

Interpreter Registry User Guide

Louisiana Commission for the Deaf

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1 Introduction

The Tyler Louisiana team created an interpreter registry application for the Louisiana Commission for the Deaf. This application is web and mobile friendly. The first release of this application occurred in February 2023.

The intent of this application is three-fold.

1. Allow the public to look up possible interpreters that have been reviewed and approved by LCD.
2. Provide a platform for interpreters to create accounts, apply to be interpreters, maintain their accounts and profiles with LCD, submit renewals, and track continuing education.
3. Provide a platform for LCD to manage interpreters, manage interpreter applications and change requests, communicate with interpreters, and provide reports/analytics on interpreters.

This document is a general user guide for all three interfaces – public, interpreter, administrative. This document provides basic instructions on how to complete tasks within the application.



2 Glossary

Administrator	An LCD employee who has access to the admin side of the Interpreter Registry application.
Dynamic Search	A search that looks at all values in the current search results under all headers.
Interpreter	A person who communicates using ASL with people who are deaf or hard of hearing.
Interpreter Registry	List of Interpreters who have submitted an application and been verified and approved by LCD.
LCD	Louisiana Commission for the Deaf
Tyler Louisiana	LCD's partner for this project



3 Environments

There are two different environments that LCD will have access to:

- UAT is the User Acceptance Testing environment LCD will utilize to walk through functionality or to test changes to the application. UAT is not a “live” environment. This simply means that any actions taken do not affect production.
- PROD is the production environment. This is considered a “live” environment where business is conducted daily.

Please note that any changes approved from UAT get moved to PROD after approval from LCD. These migrations of changes will occur on a defined basis agreed upon by Tyler Louisiana and LCD.

Each environment has two access pages. The public search and the admin suite.

Public Search: The public search page is accessible to the public. The ability to sign up for an interpreter account as well as signing in as an interpreter are located on this page.

Admin Suite: This is not a public page. Only users who have been authorized and authenticated (LCD employees) will be able to successfully log in.

3.1 UAT – User Acceptance Testing Links

Public Search: <https://uat.la.egov.com/dhh/lcdIRv2/>

Admin Suite: <https://uat.la.egov.com/dhh/lcdIRv2/Admin/>

3.2 PROD – Production (live environment)

Public Search: <https://ldh.la.gov/lcdinterpreterregistry>

- This page should redirect to a la.egov.com website:
 - <https://www.la.egov.com/ldh/LCDInterpreterRegistry>

Admin Suite: <https://www.la.egov.com/ldh/LCDInterpreterRegistry/admin>



4 Public Search

The landing page is the search page where public users can search for interpreters that have been approved by LCD. Initially, all interpreters with the status of Active, Inactive, or Retired appear on the page.

The public search pages have the following functionality.

- Used by the public to search for interpreters.
- Used by potential interpreters to sign up to be an interpreter with the State of Louisiana Commission for the Deaf
- Used by interpreters that already have an account to sign in.
- Used by all types of users to understand terminology used by LCD and the interpreter registry.

4.1 Searching for Interpreters

The main page of the public interpreter registry is a search page. This is also the **Interpreter Registry** tab. This page is used by the public to search for interpreters that have successfully been verified by LCD. Initially all interpreters appear on the page.

4.1.1 Sorting Results

Each header – Last Name, First Name, and so on – can be sorted. This allows you to rearrange the results as needed.

4.1.2 Minimize Search Filters

To minimize the Search Filters, simply click on the “–” beside **Search Filters**. This will hide the search filters so you can see the interpreter’s information better.

Note: This will automatically collapse on a mobile device.



Apply Now Login

Interpreter Registry Glossary

Search Filters -

Last Name
Last Name

First Name
First Name

Registration Type
Select Registration

Interpreter Status
Select Interpreter Status

Interpreter Registry

View Profile	Strike Through	Last Name	First Name	Status	State Vendor	Availability
			User	Test	Active	No Mornings
			McFinderson	Mantis	Active	Yes Mornings

Export to Excel

Showing 1 to 2 of 2 entries First Previous 1 Next Last

4.1.3 Filtering Results

All active, inactive, and retired interpreters automatically appear on the page under Interpreter Registry. Search filters to the left side of the page can be used to narrow down the interpreters viewable in registry. Each filter builds upon the previous filter to narrow down the results shown.



Search Filters -

Last Name

First Name

Registration Type

Interpreter Status

Region

Specialty

Education Level

Certifications

Years of Experience

Louisiana State Vendor

Availability

Area Willing to Work

Interpreter Type

Reset Filters

Interpreter Registry

	View Profile	Strike Through	Last Name	First Name	Status	State Vendor	Availability
+			User	Test	Active	No	Mornings
+			McFinderson	Mantis	Active	Yes	Mornings

Export to Excel

Showing 1 to 2 of 2 entries First Previous 1 Next Last

For example, if you only want to see interpreters who are currently Active, click on **Select Interpreter Status**. Then select **Active**. This will reduce the number of interpreters who now appear in the search results. Note that only active interpreters are shown.



Search Filters -

Last Name
Last Name

First Name
First Name

Registration Type
Select Registration

Interpreter Status
Active

Region
Areas Willing to Travel

Specialty
Select Preference

Interpreter Registry

View Profile	Strike Through	Last Name	First Name	Status	State Vendor	Availability
		User	Test	Active	No	Mornings
		McFinderson	Mantis	Active	Yes	Mornings

Export to Excel

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

To clear out the results, click **Reset Filter** at the bottom of the **Search Filters**.

4.1.4 Strikethrough

While reviewing the registry, you can strike interpreters off your list that do not meet your requirements for one reason or another. Use this tool to help narrow down which interpreters would best meet your needs. To strike through an interpreter, simply click the strike through icon beside the interpreter you want to remove from your list.

Search Filters -

Last Name
Last Name

First Name
First Name

Registration Type
Select Registration

Interpreter Status
Active

Interpreter Registry

View Profile	Strike Through	Last Name	First Name	Status	State Vendor	Availability
		User	Test	Active	No	Mornings
		McFinderson	Mantis	Active	Yes	Mornings

Export to Excel

Showing 1 to 2 of 2 entries

First Previous 1 Next Last







4.1.5 Export Results

Once the results are narrowed down, you can export the results of the search by clicking on the **“Export to Excel”** button in the bottom left corner of the Interpreter Registry list.

Note: Interpreter’s that have been struck off the list will still be exported to excel.



Interpreter Registry

View Profile	Strike Through	Last Name ▾	First Name ⬆	Status ⬆	State Vendor ⬆	Availability ⬆	
			User	Test	Active	No	Mornings
			McFinderson	Mantis	Active	Yes	Mornings

[Export to Excel](#)

Showing 1 to 2 of 2 entries [First](#) [Previous](#) [1](#) [Next](#) [Last](#)

Depending on which browser you're using, an excel file should show. Click on the file or go to your downloaded files to access the spreadsheet.



Click on Enable Editing at the top of the spreadsheet to modify the file as needed.



	Last Name	First Name	Registration Type	Status	Region(s)	Preferences	Highest Education Level
101	Jones	Tom		Active	Region 2:Baton Rouge Area	Medical,Legal	Doctorate Degree (PhD, EdD)
111	Houston	Whitney		Active		Medical,Legal	Professional Degree (MD, DDS, DVM, LLB, JD)
100	Cartman	Eric		Active	Region 2:Baton Rouge Area		SCND
112	Amos	Grace		Active			NSC

4.1.6 View Profile

Each interpreter has a profile page. This page holds important information for potential customers to help them determine if that interpreter is a good fit.

Click on the view interpreter profile icon beside the interpreter. This will take you to the profile page.

Interpreter Registry

	View Profile	Strike Through	Last Name	First Name	Status	State Vendor	Availability
			User	Test	Active	No	Mornings
			McFinderson	Mantis	Active	Yes	Mornings

Export to Excel

Showing 1 to 2 of 2 entries First Previous 1 Next Last

To go back to the list, click on “Back to directory” in the upper right corner of the profile page.



Louisiana Interpreter Registry

[Back to directory](#)



Mantis McFinderson

10-14 YEARS OF EXPERIENCE

Main Contact Phone: 555-867-5309 (Home)

Alternate Phone: 555-867-5310 (Video Phone)

Contact Email: mantis.mcfinderson@yopmail.com

Approved Registrations

Generalist Registration

Certifications / Specialized Qualifications

BEI Basic

BEI Advanced

Education

Associates degree (AA, AS)

Additional Info

Assignment Information

Interpreter Status: Active

Availability: Mornings

Primary Parish: Tangipahoa

Available To Travel: Yes

Areas Willing To Travel: St. John the Baptist, Livingston, St. Helena, St. Tammany, Tangipahoa, Washington

LCD Approved State Vendor: Yes

4.2 Glossary Page

The glossary page provides terminology used by LCD. This page should be able to help the community understand what things mean within their search. It should also be able to help an interpreter complete their application.

To access the glossary page, click on Glossary beside the Interpreter Registry tab.

You can change how many terms show up at a time. You can also narrow down the search by searching for any key words. This search is a dynamic search which means the application will search both the term and definition fields for whatever value you put in the search field.



Interpreter Registry **Glossary**

Glossary

NewGlossText
SecGlossText

Display records: 10 Search: LCD

Term	Definition
Approved Status	The interpreter has been reviewed and approved by the LCD staff
Interpreter Status	Status that shows the interpreter status with LCD

Showing 1 to 2 of 2 entries (filtered from 8 total entries)

4.3 Contact Us Form

If you have any issues or questions, please feel free to contact LCD using the Contact Form that can be found at the bottom of the web page.

Select Language
Powered by Google Translate

Contact: LCDRegistry@la.gov **Contact Form**

LCD Home: Louisiana Commission for the Deaf | La Dept. of Health
Mailing Address: Louisiana Department of Health | P.O. Box 629 | Baton Rouge, LA 70821-0629
Physical Address: 628 N. 4th Street | Baton Rouge, LA 70802 | Phone: 225-342-9500 | Fax: 225-342-5568

Louisiana.gov

Clicking on **Contact Form** will take you to a form to complete and then submit to LCD. Please provide as much information as possible for LCD to better assist you.



Contact Form - Interpreter Registry



This form can be used to communicate with LCD regarding the Interpreter Registry. Please feel free to provide any feedback you'd like, including general comments, questions, or technical issues.

Contact Information

If you would like to receive a response, please be sure to input your contact details.

First Name

Last Name

Email Address

Phone Number

Feedback

Please select the topic(s) that best reflect your feedback.*

- General Comments
- Question
- Data Correction
- Technical Issue

Comments *

Response Requested *

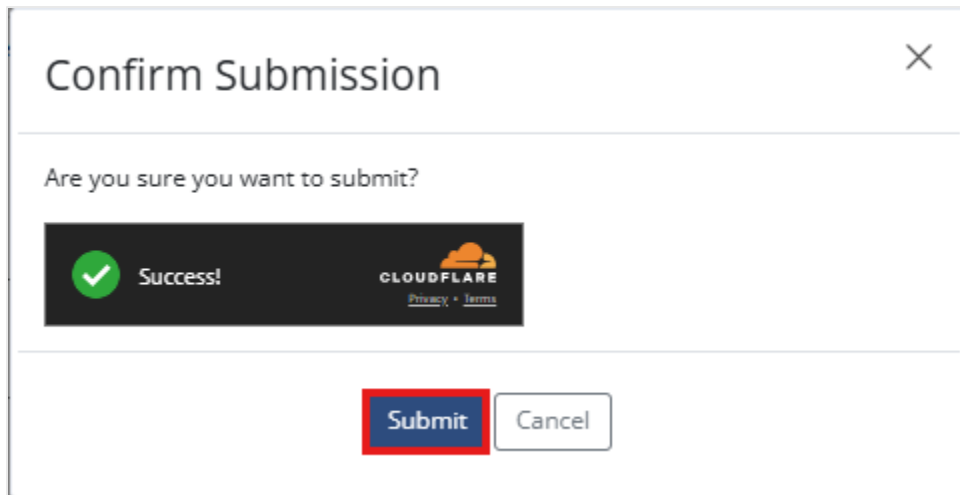
- Yes
- No

Once you have completed the request, click the **SUBMIT** button.

