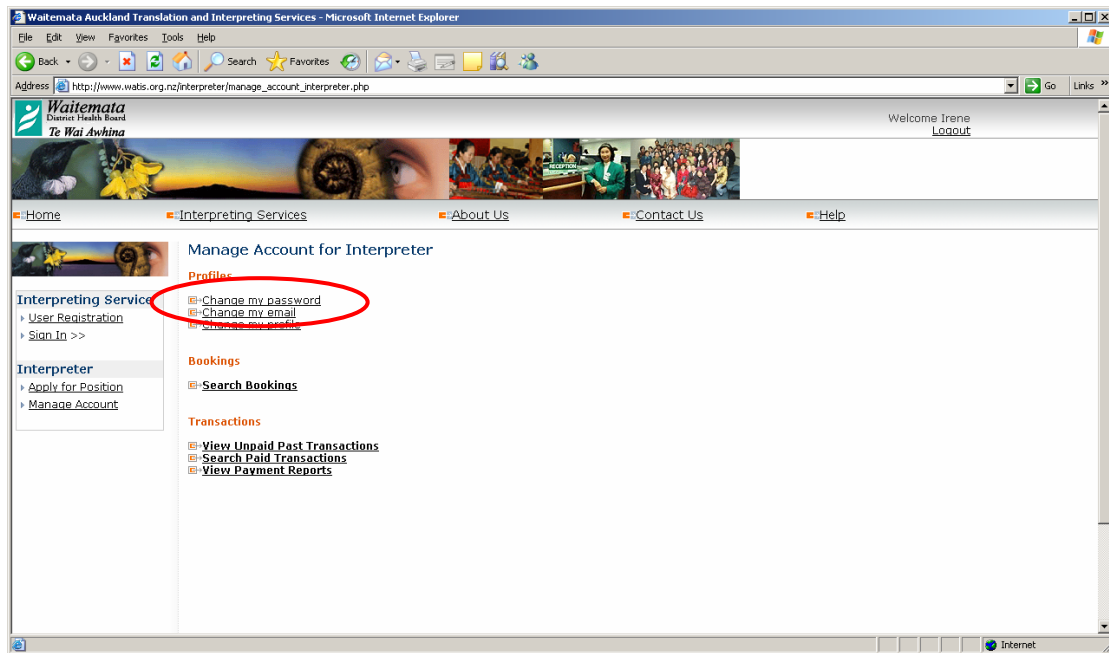
Step 2: Select Manage Account under Interpreting

The following "Manage Account" screen will be displayed providing the functions for changing password, email and personal information.



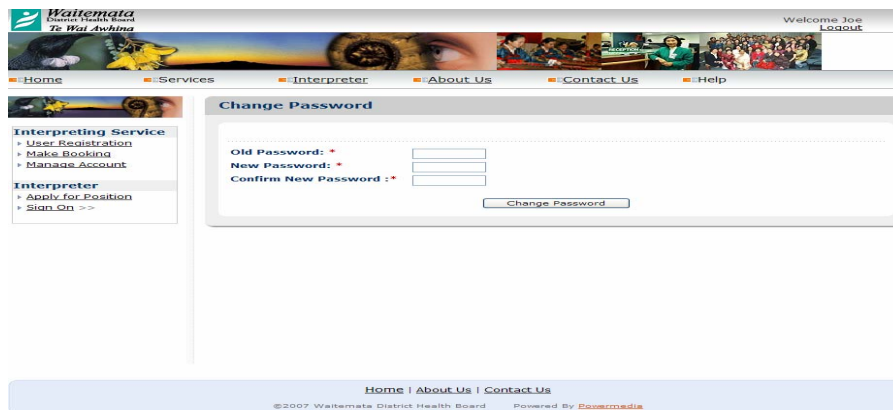
### 3.1 How to change password

Step 1: Click on "Change my Password" (in the Manage Account screen)



