



Australian Government
Department of Home Affairs



TIS Online

guide for TIS National interpreters

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What is TIS Online?

TIS Online is an online automated booking tool which allows our agency clients to request, manage and monitor all of their TIS National on-site, video remote and pre-booked telephone interpreter bookings online and allows our interpreters to select the jobs they would like to complete.

As a TIS National interpreter, TIS Online gives you more control to manage your booking schedule, allowing you to view all of the on-site, video remote and pre-booked telephone interpreting jobs available for you to accept, rather than receiving ad hoc job offers from our booking team.

TIS Online gives you better visibility of your on-site, video remote and pre-booked telephone jobs as you can view and manage all of the bookings you've accepted in your personal account.

You can access TIS Online whenever it's most convenient for you. You can even use TIS Online on your mobile device, ensuring you never miss an on-site, video remote or pre-booked telephone job offer.

You'll always be kept up-to-date with TIS Online. You'll receive email updates as new jobs become available to you, when you are assigned to a job or as the status of jobs you have accepted change. In addition, if you include a mobile phone number on your profile, you'll also receive SMS updates when you are assigned to a job or as the status of jobs you have accepted change.

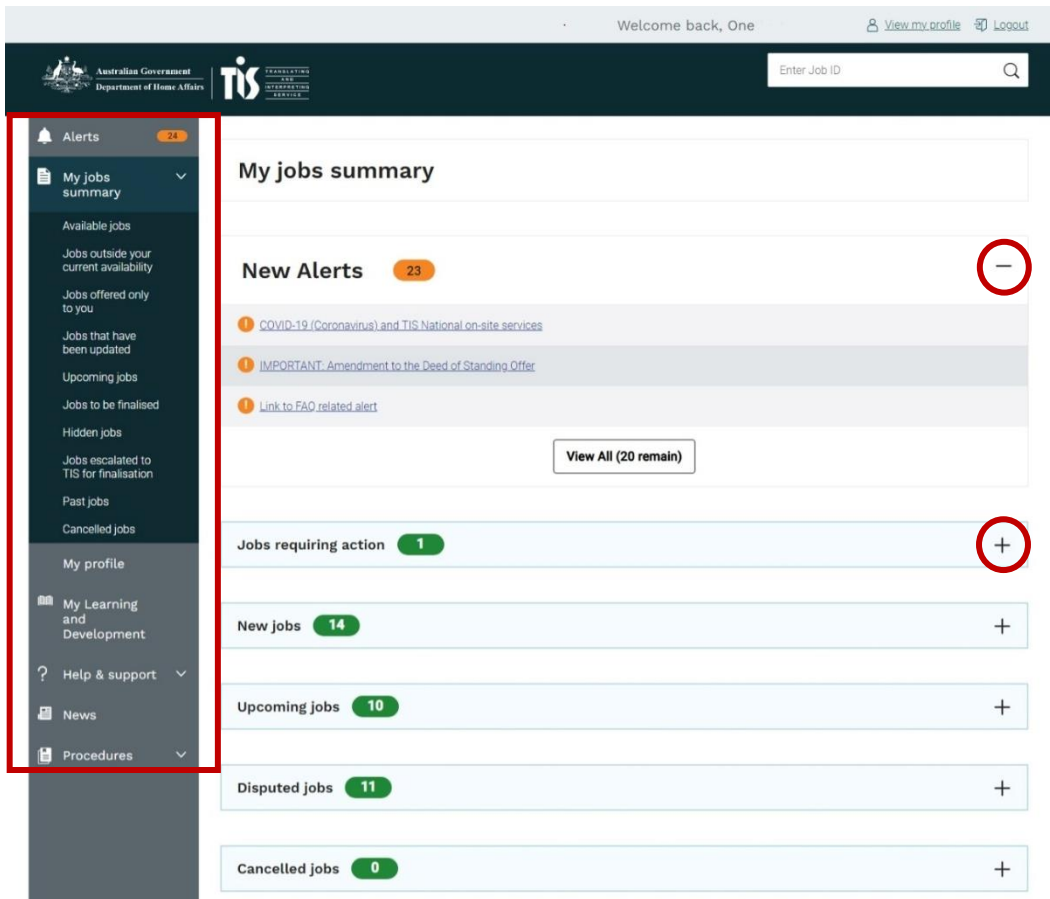
TIS Online also makes updating your personal details and availability easy, without needing to contact the Interpreter Liaison team.