You will get a confirmation popup asking you to confirm your submission.

Click **SUBMIT** to return to the Interpreter Registry page.





4.4 Trouble Shooting the public search pages

4.4.1 My interpreter status is not showing correctly

Most web browsers cache data so that information pulls back faster. If you know your interpreter status is different than what is shown, try the following tips.

1. Sign into your account and validate that your Interpreter Status matches the status in the Interpreter Registry. It's possible that any request to update your status is still in process and LCD has not updated your status yet.
2. Close out your browser and open it again. Complete your search and see if the information is now correct.
3. Clear the history browsing data.
 - a. After clearing the data, close the browser. Then, reopen the browser. Complete your search and see if the information is now correct.
 - b. To know how to clear your browsing history in the web browser you are using, simply do a web search for "Clear browsing data in ____." Add in the web browser you are using such as Chrome, FireFox, Edge, Safari, Samsung Internet and so on.
4. Try another browser. Sometimes we keep certain cookies on pages because of our web browser settings. This can make old data continue to show up. Using another web browser should show the correct information.

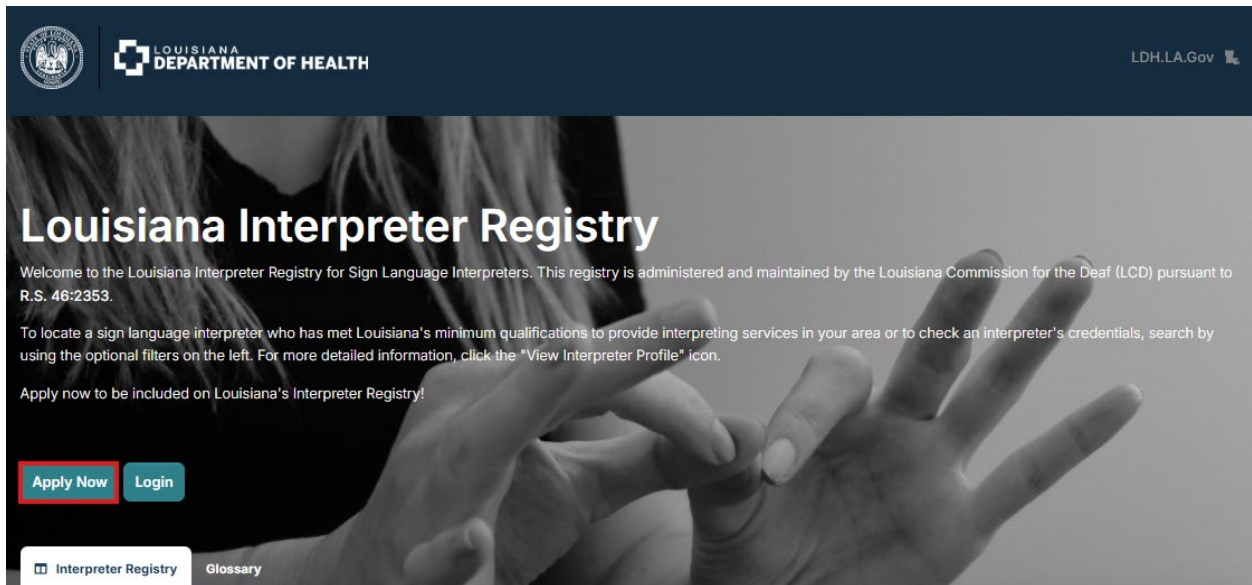
4.4.2 Exporting to Excel isn't working

Exporting data to excel uses "pop-ups". Make sure pop-up blocker is allowed for the page or that "pop-ups" are not blocked for the page.

4.5 Creating an interpreter account

Interpreters must create an account to submit an application to show on the Interpreter Registry. To create an account, click on the button that says **Sign Up**.



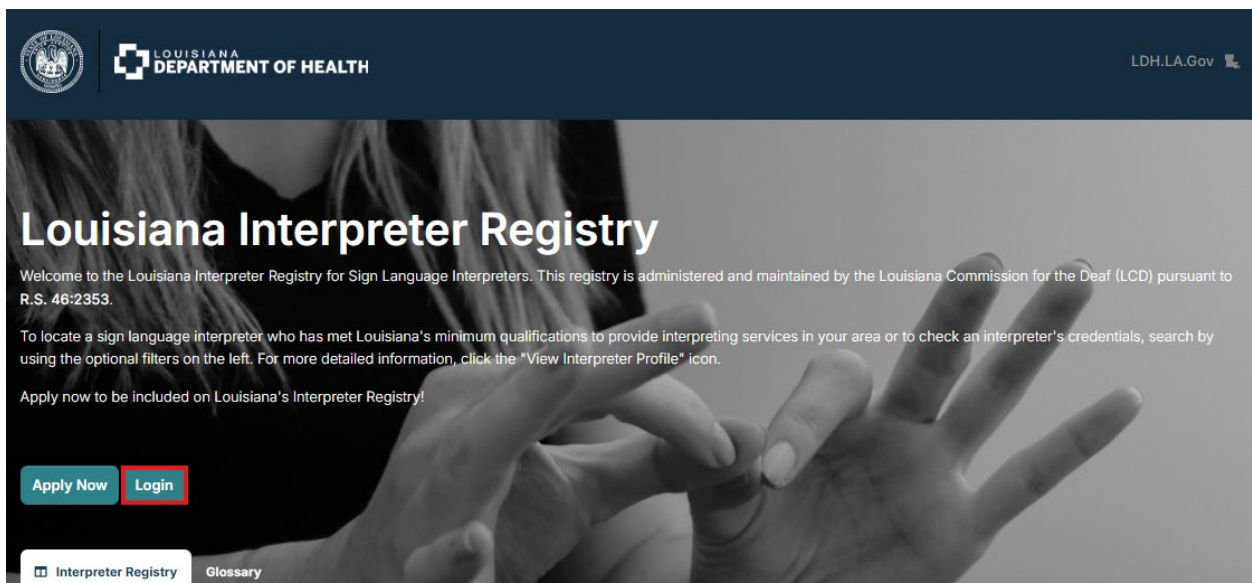


This takes you to the **Create User Account** page.

- Enter your information.
- Create a password that meets the requirements listed on the page.
- Click **Submit**.

4.6 Signing in as an interpreter

Click the **Login** button at the top of the interpreter registry page.



Enter the email address you used to set up your account and the password you created when signing up.

Click on the **Login** button.



Login

Email Address:

Password:

[Forgot Password?](#)

Login

4.6.1 Forgot password

When signing in, if you forgot your password, click on **Forgot Password?** A link to create a new password will be sent to your email address.

Follow the steps in the email and link to reset your password and sign into the application.

5 Interpreter Access

5.1 Overview

This is the section of the system where interpreters have access. Within this section of the system, the interpreter can apply to be part of the registry, manage their account with LCD, renew their profile and certifications, and submit continuing education. Interpreters will have a profile section as well where they can provide information, approved by LCD, to show potential customers. These profiles are viewable to the public. More information about how to complete actions within the interpreter access section can be found below.

5.2 Completing an application

As an interpreter, when you first sign in, you are taken to the registry application. The application has two parts to it. The profile and the application. To the left of the application is a section that shows you where you are within your application. This section is called the Application Progress section. Use this to know which section you are working in.



Registry Application [Glossary](#)

Application Progress

- ✓ Profile
- Application
- Submission

Interpreter Application

Fill out the application and submit it or save it for later. Once the application is submitted, the Louisiana Commission for the Deaf's administrative staff will review and provide a status update. All fields with an asterisk (*) are required fields to complete before submitting an application.

👁 - Questions notated with this icon will appear on your public profile.

OPTIONAL - Please attach a picture of yourself. 👁

Choose File No file chosen

Jpeg, PNG, or PDF attachments are supported
Current file: No File

* Contact Email Address 👁

Email

* What status are you applying for? 👁 ⓘ

-Select a Value-

Registrations

In the following section, select all registration types that apply. Under each registration type, choose your supporting professional standards. Each certification found under a professional standard has a corresponding upload field that must be utilized to submit the required documentation.

Cancel

Save For Later

Notes:

- All questions with an asterisk (*) are questions that require a response.
- Questions with the “ 👁 ” icon are shown on your public profile.

Helpful tip: The more information you can provide and the more accurate the information is, the faster LCD will be able to review and approve your application.

The profile section of the application is made of your primary information. Name, address, and so on.

Once you've completed the profile section, review your answers, and then click the **Save & Continue** button at the bottom of the page.



Secondary Address Type

Work

Address: 123 Main St

Address Line 2: Address Line 2

City: Denham Springs

Parish: Livingston

State: Louisiana

Zip: 70726

Save & Continue

If any required questions do not have a response, error messages will appear letting you know what questions require your attention to complete.

* Primary Address Type

Main

* Address: Address Line 1

Address Line 2: Address Line 2

This field is required.

After clicking **Save & Continue**, you are taken to the actual application section of the application called **Interpreter Application**.



Registry Application Glossary

Application Progress

- ✓ Profile
- ➔ **Application**
- Submission

Cancel
Save For Later

Interpreter Application

Fill out the application and submit it or save it for later. Once the application is submitted, the Louisiana Commission for the Deaf's administrative staff will review and provide a status update. All fields with an asterisk (*) are required fields to complete before submitting an application.

👁️ - Questions notated with this icon will appear on your public profile.

OPTIONAL - Please attach a picture of yourself. 👁️

Choose File No file chosen

Jpeg, PNG, or PDF attachments are supported
Current file: No File

* Contact Email Address 👁️

* What status are you applying for? 👁️ ⓘ

Registrations

Once you've completed the interpreter application section, review your answer and then click **Continue**. If there are any errors, complete the questions and attempt to submit the application again by clicking **Continue**.

Application Progress

- ✓ Profile
- ➔ **Application**
- Submission

Cancel
Save For Later

Biography

If desired, provide answers to the following biography questions for public search.

What inspired you to become a sign language interpreter? 👁️

What aspects of being a sign language interpreter bring you the most joy? 👁️

What do you find most rewarding about your work as a sign language interpreter? 👁️

* Do you have any additional preferred settings? 👁️

Yes No

Do you have a YouTube video you'd like to include on your profile? 👁️

Current link: No Link

Continue

Once all required questions have answers, you can proceed to the payment section to pay your registration fee. After successful payment, the application is submitted to LCD, and you will be taken to



your dashboard. You will also get an email letting you know that your application has been successfully submitted to LCD.

The screenshot shows the Louisiana.gov payment interface. At the top, the Louisiana.gov logo is displayed. Below it, a progress bar indicates four steps: 1. Payment Type, 2. Customer Info, 3. Payment Information, and 4. Submit Payment. The main content area is divided into three sections:

- Transaction Detail:** A table with the following data:

SKU	Description	Unit Price	Quantity	Amount
Application	Application Fee	\$50.00	1	\$50.00
Total				\$50.00
- Transaction Summary:** A table with the following data:

Application Fee	\$50.00
la.gov Order Total	\$50.00
- Payment:** A form with a "Payment Type" section. It includes a dropdown menu labeled "Payment Type *" with the text "Select One" and a "Next >" button.

On the right side, there is a "Need Help?" section with the text: "Select Payment Method and Continue to proceed with payment. You will receive a printable receipt at the end of your successful payment transaction."

5.2.1 Other Helpful Information

5.2.1.1 Saving for later

The application can be saved to complete later by clicking on the **Save For Later** button below the **Cancel** button on the left side of the page. After clicking **Save for Later**, you will be taken to your dashboard. A pop-up will appear letting you know that your application has been saved successfully. Click the **Ok** button to close the pop-up.