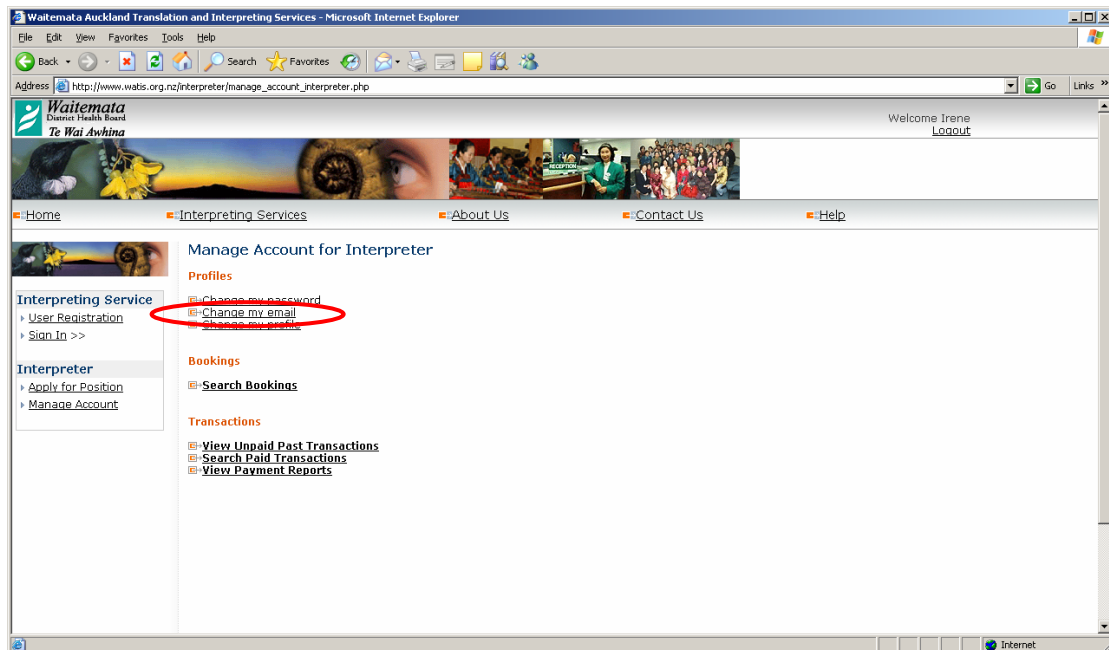
Step 2: The following "Change Password" screen will be displayed

Enter all the fields and Click the "Change Password" button to complete the process



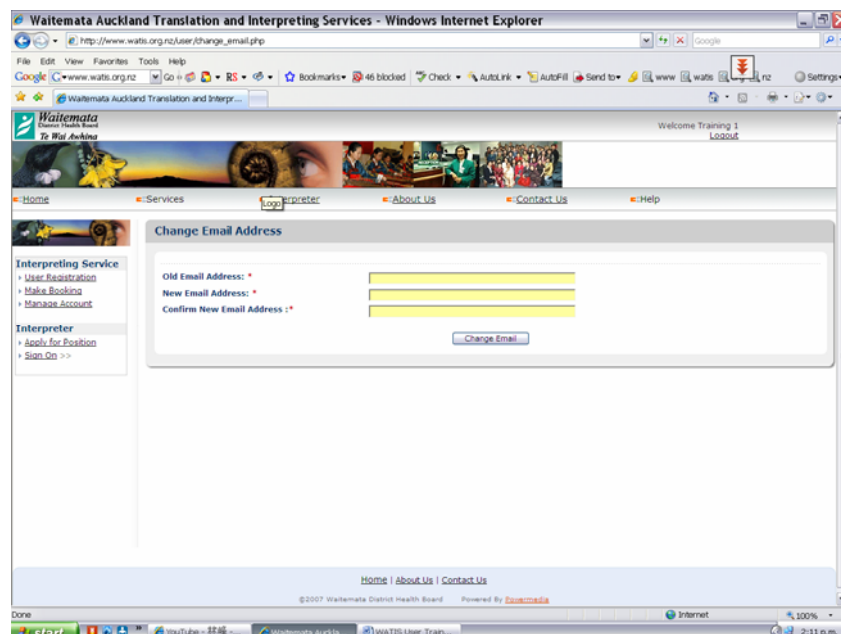
## 3.2 How to change email address

Step 1: Click on "Change my email" (in the Manage Account screen)