TIS Online portal homepage

When you log in to your [TIS Online portal](#), you will be presented with the **My jobs summary** section. You will be able to view:

- new alerts
- jobs requiring action
- new jobs (including jobs only offered to you, jobs available to be taken and jobs outside your current availability)
- upcoming jobs
- jobs to be finalised
- jobs escalated to TIS for finalisation
- disputed jobs
- hidden jobs
- past jobs
- cancelled jobs

You can expand or collapse each section by clicking the plus or minus icons. The default view will have each section expanded. On the left side of the page, you can use the menu to move between different areas of the TIS Online portal.



My profile page

On the **My profile** page, you will be able to update:

- general information (including current contact details, distance you are willing to travel for on-site jobs and availability for after-hours emergency calls)
- emergency contact/next of kin details
- availability for each service channel (on-site, video remote, pre-booked telephone)
- preferences for communication subscriptions
- language credentials
- professional development
- supporting documents e.g. Working with Children Check

Availability

You can adjust your availability for each service channel by clicking on the 30-minute colour blocks. Alternatively, you can tick the 9am-5pm boxes to make yourself available for these hours. To set your availability for the whole day (24 hours), click the blocks for the entire time period. To remove your availability, click on the corresponding block.

Availability

Please indicate what is your usual availability on a weekly basis. Please note, TIS National interpreters are able to accept and decline work depending on their individual availability.
Click to add or remove availability blocks.

- Availability for immediate, pre-booked and ATIS telephone interpreting
- Availability for on-site interpreting
- Availability for video remote interpreting

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Service							
9am-5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9am	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10am	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11am	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Midday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Period of unavailability Edit

If you are going away or do not wish to be offered interpreting jobs for a period of time, please enter the dates for which you will be unavailable. You can edit or delete these dates at any time.

Period of unavailability

If there is a specific time period for which you do not want to be offered jobs, you can enter these dates in the **Period of unavailability** section.

Click **Edit** and provide the date, times, and service channel for which you will be unavailable. You have the option of providing a reason for your unavailability in the **Reason for unavailability** field.

Period of unavailability Edit

If you are going away or do not wish to be offered interpreting jobs for a period of time, please enter the dates for which you will be unavailable. You can edit or delete these dates at any time.

* Indicates a required field

From *

dd/mm/yyyy 10:00 AM

To *

dd/mm/yyyy 10:00 AM

Unavailable for *

Immediate, pre-booked and ATIS telephone interpreting

On-site interpreting

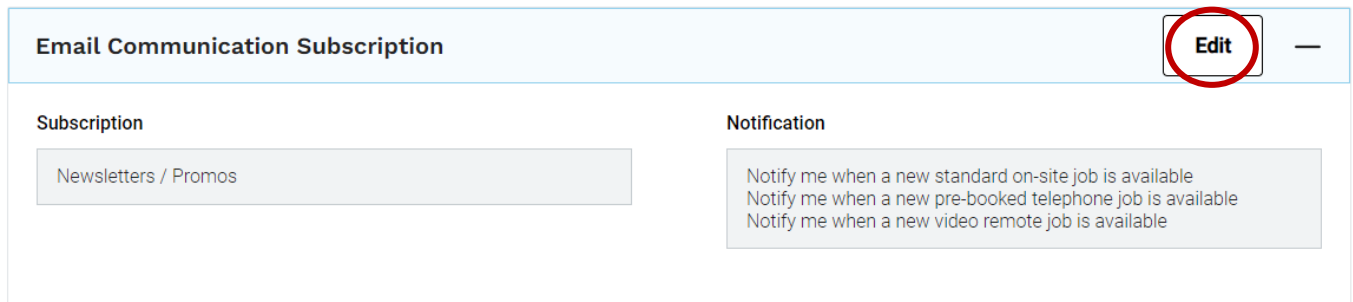
Video remote interpreting

Reason for unavailability

Cancel Update

Communications subscription

On the **My profile** page in the **Email Communication Subscription** section, you will be able to view your current subscriptions and notification preferences. Click **Edit** and **Update** to change these preferences.