Saving the application for later will save what work you've already completed thus far in the application.

Note: You have thirty (30) days to complete your application and submit it to LCD. After thirty days, your work will be lost, and you will have to start over.

5.2.1.2 Canceling your application

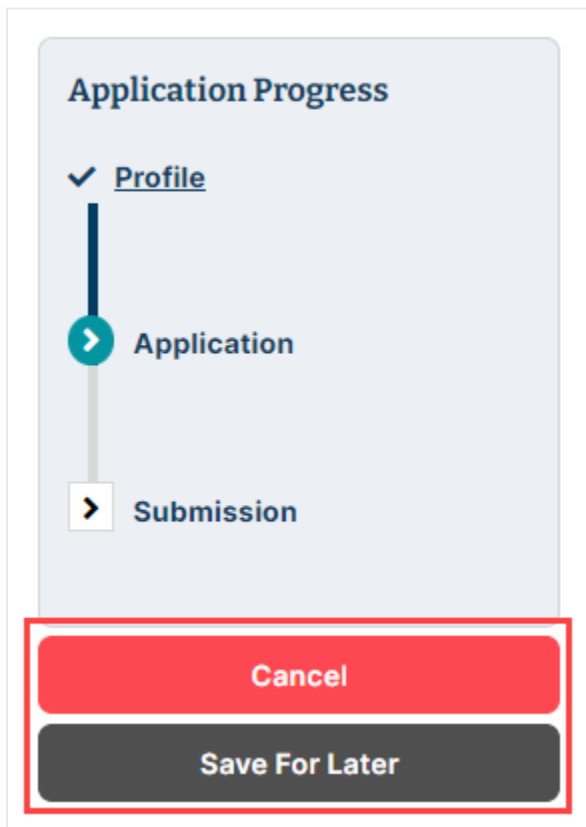
If you do not want to complete the application or you don't want to save your work, click on the **Cancel** button above the **Save For Later** button on the left side of the page.

A pop-up will appear making sure you want to cancel and letting you know that your data will be lost.

- Click **Yes** to continue.



- Click **No** to stay in the application.
- Canceling out of the application will take you to your dashboard.



For more information about the dashboard, see the [dashboard](#) section.

5.2.1.3 Once your application is submitted

You can also check out your dashboard to see the status of your application.

If LCD needs more information from you to approve your application, they will send the application back to you so you can make any changes needed. They will also communicate with you what changes are needed. Communications are saved within the application as well as sending emails to the email address you use to sign in.



Dashboard

Welcome Tyler Tech Test User

Interpreter Status: Pending

Utilize your personal dashboard to track your application status, view and respond to messages, manage your contact and professional information, and review your payment history. Use the navigation tabs above to view your public profile, submit continuing education and access resources.

Member Profile

Name Test User, Tyler Tech

Email tylertechtestuser@yopmail.com

Phone 225-225-2255

Contact and Professional Information

Please use the buttons below to edit your Contact and Professional information.

Contact Professional

Application History (1) for: Test User, Tyler Tech

Application ID	Start Date	Approval Date	Notes	Application Status
0	06/23/2026	Not Approved		In Process

Showing 1 to 1 of 1 entries

Display records Search:

Message History (0) for: Test User, Tyler Tech

Date	Subject	Preview
------	---------	---------

5.3 Dashboard

5.3.1 Overview

The dashboard is a one stop shop. It shows you your basic information, your status, and your application history, all on the same page.

If you start an application and cancel it, then you will see **Start Application** in the top left of the page. If you save an application for later, then you will see **Continue Application**.

Louisiana Interpreter Registry

Apply to join the growing roster of certified interpreters here!

[Start Application](#)

Dashboard



Louisiana Interpreter Registry

Apply to join the growing roster of certified interpreters here!

[Continue Application](#)

[Dashboard](#)

Your dashboard will not have any data until you at least have saved the profile section of your application in process. Once you have profile information, your name, email, and phone number will show under Member Profile.

Your interpreter status can be found in the upper right corner of the page.

The screenshot shows a user dashboard for 'Tyler Tech Test User'. At the top left is a 'Dashboard' tab. The main heading is 'Welcome Tyler Tech Test User'. In the top right corner, the status 'Interpreter Status: Pending' is displayed in a red box. Below the heading is a paragraph of instructions. On the left, a 'Member Profile' section is highlighted with a red border, containing a table with the following data:

Name	Test User, Tyler Tech
Email	tylertechtestuser@yopmail.com
Phone	225-225-2255

On the right, a 'Contact and Professional Information' section is highlighted with a blue border, containing the text 'Please use the buttons below to edit your Contact and Professional information.' and two buttons labeled 'Contact' and 'Professional'.

5.3.2 Application History

All applications will be shown under **Application History**. **Application History** shows you the status of your application as well as the approval date once the application is approved.

If you want to see what information you submitted in your application, click on the **View** button beside the application you want to view.



Welcome Steven Patorno

Interpreter Status: Active

Welcome to your personal dashboard. You will have access to the dashboard where you have the ability to track your application status. You will have the ability to view and respond to messages.

Member Profile

Name Patorno, Steven
Email steven.patorno@egov.com
Phone 504-606-7805
Renewal Date 04/08/2030

Contact and Professional Information

Please use the buttons below to edit your Contact and Professional information.

Contact

Professional

Application History (3) for: Patorno, Steven

Application ID	Start Date	Approval Date	Notes	Application Status	
128	04/08/2025	04/08/2025	Because	Approved	View
153	04/08/2025	04/08/2025	Because	Approved	View
154	04/08/2025	04/08/2025	Because	Approved	View





Review Profile Application

Profile

Current Application Status

Submitted

Name

Main, April

Main Phone Type

Cell

Main Phone

[Redacted]

Main Address Type

Main Address 1



Days Remaining to SUBMIT

Days Remaining: 30

Turn Off Warning?

Ok

Note: If your application or change request has been sent back to you for modifications, you have thirty days to respond.



To go back to your dashboard, scroll to the bottom of the page and click the **Back** button.

5.3.3 When modifications are required...

It's possible that LCD may need you to change the information you provided or provide more information. When this happens, LCD will send your application or change request back to you for modifications. These will show under Application History.

LCD will provide notes to you as to what changes they need. You can find these notes under Application History -> Notes or under Message History inside the message sent back to you requesting the modifications.



To make changes to your application, click on the **Update** button. This takes you to your application.

Application ID	Start Date	Approval Date	Notes	Application Status
116	01/31/2023	Not Approved	sending back for modifications	Modifications Required

Make the needed changes and add any comments to LCD if needed. To submit the application back to LCD, click the **Submit Application** button.

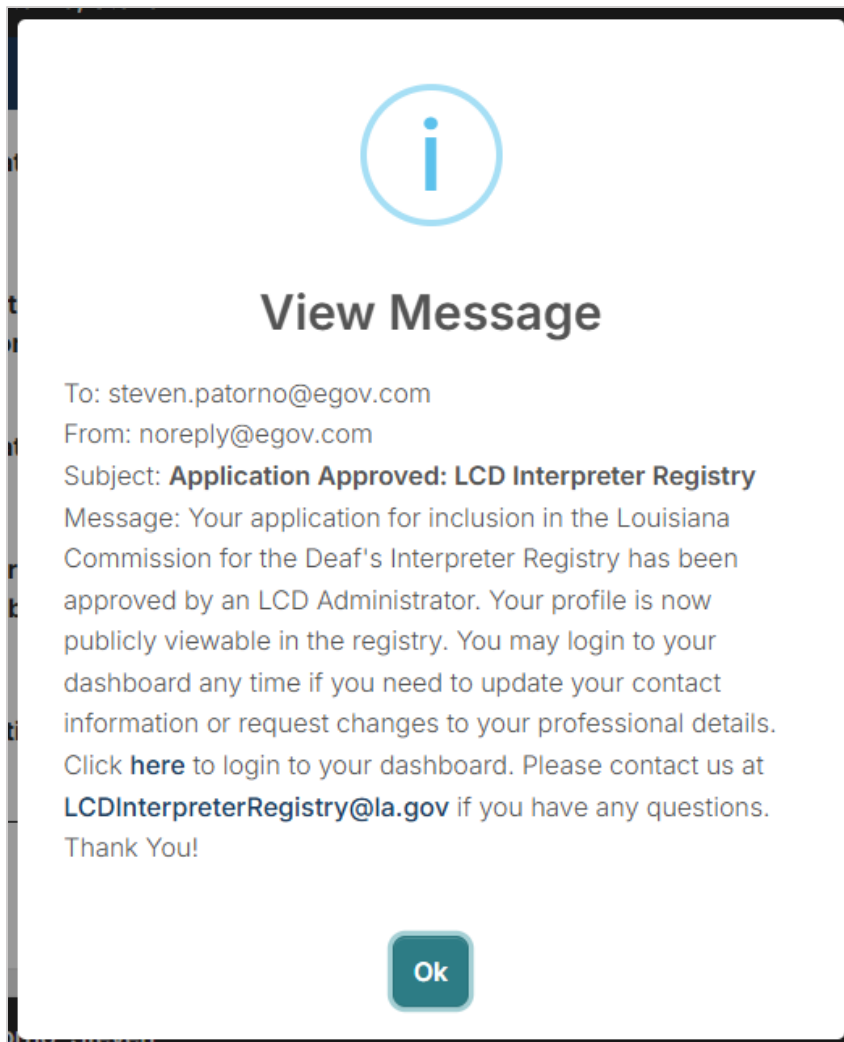
5.3.4 Messages

Messages sent to you from LCD related to the interpreter registry or your application will show under **Message History** at the bottom of the page. Messages sent from the system are also sent to the email address you use to sign in. To view the message, click on the **View** icon.

Date	Subject	Preview		
04/08/2025 10:18:43 am	Application Approved: LCD Interpreter Registry	Your application for inclusion in the Louisiana Commission for the Deaf's Interp		

This shows you the message that was sent. Click the Ok button to close the window and go back to your dashboard.





5.3.5 Changes to your information

After your application is approved, if you have changes to your application, such as updating your photo or your education, you will need to submit those changes to LCD for approval before the information becomes public. Submitting your application (also known as professional information) once you are approved, does not change your interpreter status.

5.3.5.1 Changes to your Contact Information

Changes to contact information does not need to be reviewed by LCD before it is saved to your profile.

To make changes to your contact information, click on the **Contact** button under Contact and Professional Information.



Welcome Steven Patorno

Interpreter Status: Active

Welcome to your personal dashboard. You will have access to the dashboard where you have the ability to track your application status. You will have the ability to view and respond to messages.

Member Profile

Name Patorno, Steven
Email steven.patorno@egov.com
Phone 504-606-7805
Renewal Date 04/08/2030

Contact and Professional Information

Please use the buttons below to edit your Contact and Professional information.

Contact

Professional

- The interpreter profile page appears.
- Update any information as needed.
- If you do not want to save the changes, click Cancel.
- To save your changes, click **Save Changes** at the bottom of the page.

> Application

> Submission

Cancel

Save For Later

Save Changes

Secondary Address Type
-Select a Value-

Address
Address Line 1

Address Line 2
Address Line 2

City
Enter City

Parish
-Select a Value-

State
-Select a Value

Zip
Zip Code

Saving the changes, canceling out of the page, or clicking on save for later will take you back to the dashboard.

Note: Clicking Save for Later saves the changes you made.

5.3.5.2 Changes to your Professional Information

There may be times you may need to update information that shows on your member profile or to provide LCD with your most up to date information. To do this, you will need to resubmit your professional information to LCD.

Under Contact and Professional Information, click on **Professional**.