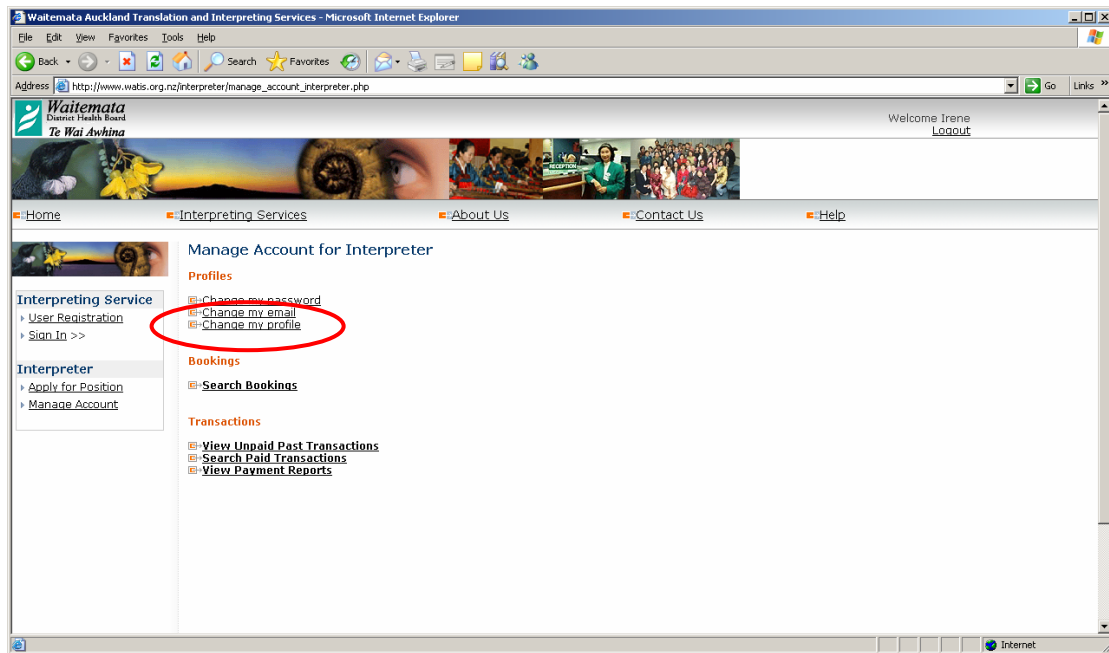
Step 2: The following "Change Email Address" screen will be displayed

Enter all the fields and Click the "Change Email" button to complete the process



### 3.3 How to change personal profile

Step 1: Click on "Change my profile" (in the Manage Account screen)



Step 2: Please contact WATIS via this email address [watis@waitematadhb.govt.nz](mailto:watis@waitematadhb.govt.nz) about your request. Thanks.

## 4. How to obtain financial information

Features include:

- 4.1 How to view unpaid transactions
- 4.2 How to search/ view paid transactions
- 4.3 How to view/ print payment reports