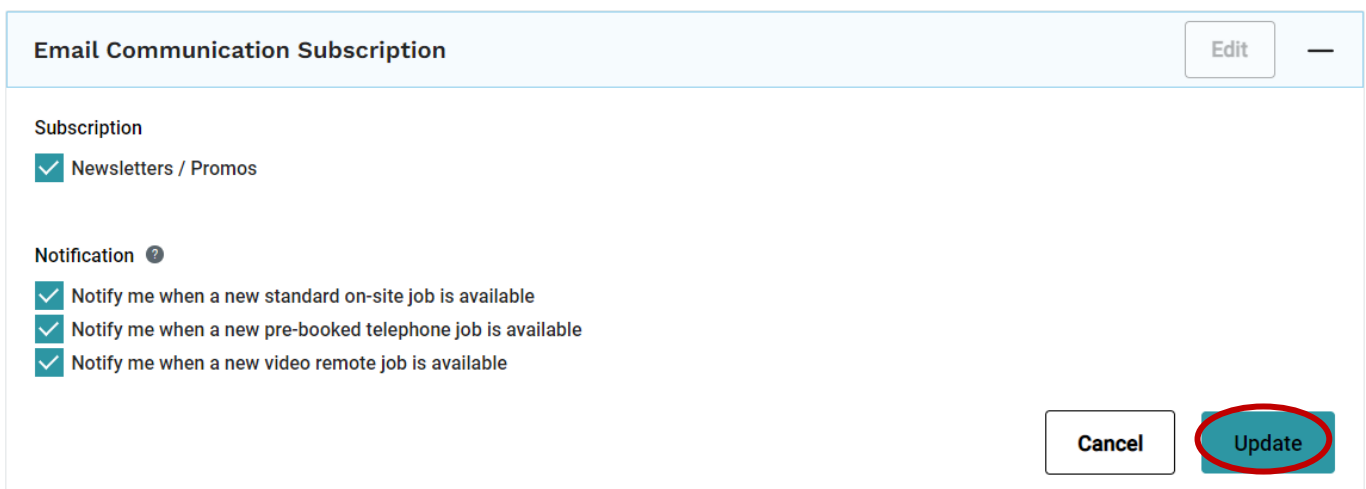
Email Communication Subscription Edit —

Subscription

Newsletters / Promos

Notification

Notify me when a new standard on-site job is available
Notify me when a new pre-booked telephone job is available
Notify me when a new video remote job is available



Email Communication Subscription Edit —

Subscription

Newsletters / Promos

Notification ⓘ

Notify me when a new standard on-site job is available
 Notify me when a new pre-booked telephone job is available
 Notify me when a new video remote job is available

Cancel Update

How to view, take, or hide jobs in TIS Online

‘Available jobs’ screen

On the **Available jobs** screen, you will be able to identify the job type by an icon and the service channel (i.e. on-site, video remote, pre-booked telephone) in the **Location** column. You can filter the type of service channel by using the drop-down menu in the **Service type** field.

The **Location** column will either display details about the video conference platform (video remote interpreting) or the site address (on-site interpreting).

You will also be able to see details such as **Date/time**, **Language**, **Client Name**, **Agency**, **Time to job**, and **Distance**, if applicable.

How to view a job

Click on the **View job** button under the **Action** column to expand details about the booking. This is very important as it will allow you to see if there are any further instructions in the **Instructions for Interpreter** section that are relevant to the booking.

How to take a job

Click on the **Take job** button to accept the booking. You will only see the meeting link, instructions, and technical support number once you have accepted the video remote job.

How to hide a job

If you are not interested in the job, you can click the **Hide Job** button. If you change your mind, these can be found on the **Hidden jobs** page using the left side menu to navigate to this location.

Date/Time	Location	Language	Client name	Agency	Time to job	Distance	Action
Wed, 29/06/2022 03:30 PM - 05:00 PM	Standard on-site	Aceh	retest onsite - finalise		1 hour	2 km	View job Take job Hide job
View details for additional instructions							
Thu, 30/06/2022 03:00 PM - 05:00 PM	Standard on-site	Aceh	Confidential		24 hours	2 km	View job Take job Hide job

How to return a job in TIS Online

We strongly encourage you to ensure you meet all requirements of the assignment before accepting. When necessary, to return a job, scroll down to the **Upcoming jobs** section of your TIS Online portal homepage and click **Return Job**.

Job ID	Date/Time	Location	Language	Client name	Agency	Time to job	Action
228034544	Fri, 08/07/2022 10:30 AM - 11:30 AM (VIC) 10:00 AM - 11:00 AM (SA)	Video remote Platform: time zone View details for additional instructions	Aceh			11 days	View job Return job

You will then be prompted to select a reason for returning the job.

Please select a reason for returning the job *

Select...


Please select a reason.
You will not be able to see or take the job for the next 24 hours.

Submit Cancel

The job will no longer appear on your **Upcoming jobs** page.