Welcome Steven Patorno

Interpreter Status: Active

Welcome to your personal dashboard. You will have access to the dashboard where you have the ability to track your application status. You will have the ability to view and respond to messages.

Member Profile

Name	Patorno, Steven
Email	steven.patorno@egov.com
Phone	504-606-7805
Renewal Date	04/08/2030

Contact and Professional Information

Please use the buttons below to edit your Contact and Professional information.

Contact

Professional

- This takes you to the interpreter application page.
- Review the answers and update anything as needed.
- Under the question “Is there any other information related to your APPLICATION you'd like to provide to LCD?”, let LCD know what information you changed and why. This will help LCD expedite the approval of your changes.
- If you do not want to save the changes you have made, click the **Cancel** button.
- If you want to save the changes you've made but do not want to submit the changes to LCD, click the **Save for Later** button.

Note: Some changes require an additional fee, specifically adding a new “Registration Setting”. If you add a new setting outside of a new registration or renewal, a fee is required, currently \$5 at the time this user guide is being written, but this is subject to change.

To submit your changes to LCD for approval, click on the **Continue** button. If you have a registration setting change, you will be directed to a payment screen. If you changed other information not requiring a fee, the application will be submitted directly to LCD. You will then be taken back to your dashboard.

Registrations

In the following section, select all registration types that apply. Under each registration type, choose your supporting professional standards. Each certification found under a professional standard has a corresponding upload field that must be utilized to submit the required documentation.

Note: Temporary Practice Permits must apply under provisional.

* Select all registration types that apply. **Please select at least one registration type.**

- Generalist Registration
- PreK-12 Education Registration
- Provisional Generalist Registration
- Provisional PreK-12 Education Registration

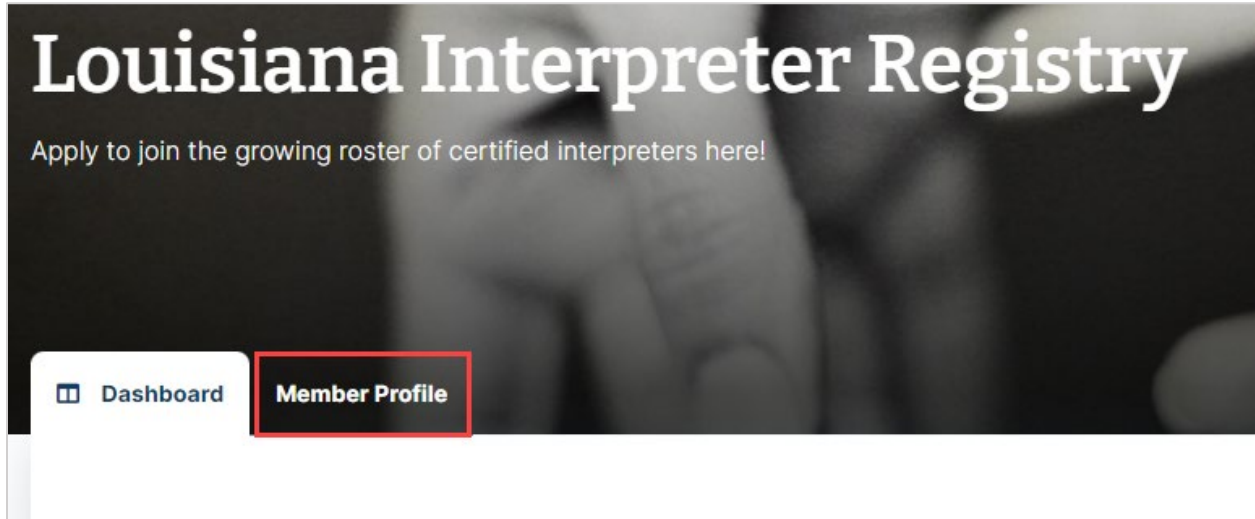
The section above will require an additional fee if changed outside of a new application or renewal.



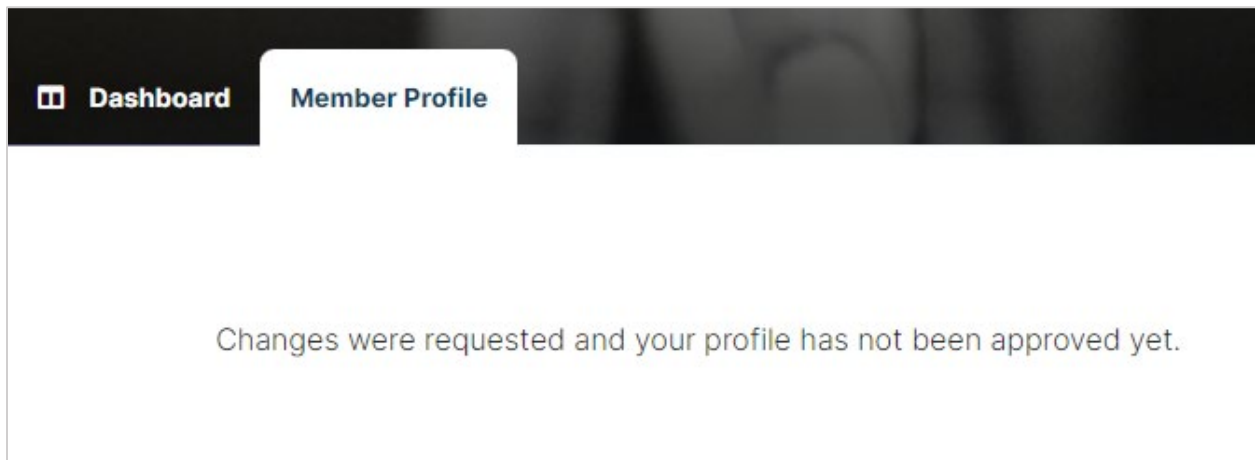
5.3.6 Member Profile

The member profile page shows you how the public will see your profile page.

Click on **Member Profile** beside **Dashboard**.



If you've requested changes, you will not be able to see the page but will see the below message instead.



Once your initial application or changes are approved, the page should appear and look just like what it looks like from the public view.



5.3.7 Profile Renewals

Provisional Registrations:

These registrations are valid for a period of three years in the system and are not available for online renewal. Each year you must submit the proper paperwork to LCD to keep your registration current. Under certain circumstances, a provisional registration can be extended by a year. Contact an LCD admin for more information.

If an interpreter believes they qualify for a fully registered status, they can request an “upgrade” by doing the following:

- On your dashboard, select the “Professional” button
- In the Registrations section, uncheck the box next to the provisional registration you currently have





- Check off the box next to the full registration you are applying for

Registrations

In the following section, select all registration types that apply. Under each registration type, choose your supporting professional standards. Each certification found under a professional standard has a corresponding upload field that must be utilized to submit the required documentation.

Note: Temporary Practice Permits must apply under provisional.


* Select all registration types that apply.



Generalist Registration  


Performance Requirements

* Is this your preferred setting?

Yes No

PreK-12 Education Registration 

Provisional Generalist Registration  

Provisional PreK-12 Education Registration 

Updating this question will trigger a review by LCD

- Make sure to add any required supporting documentation
- Clicking continue at the bottom of the page will bring you to the checkout
 - Currently, at the time this user guide is being written, there is a \$5 upgrade fee associated with this transaction, which is subject to change.

Registered:

Registered profiles are due for renewal every 5 years. You can see your current renewal date on your dashboard under your member profile information.



Approximately 60 days before your renewal date, you'll begin receiving email reminders to renew as well as see an alert on your dashboard.

You can renew your profile by clicking the renew registration button above. You'll be brought to your existing application to confirm all of the information is still correct. Follow the screens to update your information and then click "Continue" to go to the payment section to submit your renewal fee.

The renewal fee is currently \$10 for on time renewals and \$20 for late renewals. If you have missed the renewal window and would like to submit a late renewal, please contact an LCD admin.

Note: If you submit any changes to your profile at the same time as your renewal, you will only be charged the renewal fee. If you renew your profile and then later update your information with a new registration setting for example, you then have to pay the registration setting fee since you are outside of an original registration or renewal.

5.3.8 Certification Renewals

Interpreters can update their previously approved certification documentation and expiration dates as needed. When a certification gets close to expiration, you'll begin receiving reminder notices approximately 60 days, 30 days, and the day before expiration. Keeping these updated in a timely manner ensures your profile will remain in good standing.

This is accomplished by going to the **Professional** tab in the Contact and Professional Information section of your dashboard.



- Find the certification that needs to be updated
- Upload the updated version of the certification document
- Update the expiration date
- Once you're finished, at the bottom of the page, make sure you submit your changes

Notes:

- This will submit the change to LCD for review. The review process follows the same workflow as submitting your initial application. They can either approve the changes, ask for modifications, or deny them.
- If a certification is not renewed and expires. The day after it expires, the system will automatically remove this certification from your profile.

5.3.9 Continuing Education

Continuing Education can be accessed by clicking the tab on your dashboard:

The screenshot shows a user dashboard for Steven Patorno. The navigation bar at the top has four tabs: 'Dashboard', 'Member Profile', 'Continuing Education' (highlighted with a red box), and 'Resources'. Below the navigation bar, the user is greeted with 'Welcome Steven Patorno' and 'Interpreter Status: Active'. A welcome message states: 'Welcome to your personal dashboard. You will have access to the dashboard where you have the ability to track your application status. You will have the ability to view and respond to messages.' There are two main sections: 'Member Profile' and 'Contact and Professional Information'. The 'Member Profile' section contains a table with the following data:

Name	Patorno, Steven
Email	steven.patorno@egov.com
Phone	504-606-7805
Renewal Date	04/08/2030

The 'Contact and Professional Information' section contains the text: 'Please use the buttons below to edit your Contact and Professional information.' Below this text are two buttons: 'Contact' and 'Professional'.

Throughout the year, you should be using this section to track your continuing education hours. Provisional profiles will need to achieve 20 hours every year. Regular profiles will need to achieve 100 hours over the course of their 5-year renewal period. Before submitting your renewal, make sure this table is updated. LCD will be reviewing this section as part of their review process.

Adding a new CEU is very simple. Just fill out the fields in the table with the required information.

- Use the "File" button to upload your certificate of completion
- If you are not ready to submit, you can save the entry to make edits or uploads later
- Use the submit button to send that particular CEU over to LCD for review
 - LCD will review the individual CEUs as they are submitted. You do not have to wait until a renewal period to submit them all at once.



CEU Certificate of Completion

Use the table on this page to submit continuing education credits for LCD to review and approve. Once submitted, LCD will review and either approve or request changes to the information submitted. Provisional profiles will need to achieve 20 hours every year. Regular profiles will need to achieve 100 hours over the course of their 5-year renewal period.

Pending Approval: 0
Approved: 0

Renewal Period: 04/08/2025 - 04/08/2030

[View All CEUs](#)

Search:

Institution Name*	Date	Course Name	Content Category	Units	Location	Certificate of Completion	Status
<input type="text" value="Example Name"/>	<input type="text" value="05/23/2025"/>	<input type="text" value="Course 123"/>	<input type="text" value="PS"/>	<input type="text" value="1.0"/>	<input type="text" value="Baton Rouge, L"/>	<input type="button" value="File"/>	<input type="button" value="Save"/> <input type="button" value="Submit"/>

Showing 1 to 1 of 1 entries

The table defaults to CEUs submitted within the current renewal period. The renewal period is notated above the table. If you would like to see a historical view of CEUs from previous time periods, you can use the "View All CEUs" button to toggle the view:

CEU Certificate of Completion

Use the table on this page to submit continuing education credits for LCD to review and approve. Once submitted, LCD will review and either approve or request changes to the information submitted. Provisional profiles will need to achieve 20 hours every year. Regular profiles will need to achieve 100 hours over the course of their 5-year renewal period.