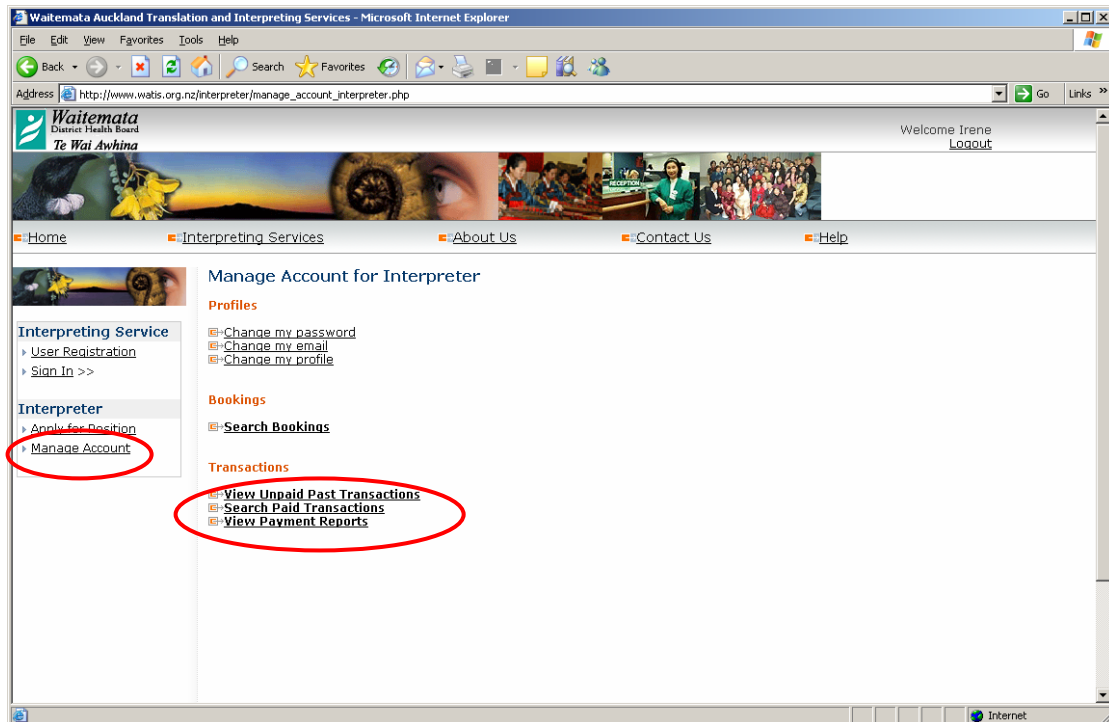
Step 1: Log-on to system if you have not logged in

Step 2: Select Manage Account under Interpreter (side bar)

The following "Manage Account" screen will be displayed

You will see the following features under "Transactions"

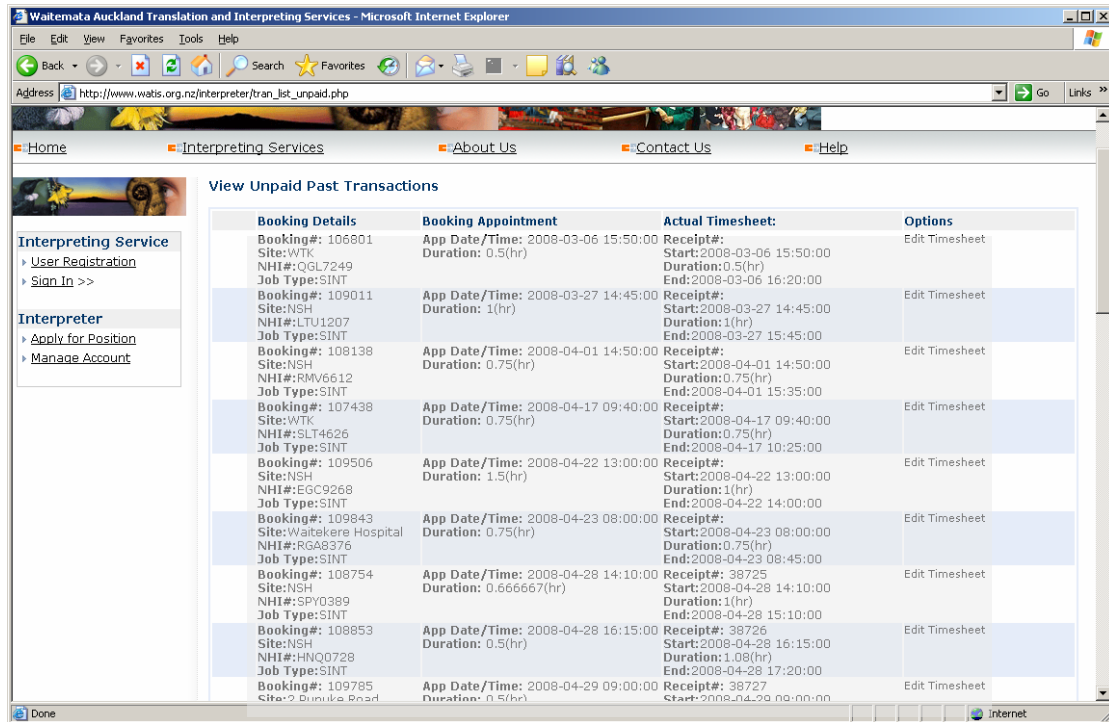
- View unpaid past transactions
- Search paid transactions
- View payment reports



## 4.1 How to view unpaid past transactions

Purpose: Useful for checking a specific unpaid transaction details

Step 1: Click on "View Unpaid Past Transactions" under "Transactions"  
The following "View Unpaid Past Transactions" screen will be displayed

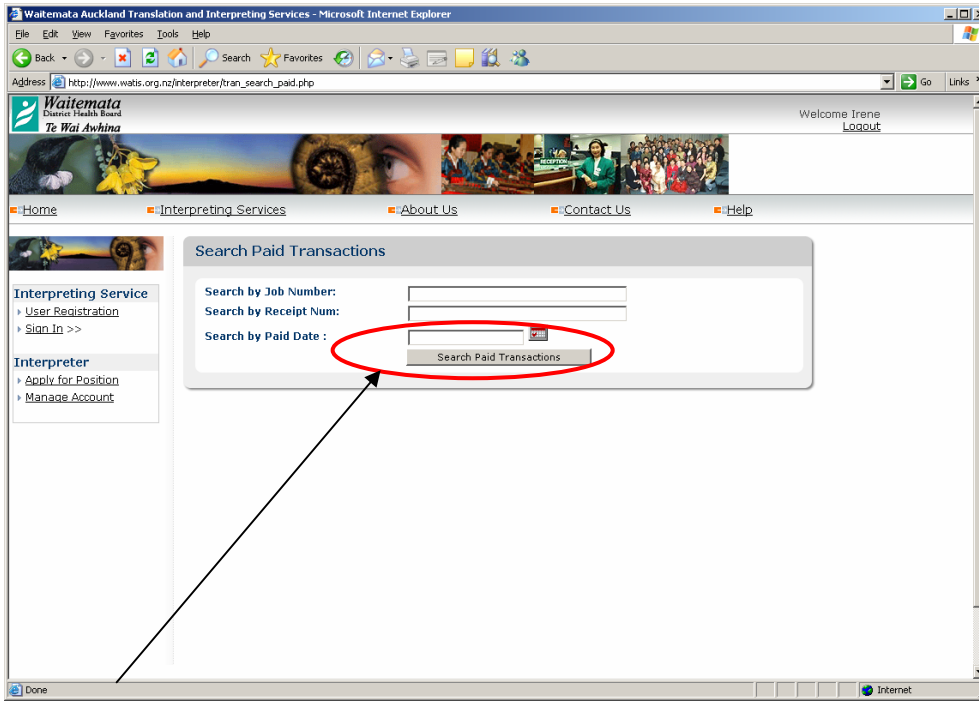


Booking Details	Booking Appointment	Actual Timesheet	Options
Booking#: 106801 Site:WTK NHI#:QGL7249 Job Type:SINT	App Date/Time: 2008-03-06 15:50:00 Duration: 0.5(hr)	Receipt#: Start:2008-03-06 15:50:00 Duration:0.5(hr) End:2008-03-06 16:20:00	Edit Timesheet
Booking#: 109011 Site:NSH NHI#:LTU1207 Job Type:SINT	App Date/Time: 2008-03-27 14:45:00 Duration: 1(hr)	Receipt#: Start:2008-03-27 14:45:00 Duration:1(hr) End:2008-03-27 15:45:00	Edit Timesheet
Booking#: 108138 Site:NSH NHI#:RMV6612 Job Type:SINT	App Date/Time: 2008-04-01 14:50:00 Duration: 0.75(hr)	Receipt#: Start:2008-04-01 14:50:00 Duration:0.75(hr) End:2008-04-01 15:35:00	Edit Timesheet
Booking#: 107438 Site:WTK NHI#:SLT4626 Job Type:SINT	App Date/Time: 2008-04-17 09:40:00 Duration: 0.75(hr)	Receipt#: Start:2008-04-17 09:40:00 Duration:0.75(hr) End:2008-04-17 10:25:00	Edit Timesheet
Booking#: 109506 Site:NSH NHI#:EGC9268 Job Type:SINT	App Date/Time: 2008-04-22 13:00:00 Duration: 1.5(hr)	Receipt#: Start:2008-04-22 13:00:00 Duration:1(hr) End:2008-04-22 14:00:00	Edit Timesheet
Booking#: 109843 Site:Waitekere Hospital NHI#:RGA8376 Job Type:SINT	App Date/Time: 2008-04-23 08:00:00 Duration: 0.75(hr)	Receipt#: Start:2008-04-23 08:00:00 Duration:0.75(hr) End:2008-04-23 08:45:00	Edit Timesheet
Booking#: 108754 Site:NSH NHI#:SPY0389 Job Type:SINT	App Date/Time: 2008-04-28 14:10:00 Duration: 0.666667(hr)	Receipt#: 38725 Start:2008-04-28 14:10:00 Duration:1(hr) End:2008-04-28 15:10:00	Edit Timesheet
Booking#: 108853 Site:NSH NHI#:HNQ0728 Job Type:SINT	App Date/Time: 2008-04-28 16:15:00 Duration: 0.5(hr)	Receipt#: 38726 Start:2008-04-28 16:15:00 Duration:1.08(hr) End:2008-04-28 17:20:00	Edit Timesheet
Booking#: 109785 Site: Puniki Board	App Date/Time: 2008-04-29 09:00:00 Duration: 0.5(hr)	Receipt#: 38727 Start:2008-04-29 09:00:00	Edit Timesheet