Pending Approval: 0
Approved: 0

Renewal Period: 04/08/2025 - 04/08/2030

[View All CEUs](#)

Institution Name	Date	Course Name	Content Category	Units	Location	Certificate of Completion	Status
<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text"/>	<input type="text" value="-Sele"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="File"/>	<input type="button" value="Save"/> <input type="button" value="Submit"/>



CEU Certificate of Completion

Use the table on this page to submit continuing education credits for LCD to review and approve. Once submitted, LCD will review and either approve or request changes to the information submitted. Provisional profiles will need to achieve 20 hours every year. Regular profiles will need to achieve 100 hours over the course of their 5-year renewal period.

Pending Approval: 3.00
Approved: 5.00

Renewal Period: 04/08/2025 - 04/08/2030

[View Current CEUs](#)

Institution Name	Date	Course Name	Content Category	Units	Location	Certificate of Completion	Status
<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text"/>	<input type="text" value="-Sel"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="File"/>	<input type="button" value="Save"/> <input type="button" value="Submit"/>
UNO	10/01/2022	Old class	PS	1.00	Nola	Test Documen...	Saved
LSU	09/01/2024	Interpreter 102	GS	2.00	Baton Rouge, LA	Test Documen...	Approved
Tyler Tech	10/18/2024	Intro	Ethics	1.00	Baton Rouge, LA	Test Documen...	Rejected
State of LA	10/15/2024	Intro 2	PPO	1.00	Here, LA	Test Documen...	Approved

If you'd like to switch back to the current CEU table, clicking the same button, now labeled as "View Current CEUs" will toggle the table back to your current submissions.



6 Administration Management

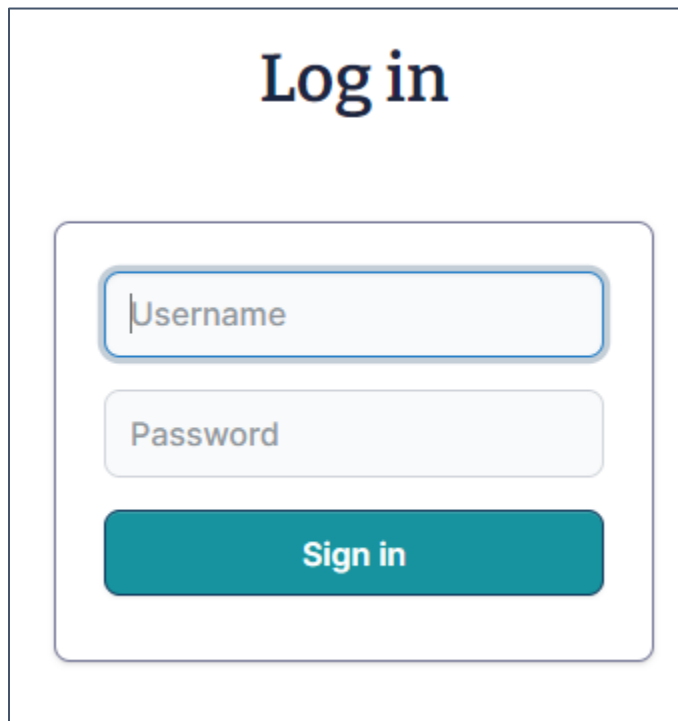
6.1 Requesting access to the application

To request access to this application, please contact Tyler Louisiana at NIC-LA.Support@tylertech.com.

6.2 Signing in as an administrator

Using the link [above](#), go to the Admin Login page.

The credentials used for Equipment Maintenance will be the same ones used to log into this application.



The image shows a login form titled "Log in". It contains two input fields: "Username" and "Password". Below the fields is a teal "Sign in" button.

6.3 Dashboard

6.3.1 Pending Applications

The oldest five applications with a **Pending** or **In Review** show on the dashboard under **Pending Applications**. This list includes applications that have requested changes to their professional information. These will show as **Change Requests**.



Pending Applications ?				
Search: <input type="text"/>				
Application ID	Name	Application Date	Application Status	
135	McFinderson, Leafy	10/22/2024	In Review	Review
139	McFinderson, Leafy	01/17/2025	Changes Requested	Review

As applications are approved or sent back to the interpreter for modifications, the list will be updated to have the oldest applications that are in LCD’s court for review and approval.

6.3.1.1 Reviewing Applications

From the dashboard, under **Pending Applications**, click on the **Review** button beside the application that needs to be reviewed.

- This takes you to the interpreter’s application.
- Review the profile and application information.
 - If you start reviewing and need to pause, you can add notes under **Internal Review Comments – Visible to Admin Only** and update the status to **In Review**. Click the **Update Status** button to save the comments and the new status.
- Each section of the interpreter’s application also has a **Checkbox** to save your progress. Checking off **Reviewed** is an easy visual indicator to remind yourself where you left off. These checkboxes will save with the application, but they are only viewable to the admins.

Note: Not checking them will not prevent you from approving, denying etc. the application.

Profile Reviewed:

Current Application Status
In Review

Name
McFinderson, Leafy

Main Phone Type	Main Phone
Cell	555-867-5309



Modify Status

Notes In Response to Interpreter

Internal Review Comments - Visible to Admin Only

Notes here will not be seen by the interpreter. These notes help you know where you left off or communication to other LCD employees what you may have a question about or what you'd like for them to review.

Choose a status

IN REVIEW

Back

Update Status

Notes

- Add any notes to the interpreter under the **Notes in Response to Interpreter** section.
- Add any internal notes for the admins under **Internal Review Comments – Visible to Admin Only** section.

Status

- Select a status under **Choose a Status**.
 - If everything is in order, select **Approved**.
 - This updates the status to **Approved**.
 - The interpreter status will also update the status of **Active**.
 - If the Interpreter was applying to a status other than active, you will need to go update their status at this time. See Interpreter Search for updating an [interpreter's status](#).



Modify Status

Notes In Response to Interpreter

Notes here will be shared with the interpreter.

Internal Review Comments - Visible to Admin Only

Notes here are NOT shared with the interpreter. Only LCD can see these notes.

Choose a status

APPROVED

Back Update Status

- If there are issues with the application and it needs to be returned to the interpreter select **Modifications Required**.
 - Notes are required to interpreters when you update the status to **Modifications Required**.
 - This will send the application back to the interpreter.
- If there is not a pathway for the interpreter to be added to the interpreter registry at this time, select the status of **Denied**.
 - Notes are required to interpreters when you update the status to **Denied**.
- Click on the button **Update Status**.

6.3.2 Reviewing Change Requests

Change requests are triggered when an interpreter edits the Professional section of their profile. Editing the Contact section does not require admin approval.

The workflow mirrors the initial application review process. Admins can approve, request modifications or deny the request. Items needing review will populate on the admin dashboard and notifications will be received.

For your convenience, sections that change should be highlighted in red.

Note: Updating certain items on the professional tab will incur a fee. Ex) Adding a new setting outside of an initial application or renewal period. Others will just require review and approval with no additional fees.



6.3.3 Reviewing Certification Renewals

Interpreters can update their previously approved certifications outside of a renewal period to keep their information up to date and their profile in good standing. If a certification is not renewed and expires. The day after it expires, the system automatically removes this certification from the interpreter's profile.

When an interpreter updates a certification, admins will get a notification to review the change. The review process is the same as when they change any professional information. You'll have the ability to approve, ask for changes or deny the request.

Admins will also get a notification if an interpreter's certification expires. The notification will tell you which user and which certification is no longer valid. You'll need to review the interpreter's application to make sure that the expired certification does not affect their status to practice. If it does, take the appropriate action by utilizing the **Update Status** feature on the interpreter's profile page.

Note: The system will not automatically change the interpreter's status, this requires manual intervention.

6.3.4 Reviewing CEUs

You can access CEUs from the dashboard.


- Under **Pending CEUs**, click on the **Review** button beside the item that you'd like to review.
 - This takes you to the CEU's submission information.
- Review the information and any supporting documentation.
 - Determine if it's approved, denied or needs modifications.
- Fill out the appropriate comments, choose a status, and click on **Update Status**.

Note: Internal comments are always optional. Notes to the interpreter are always recommended but are only required for denials and modifications required statuses.




Modify Status

Notes In Response to Interpreter



Internal Review Comments - Visible to Admin Only



Choose a status

APPROVED



Back

Update Status

You can also access the CEUs from the left menu by clicking on **Continuing Education**.

- This will bring you to a dedicated page showing a table of everyone's CEUs. You can quick search, filter by several attributes, review pending CEUs, and view previously approved or denied CEUs.



Louisiana.gov > Louisiana Commission For The Deaf > LCD Interpreter Registry

CEUs

Search Filter

Start Date

End Date

Interpreter

Course Name

Unit(s)

-Select Status-

Reset Filter

Pending CEUs

Show 5 entries Search:

Date	Interpreter	Content Category	Unit(s)	Review
0/31/2024	Steven Patorno	Ethics	1	Review
0/31/2024	Steven Patorno	PS	1	Review
1/13/2024	Steven Patorno	PS	1	Review
6/24/2025	IRtwo ADA	GS	2	Review

Showing 1 to 4 of 4 entries First Previous 1 Next Last

Note: You can also see a list of an individual interpreter’s CEUs on their dashboard. Click on **Interpreter Search** in the left menu. Find a specific interpreter. When you view their dashboard, the CEU section is at the bottom of that main page.

6.3.5 Reviewing Profile Renewals

Provisional Registrations:

These registrations are valid for a period of three years in the system and are not available for online renewal. Admins can grant extensions one year at a time by utilizing the **Extend Expiration Date** button on the interpreter’s dashboard. This will extend their expiration date by one year from their current expiration date. Interpreters request extensions directly via email or system message.

If a provisional interpreter believes they qualify for a fully registered status, they can request an “upgrade” which will trigger a fee and an admin review. The review process mirrors a new application review. The application will appear on the admin dashboard and notifications will be sent.

Registered:

Registered profiles are due for renewal every 5 years. The interpreter is prompted to complete this on their dashboard. The renewal fee is currently \$10 for on time renewals and \$20 for late renewals. If an interpreter has missed the renewal window and would like to submit a late renewal, they will contact an LCD admin.

Late Renewals – To allow a late renewal, an admin needs to change an interpreter’s status to **Late Renewal**. This will allow the interpreter to access the renewal button and pay the \$20 renewal fee. If they



expire and do not request or qualify for a late renewal, they'll be unable to renew through the system for a period of 6 months. After 6 months, they can submit a new application as they would if they were a new potential member.

Notifications:

Admins will receive notifications when the registration initially expires, and another one when the 30-day grace period expires.

Note: The system will not automatically change a user's status. Admins must sign in, review the profile, and then determine if a status change is needed.

6.3.6 Quick Message

To send a quick message either choose to send the message by interpreter status (first select options) or by selecting specific interpreters from the list (second select options).

The screenshot shows a web interface for sending a quick message. At the top left, there is a header 'Quick Message' with an information icon. Below this is a dropdown menu labeled 'Select Options'. To the right of the dropdown is a dark blue button labeled 'Send'. Below the dropdown menu is a list of status options, each with an unchecked checkbox: ACTIVE, DENIED, EXPIRED, INACTIVE, INCOMPLETE, LATE RENEWAL, RETIRED, and REVOKED. A red rectangular box highlights this list of status options. To the right of the status options is another dropdown menu, which is currently empty.



A screenshot of a dropdown menu for selecting recipients. The menu is titled "OR" and contains a "Select Options" dropdown at the top. Below it is a "Select All" section with a list of names and checkboxes. The names are: Jackson, Beau; Cartman, Eric; Ross, Fab; Amos, Grace; Amos, Grace; broussard, jana; Lemar, Jazmyne; Lemar2, Jasmine (ilemar@my.uno.edu); Butter, Peanut; McEntire, Reba; Houston, Whitney; Bowie, David; Jones, Tom; Simon, Paul; Main, April; and Tester, Testy (NICLA-TestTwo@gmail.com). A red box highlights the entire dropdown menu area.

Once you've decided who the message should be sent, enter the subject of the message into the **Subject** field. Then, type in the message you want to send in the **Message** section. Here you can bold, italicize add images and so on to the message if needed.

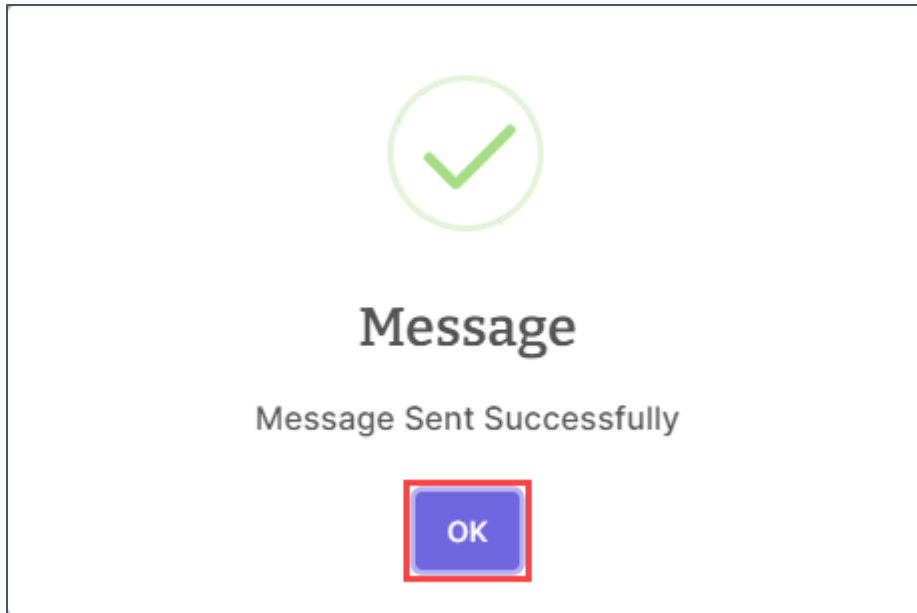
When your message is ready to send, click the **Send** button.

A screenshot of a "Quick Message" form. At the top left is a "Quick Message" header. Below it is a "Select Options" dropdown menu. To the right of this dropdown is a blue "Send" button with a red border. Below the dropdown is an "OR" section with a dropdown menu showing "Main, April". Below that is a text input field with the placeholder text "Subject goes here" and a red border. Below the subject field is a "Message" section with a rich text editor toolbar. The toolbar includes options for Paragraph, Bold (B), Italic (I), Link (P), Bulleted List, Numbered List, Indent, Outdent, Image, Quote, Table, Video, Undo, and Redo. Below the toolbar is a text input field with the placeholder text "Message goes here." and a red border.

Once the message is sent successfully, a pop-up window will appear letting you know it has been sent.

Click the Ok button to close the window.





6.3.7 Saved Reports

From the dashboard you can quickly access reports.

- Under **Saved Reports** in the lower right corner of the dashboard, click on **Report Type**.
- Select the report you want to see. In this example, I selected **Applications by Status**.
- The system takes you to the report.
- Here you can filter further on the report if needed by using the **Search Filters**.
- To get back to the original results, click on **Reset Filter** below the **Search Filter**.

A screenshot of a web application interface. The title "Applications By Status Report" is at the top left. Below the title is a "Search Filter" section, which is highlighted with a red border. This section contains a dropdown menu labeled "--- Select Region ---", two input fields for "Begin Date" and "End Date", and a "Reset Filter" button. To the right of the search filter is an "Export to Excel" button. Below these elements is a table with two columns: "Application Status" and "Interpreter Count". The table has five rows of data.

Application Status	Interpreter Count
Approved	11
Expired	2
In Review	2
Modifications Required	2
Submitted	2

You can also export the data to excel if needed by clicking on the **Export to Excel** button.



Applications By Status Report

Search Filter

--- Select Region --- ▾

Begin Date

End Date

Reset Filter

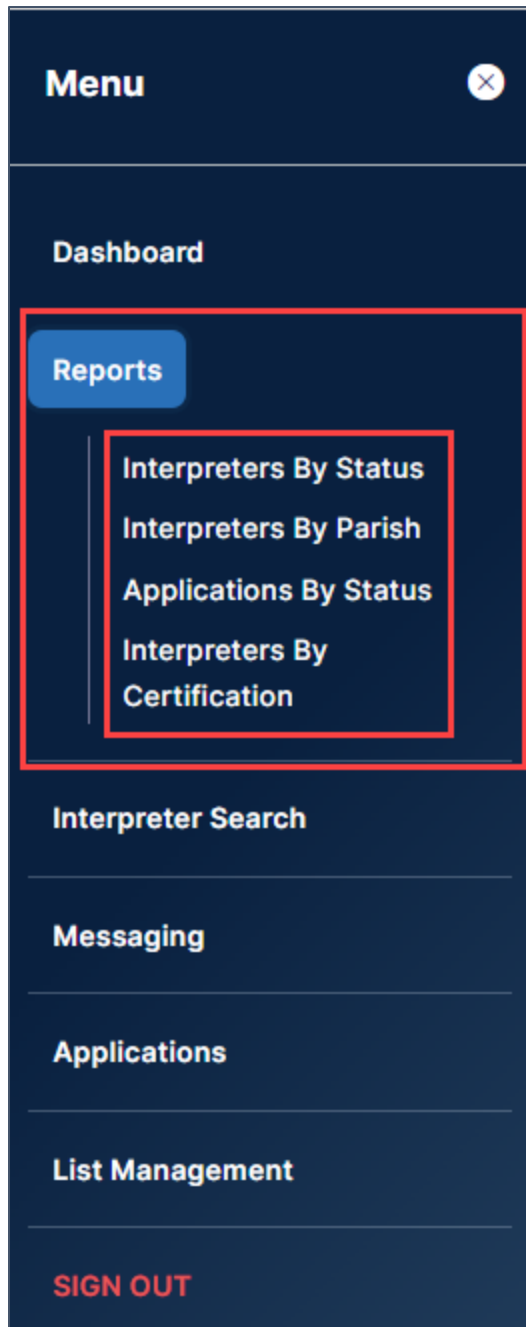
Export to Excel

Application Status	Interpreter Count
Approved	11
Expired	2
In Review	2
Modifications Required	2
Submitted	2

6.4 Reports

The reports section under the menu shows the reports created for LCD. If another report is needed, please contact [Tyler Louisiana](#).





Every report comes with **Search Filters** to the left to narrow down the search results.

The full report can be shown after filters by clicking on **Reset Filters**.

All reports can also be exported to excel where they can be further manipulated by clicking on the **Export to Excel** button above the report.



Interpreters By Status Report

Search Filter

--- Select Region ---

--- Select Status ---

Reset Filter

Export to Excel

Interpreter Status	Interpreter Count
Active	6
Inactive	1
Incomplete	1
Pending	10
Retired	1

6.4.1 Interpreters by Status

This report shows the quantity of interpreters for each interpreter status.

Interpreters By Status Report

Search Filter

--- Select Region ---

--- Select Status ---

Reset Filter

Export to Excel

Interpreter Status	Interpreter Count
Active	6
Inactive	1
Incomplete	1
Pending	10
Retired	1

6.4.2 Interpreters by Parish

This report shows how many interpreters by interpreter status for each parish.



Interpreters By Parish Report

Search Filter

--- Select Region --- ▾

Reset Filter

Export to Excel

Parish	Active	Pending	Denied	Revoked
+ East Baton Rouge	2	4	0	0
+ East Feliciana	0	1	0	0
+ Jefferson	0	1	0	0
+ Livingston	1	1	0	0
+ Orleans	1	1	0	0
+ Plaquemines	0	1	0	0
+ Pointe Coupee	1	0	0	0
+ St. Martin	1	0	0	0
+ St. Mary	0	1	0	0

6.4.3 Applications by Status

This report shows the count of interpreters for each application status.

Applications By Status Report

Search Filter

--- Select Region --- ▾

Begin Date

End Date

Reset Filter

Export to Excel

Application Status	Interpreter Count
Approved	11
Expired	2
In Review	2
Modifications Required	3
Submitted	1



6.4.4 Interpreters by Certification

This report shows the quantity of interpreters for each type of certification.

Interpreters By Certification Report

Search Filter

--- Select Region ---

Select Status

Reset Filter

Export to Excel

Interpreter Certification	Interpreter Count
Cert 1	2
Cert 2	2
NIC	1
NIC Master	1

6.5 Interpreter Search

The interpreter search page allows you to view all interpreters that have had an application approved.

The page has a search filter to narrow down the interpreter's that appear in the search. This search can be reset by clicking on the **Reset Filters** button.

You can further narrow down results by using the dynamic search field above the list of interpreter search results.

Interpreter Search

Search Filter

First Name

Last Name

Areas Willing to Travel

Select Status

Zip Code

Reset Filter

Export to Excel

Search:

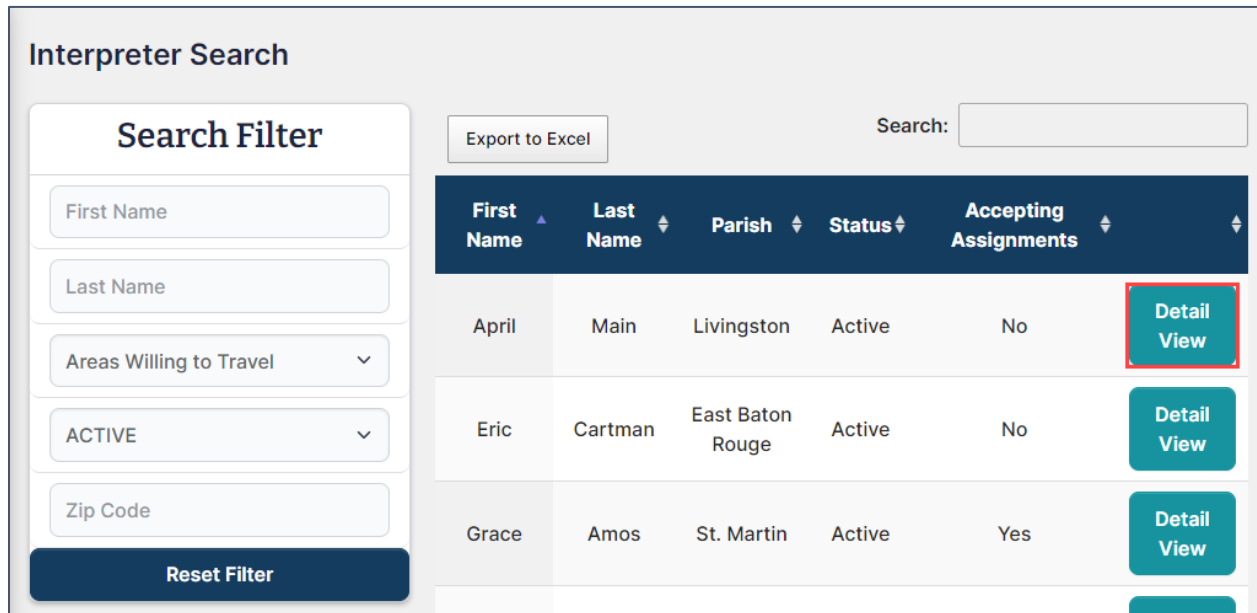
First Name	Last Name	Parish	Status	Accepting Assignments	
Eric	Cartman	East Baton Rouge	Active	No	Detail View
Tom	Jones	East Baton Rouge	Active	Yes	Detail View
Whitney	Houston	East Baton Rouge	Inactive	Yes	Detail View

First Previous 1 Next Last



6.5.1 View an interpreter's details

To view an interpreter's information, click on **Detail View** beside that interpreter.