## 4.2 How to search and view paid transaction

Purpose: Useful for check booking transactions or check charges; or for file copy

Step 1: Click on "Search Paid Transactions" under "Transactions"  
The following "Search" screen will be displayed



Step 2: Enter specific search criteria then click on the "Search Paid Transactions" button

The search results will be displayed as a report with a list of paid transactions below the search criteria box

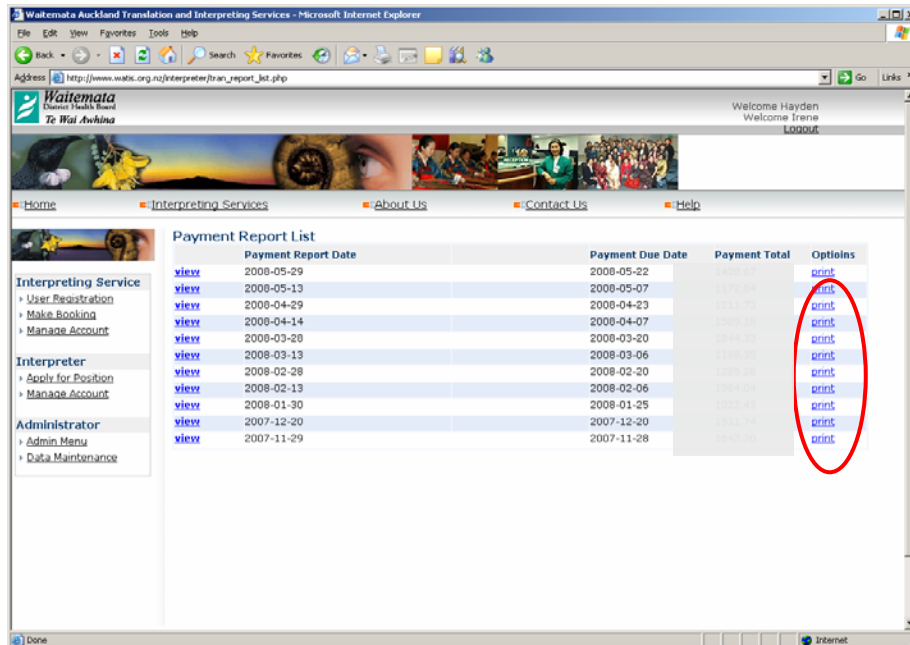
To print, Click on the link "Print" under Options