The screenshot shows the 'Interpreter Search' interface. On the left is a 'Search Filter' panel with input fields for 'First Name', 'Last Name', 'Areas Willing to Travel', 'ACTIVE', and 'Zip Code', along with a 'Reset Filter' button. To the right is an 'Export to Excel' button and a 'Search:' input field. Below these is a table with columns: 'First Name', 'Last Name', 'Parish', 'Status', and 'Accepting Assignments'. The table contains three rows of data. Each row has a teal 'Detail View' button to its right. The first row's 'Detail View' button is highlighted with a red box.

First Name	Last Name	Parish	Status	Accepting Assignments	Detail View
April	Main	Livingston	Active	No	Detail View
Eric	Cartman	East Baton Rouge	Active	No	Detail View
Grace	Amos	St. Martin	Active	Yes	Detail View

Detail View takes you to the interpreter view pages. The first page you come to is the interpreter dashboard. This is what the interpreter sees when they sign in. The only difference is that as an admin, you can update the interpreter status.

To go back to the interpreter search page, click on **Back to Search**.

6.5.1.1 View an interpreter's member profile

Beside the dashboard tab is a member profile tab. The member profile page is how the interpreter as well as the public see the interpreter's profile page.



Louisiana Interpreter Registry

Apply to join the growing roster of certified interpreters here!

- Dashboard
- Member Profile**

[← Back to Search](#)

Welcome Steven Patorno

Member Profile

Interpreter Status: Active

[Change Interpreter Status](#)

Name Patorno, Steven

- Dashboard
- Member Profile**



Steven Patorno

0-4 YEARS OF EXPERIENCE

Main Contact Phone:

Contact Email:

- Approved Settings
 - K-12 Education
- Certifications / Specialized Qualifications

Assignment Information

Interpreter Status: Active

6.5.1.2 Update an interpreter's status

From the interpreter view dashboard page, click on **Change Interpreter Status**.



[< Back to Search](#)

Interpreter Status: Active

Change Interpreter Status

A pop-up window appears where you can select a status for the interpreter.

Select the desired status and click **Save**.

Note: Clicking **Cancel** will take you back to the interpreter view dashboard.

Change Interpreter Status

Select a Status

Cancel

Save

Select a Status

ACTIVE

INACTIVE

RETIRED

LATE RENEWAL

REVOKED

EXPIRED



Change Interpreter Status

RETIRED

Cancel

Save

Another pop-up window appears wanting you to confirm that you want to change the status of the interpreter. To continue, click **Yes, Confirm!**



Interpreter Status Change Confirmation

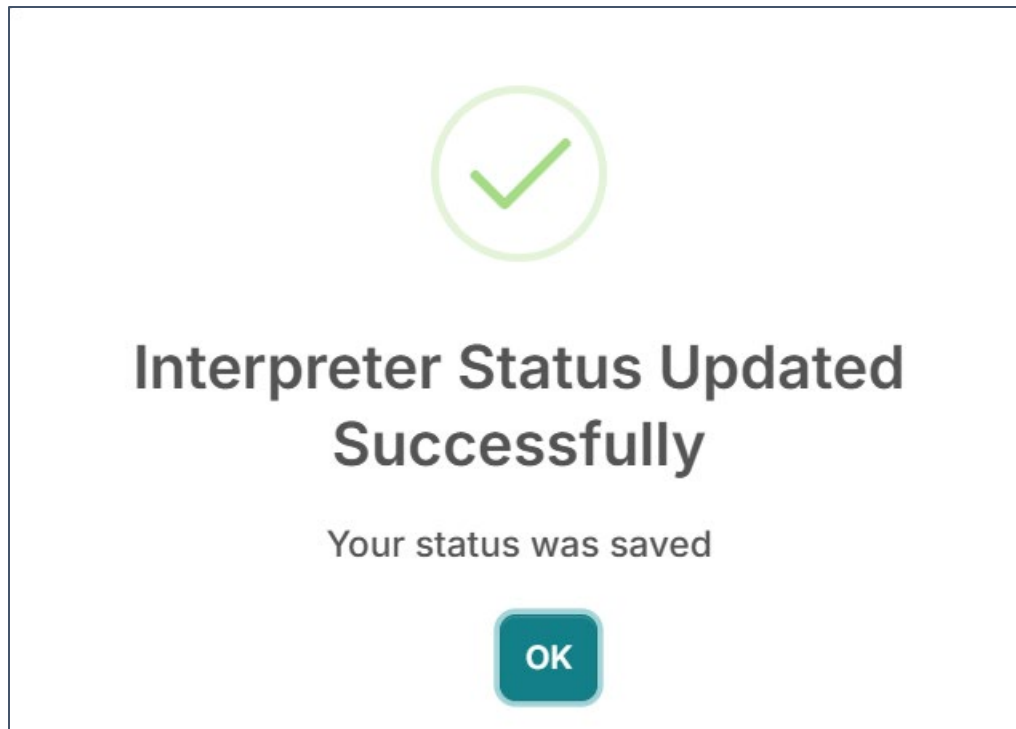
You are attempting to change this Interpreter's Status. Please note that this change will be immediately reflected in the Public Registry.

Please confirm you wish to save the change.

No, Cancel!

Yes, Confirm!





Click the Ok button to go back to the interpreter view dashboard.

- Clicking **No, Cancel!** will take you to another pop-up to confirm you want to cancel.
- Clicking **Yes, Cancel!** will cancel the request. Clicking **No, Continue Confirmation!** Will update the interpreter's status.

6.6 Applications

The Applications page shows all applications that are in the process of being approved. This includes the following statuses: Submitted, In Review, and Modifications Required.

As with applications that are on the dashboard, clicking **Review** beside an interpreter will pull up the application review page. From the review page, you can review the application, leave internal comments, write a comment to the interpreter, and update the status of the application.

Additionally, this page also has a **Search Filter** to narrow the applications that appear. Applications can be further reduced by using the dynamic search field located above the list of applications.



Applications

Search Filter

Reset Filter

Pending Applications

Show 5 rows entries
Search:

Application ID	Name	Application Date	Notes	
+ 108	broussard, jana	12/02/2022	kjhkhkjkhj	<div style="border: 2px solid red; background-color: #1a3d4d; color: white; padding: 2px 5px; border-radius: 3px;">Review</div>
+ 113	Amos, Grace	12/14/2022	kjhkhkjkh j	<div style="background-color: #1a3d4d; color: white; padding: 2px 5px; border-radius: 3px;">Review</div>
+ 118	Jackson, Beau	02/01/2023	test	<div style="background-color: #1a3d4d; color: white; padding: 2px 5px; border-radius: 3px;">Review</div>

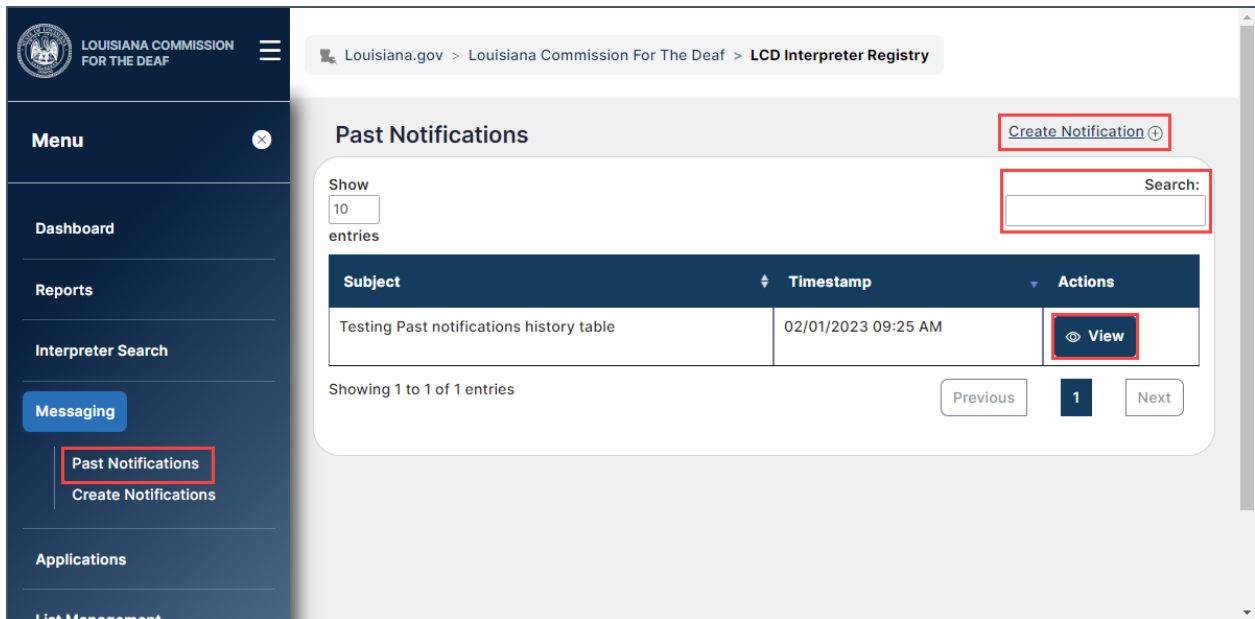
6.7 Messaging (Notifications)

6.7.1 Past Notifications

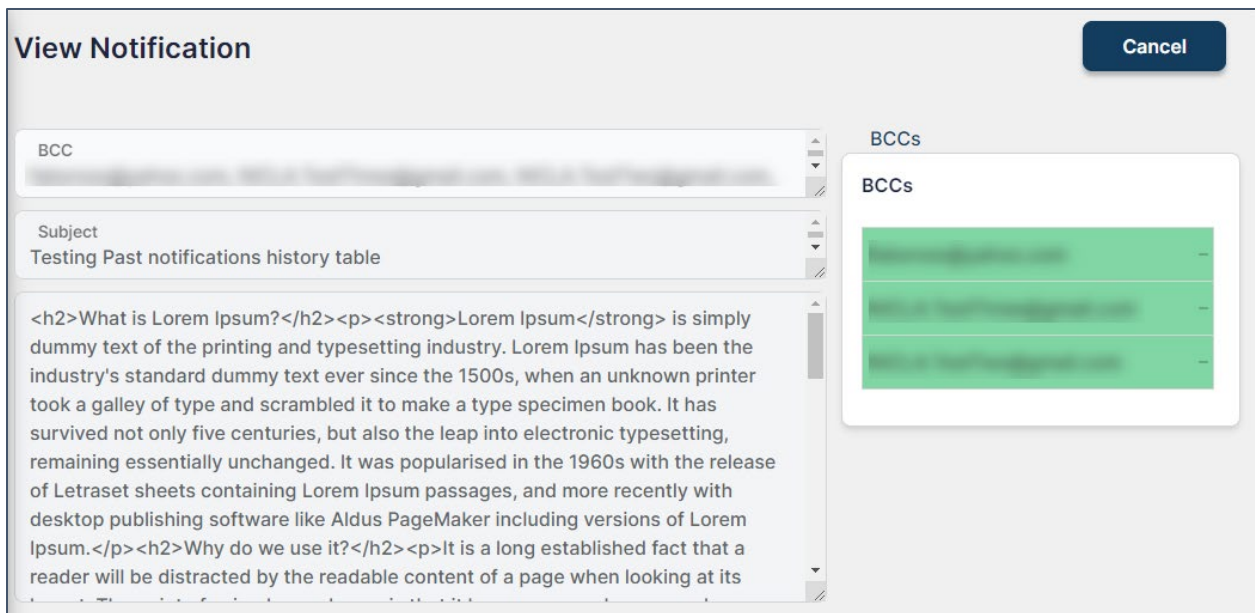
The Past Notifications page shows all notifications sent out using Create Notifications under Messaging. The notification can be narrowed down by the dynamic search in the upper right corner above the list of past notification.

From Past Notifications, you can also create notification by clicking on **Create Notifications** in the top right corner.