Job Detail#	Timesheet:	Payment Detail:	Options
<a href="#">View</a> Job#: 109960 Site: NHI#: R2A8187 Job Code: SINT	Receipt#: 38717 Start: 2008-04-22 14:35:00 Duration: 3h25m End: 2008-04-22 18:00:00	Total: 115.50	<a href="#">Print</a>
<a href="#">View</a> Job#: 109903 Site: NHI#: GJ24203 Job Code: SINT	Receipt#: 38722 Start: 2008-04-24 14:20:00 Duration: 1h15m End: 2008-04-24 15:35:00	Total: 52.50	<a href="#">Print</a>
<a href="#">View</a> Job#: 109895 Site: NHI#: P237110	Receipt#: 38723 Start: 2008-04-28 09:30:00 Duration: 1h	Total: 46.20	<a href="#">Print</a>
<a href="#">View</a> Job: Site: NHI:		Total: 46.20	<a href="#">Print</a>
<a href="#">View</a> Job: Site: NHI#: R2A8187	Duration: 1h10m End: 2008-04-18 14:40:00	Total: 59.06	<a href="#">Print</a>
<a href="#">View</a> Job#: 109417 Site: NHI#: R52084	Receipt#: 38712 Start: 2008-04-21 08:30:00 Duration: 1h	Total: 46.20	<a href="#">Print</a>
<a href="#">View</a> Job Code: SINT Site: NHI#: 109402	End: 2008-04-21 09:30:00	Total: 46.20	<a href="#">Print</a>
<a href="#">View</a> Job#: 109402 Site: NHI#: R5k3271	Receipt#: 38716 Start: 2008-04-22 09:50:00 Duration: 1h	Total: 46.20	<a href="#">Print</a>
<a href="#">View</a> Job Code: SINT Site: NHI#: 109999	End: 2008-04-22 10:50:00 Receipt#: 38704	Total: 46.20	<a href="#">Print</a>

## 4.3 How to view/ print payment reports

Step 1: Click on "View Payment Reports" under "Transactions"  
The following "Payment Report List" screen will be displayed

To print, Click on the link "Print" under Options



The screenshot shows the Waitemata Online System interface. The main content area displays a "Payment Report List" table. The table has four columns: "Payment Report Date", "Payment Due Date", "Payment Total", and "Options". Each row represents a payment record, and the "Options" column contains a "print" link. A red circle highlights the "print" links in the "Options" column.

Payment Report Date	Payment Due Date	Payment Total	Options
<a href="#">view</a> 2008-05-29	2008-05-22	1172.84	<a href="#">print</a>
<a href="#">view</a> 2008-05-13	2008-05-07	1172.84	<a href="#">print</a>
<a href="#">view</a> 2008-04-29	2008-04-23	1288.00	<a href="#">print</a>
<a href="#">view</a> 2008-04-14	2008-04-07	1288.00	<a href="#">print</a>
<a href="#">view</a> 2008-03-28	2008-03-20	1288.00	<a href="#">print</a>
<a href="#">view</a> 2008-03-13	2008-03-06	1288.00	<a href="#">print</a>
<a href="#">view</a> 2008-02-28	2008-02-20	1288.00	<a href="#">print</a>
<a href="#">view</a> 2008-02-13	2008-02-06	1288.00	<a href="#">print</a>
<a href="#">view</a> 2008-01-30	2008-01-25	1288.00	<a href="#">print</a>
<a href="#">view</a> 2007-12-20	2007-12-20	1288.00	<a href="#">print</a>
<a href="#">view</a> 2007-11-29	2007-11-28	1288.00	<a href="#">print</a>

# Appendices

## A1: Booking Status Codes and Definitions

<b>Code</b>	<b>Definition</b>
<b>Cancel</b>	Interpreting job cancelled by user or patient e.g. rescheduled appointment
<b>Cancel-NC</b>	Interpreting job cancelled by user or patient, No Charges incurred for this job
<b>Confirmed</b>	Interpreting job has been confirmed with interpreter assigned
<b>DNA</b>	Patient Did Not Arrive
<b>DNA-W-NC</b>	Interpreter Did Not Arrive, No Charges incurred for this job
<b>Incomplete</b>	This is a duplicate for another interpreting job (double booking)
<b>Late-W</b>	Interpreter arrived late for the job
<b>Late-W-NC</b>	Interpreter arrived late for the job, No charges incurred for this job
<b>Not Required</b>	The interpreting job is no longer required by user or patient
<b>Not Required-NC</b>	The interpreting job is no longer required by user or patient, No Charges incurred for this job
<b>Pending</b>	Interpreting job has not been processed, interpreter has not been assigned
<b>Unable to fill</b>	The interpreting job can not be filled by WATIS, e.g. Language not supported or no interpreters available