To view the notification, click on the **View** button beside the Subject/Timestamp you want to see.



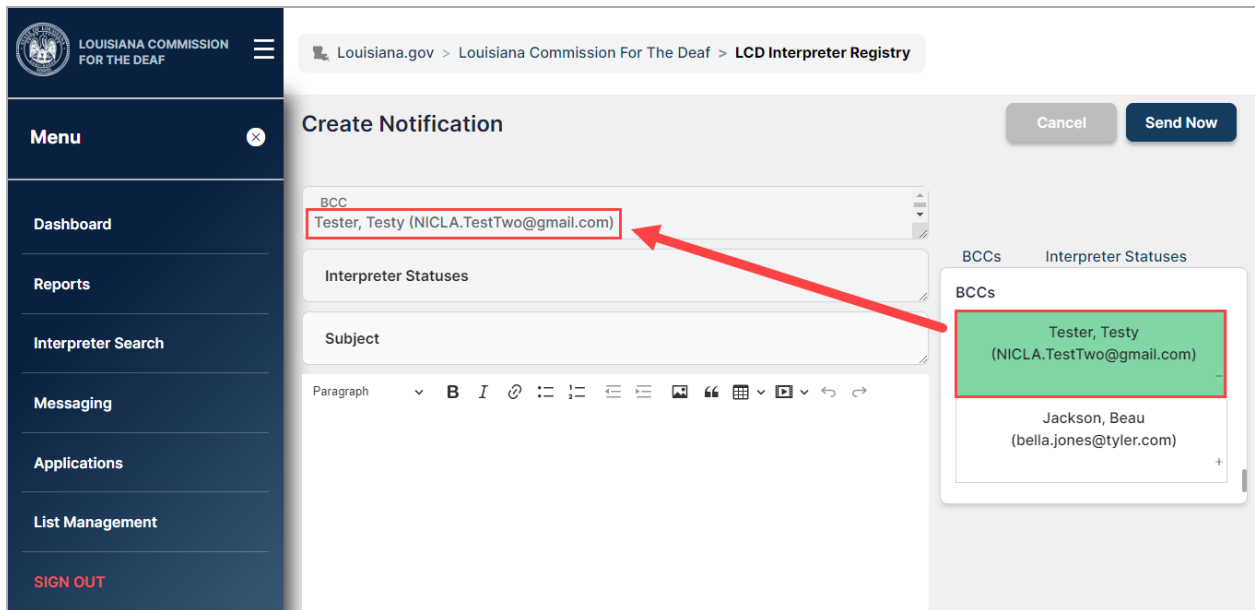
6.7.2 Create Notifications

The **Create notifications** button allows an administrator to send messages to specific interpreters by either selecting them specifically, or to all interpreters based on the interpreter status.

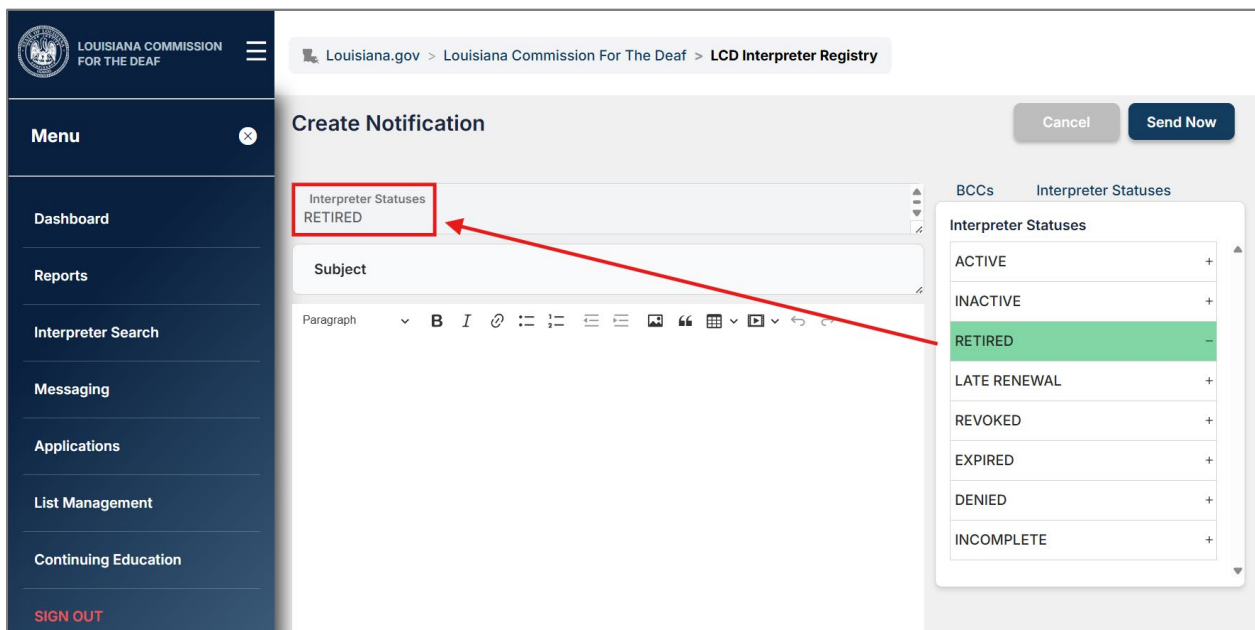
Note: You can send a message based on the interpreter status or by selecting specific interpreters but not both.



To send the message to specific interpreters, select the interpreters under **BCCs** to the right of the page.

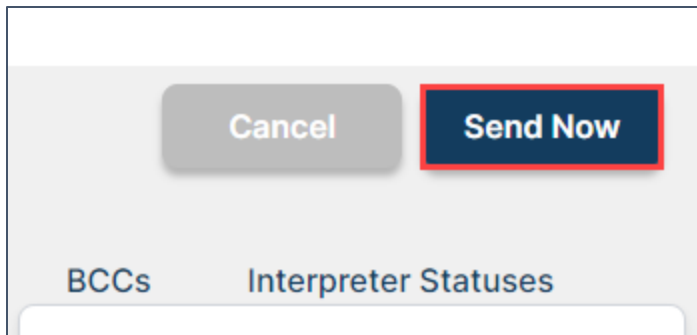


To send the message to interpreters based on the interpreter status, select the tab **Interpreter Statuses** link to the right of the page. This shows all the interpreter statuses below.



Fill out the subject and body of the message. When you are done, click the **Send Now** button.





This sends the message and takes you to the **Past Notifications** page.

Note: Sometimes it takes a few minutes for the message to appear in Past Notifications. You may need to leave the page and come back after a few minutes to see the latest notification under Past Notifications.

6.8 List Management

List management helps you manage the list of responses an interpreter can provide for different questions. This page is also used to manage the public glossary and interpreter resources pages. See below for more information.

6.8.1 Managing list of responses for questions

Each question shows three things.

Display Value – What the interpreter sees.

Value – What is shown on this page.

Option Order – Order in which the item will show in the list presented to the interpreter to select.

LCD has access to the following sections for edits and changes:

Interpreter Application Questions:

- What areas are you willing to travel?
- What is your preferred interpreter setting?
- Highest Degree or Level of School Completed?
- Certifications for Education, Knowledge and Performance
- Additional Certifications

Page Content:

- Glossary Information/Resources
- Glossary Terms and Descriptions
- Interpreter Resources Tab

Other:

- Application Status
- CEU Content Categories



6.8.1.1 Adding new options:

To add a new option, click on the question you want to review.

- The values appear below the question.
- Click on the button **Add New**.

What is your specialty or emphasis?

Display Value	Value	Option Order
Conference	Conference	7
Education (K-12th grade)	Education (K-12th grade)	2
Education (Post-Secondary)	Education (Post-Secondary)	3
Legal	Legal	1
Medical	Medical	4
Mental Health	Mental Health	5
Other	Other	20
Vocational	Vocational	6

Buttons: Add New, Edit Record. Navigation: Previous 1 Next

A “Create new entry” window appears.

- Enter in the **Display Value**.
- Enter in the **Value**.
 - Note: The display value and the value can be the same thing.
- Select the order in which you want this option to appear.
- Click **Create**.

Create new entry

Display Value:

Value:

Option Order:

Create

The entry now appears in the list.



Conference	Conference	7
Post-Secondary	Post-Secondary	11
Other	Other	20

[Previous](#) 1 [Next](#)

6.8.1.2 Editing an existing option:

To edit an existing option, under the question, click on the value you want to modify. This makes the Edit Record button available.

- Click on the **Edit Record** button.

Conference	Conference	7
Post-Secondary	Post-Secondary	11
Other	Other	20

[Previous](#) 1 [Next](#)

- Edit the Display Value, Value, and/or Option Order as needed.
- When you are done, click the **Update** button.

Edit entry
✕

Display Value:

Value:

Option Order:



- The item is updated and shows on the screen.

Conference	Conference	7
Religious	Religious	11
Other	Other	20

+ Add New
✓ Edit Record

[Previous](#) 1 [Next](#)

6.8.2 Managing the glossary and resources pages

The glossary has two sections:

Information and Resources are links and text at the top of the page.

- Entering display text only puts the information in standard text format.
- Entering URL text only displays the full link to the end user
- Entering both display text and URL text creates a hyper link where the user will be able to click on the text and go to a specific link.

Create new entry

Display Text:	<input style="width: 90%;" type="text"/>
URL Text:	<input style="width: 90%;" type="text"/>
Sort Order:	<input style="width: 90%;" type="text"/>

Note: The interpreter's resource page is the same format as the top of the glossary page. The main difference is the glossary can be seen by the public and the interpreter resource page can only be seen by people who are signed in, approved users.

Terms and Descriptions is the table on the second half of the page.

- Term – the word or phrase that needs to be described.
- Definition – the definition/explanation of the term.

6.8.2.1 Add a new term and definition

To add a new term and definition, scroll to the bottom of the list of terms and definitions.



- Click on the **Add New** button.

Retired Status	The interpreter is no longer in active service
Sign Language	Sign Language is not a universal language. Each country has its own sign language and regions have dialects similar to many spoken languages.
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="display: flex; gap: 10px;"> + Add New Edit Record </div> <div style="text-align: right;">Previous 1 Next</div> </div>	

- A pop-up window appears to create a new entry.
- Enter the term into the **Term** field and the definition of the term into the **Definition** field.
- When you are done, click the **Create** button.

Create new entry

Term:	the word or phrase goes here
Definition:	the description and/or helpful information about the term goes here.

Create

The term and definition appear in the list.

Sign Language	Sign Language is not a universal language. Each country has its own sign language and regions have dialects similar to many spoken languages.
the word or phrase goes here	the description and/or helpful information about the term goes here.
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="display: flex; gap: 10px;"> + Add New Edit Record </div> <div style="text-align: right;">Previous 1 Next</div> </div>	

6.8.2.2 Edit a term or definition

To edit an existing option, under **Glossary Terms and Descriptions**, click on the term/definition you want to modify. This makes the Edit Record button available.



- Click on the **Edit Record** button.

Sign Language

Sign Language is not a universal language. Each country has its own sign language and regions have dialects similar to many spoken languages.

the word or phrase goes here

the description and/or helpful information about the term goes here.

+ Add New

Edit Record

Previous 1 Next

- A pop-up window appears to edit the entry.
- Edit the **Term** and/or **Definition** as needed.
- When you are done, click the **Update** button.

Edit entry

Term: Word word words

Definition: The description and/or helpful information about the term goes here.

Update

- The term/definition is updated and shows on the screen.

6.9 Notifications sent to/from LCD

All notification from the application will be sent from a central LCD email address LCDInterpreterRegistry@LA.GOV.

Any replies to notifications will go to the same email address.

This email address and account is maintained by LCD.



7 Help and Support

For additional assistance, please email NIC-LA.Support@tylertech.com.

Steven Patorno
Project Manager
steven.patorno@tylertech.com