Pre-booked telephone interpreting assignments

How to finalise a pre-booked telephone interpreting job

Job ID	Date/Time	Location	Language	Client name	Agency	Time to job	Action
228034536	Tue, 28/06/2022 10:00 AM - 11:00 AM (VIC) 10:00 AM - 11:00 AM (TAS)	 Pre-booked telephone View details for additional instructions	Aceh	Test SI prebook	Test account	17 hours	View job

Once you accept a pre-booked telephone job, TIS National will contact you at the time of the appointment via phone and connect you with the agency.

The booking will be automatically finalised after you have finished the call.


Video remote interpreting assignments

What is video remote interpreting?

Video remote interpreting allows an interpreter to connect with an agency via a video conferencing platform rather than attend the assignment in person or via phone. The agency will provide the meeting link, and it will be the responsibility of the interpreter to ensure they have the correct video conferencing platform downloaded and working.

Video remote interpreting assignments will be offered to interpreters via TIS Online in the same way as on-site and pre-booked telephone assignments.

What will a video remote interpreting booking look like in TIS Online?

Job ID	Date/Time	Location	Language	Client name	Agency	Time to job	Action
228034544	Fri, 08/07/2022 10:30 AM - 11:30 AM (VIC) 10:00 AM - 11:00 AM (SA)	 Video remote Platform: View details for additional instructions	Aceh			11 days	View job Return job

Video remote interpreting assignments in TIS Online will be displayed in the same way as on-site assignments, with some minor differences. There will be no site address shown.

Instead, this section will indicate that it is a video remote interpreting assignment and display the name of the video conference platform the agency will utilise.

The video remote interpreting section is expanded once the booking has been accepted to reveal details specific to the booking.

How to finalise a video remote interpreting job

You will still need to complete a Service Delivery Form (SDF) which is now digital for video remote interpreting assignments. The process is as follows:

- Complete the SDF with start/finish times and complete the interpreter certification. The agency signature is not required however, interpreters must complete the agency details including the agency representative's full name.
- Upload the SDF to TIS Online.
- If the job is completed within the booked time, finalise the job.
- If the job exceeds the booked time, then you need to 'vary' in TIS Online to claim the additional time.

Service Delivery Form —

Add Service Delivery Form

Interpreter expectations when providing video remote interpreting assignments

You must adhere to the following tenets:

1. I will wear professional attire and be in a quiet, professional environment, free of distractions.
2. I will make a reasonable effort to prepare for the job (read interpreter instructions, ensure microphone and audio is working prior to job and test with the video platform if not used before).
3. I will utilise the technical support number provided by the agency as a first point of contact at the booking time, and call through to the Channel Support Team on 1300 655 082 only if there is no answer.

Professional environment when providing video remote interpreting assignments

The professional environment visible during a video remote interpreting assignment must be:

- clean, private, and secure;
- void of advertising, branding materials, and iconography;
- adequately lit to maintain a high degree of video visibility;
- vacant of any person other than you (unless instructed otherwise); and
- free from excessive environmental sounds and echoes.

Common video conferencing platforms you may need to use for video remote interpreting assignments


Agencies will advise the required video conferencing platform in the booking on TIS Online. Some of the most common video platforms that agency clients may elect to use include:

- [Healthdirect](https://about.healthdirect.gov.au/video-call) (<https://about.healthdirect.gov.au/video-call>)
- [Skype](https://www.skype.com/en/) (<https://www.skype.com/en/>)

- [Webex](https://www.webex.com/) (<https://www.webex.com/>)
- [Zoom](https://zoom.us/) (<https://zoom.us/>)
- [Cliniko](https://www.cliniko.com/features/appointments/telehealth) (<https://www.cliniko.com/features/appointments/telehealth>)
- [Coviu](https://www.coviu.com) (<https://www.coviu.com>)
- [Doxy.me](https://doxy.me/en/) (<https://doxy.me/en/>)

NB: It is the Interpreter's responsibility to download, prepare, and test the agency's elected video remote platform *prior* to commencing the video remote interpreting assignment.

On-site interpreting assignments

Job ID	Date/Time	Location	Language	Client name	Agency	Time to job	Action
228030227	Wed, 22/06/2022 10:00 AM - 12:00 PM	 Standard on-site MELBOURNE VIC 3000 View details for additional instructions	Aceh			11 hours	View job

How to finalise an on-site interpreting job

You will need to complete a Service Delivery Form (SDF) for on-site assignments using the following steps:

- Complete the SDF with start/finish times and sign. The agency will also need to provide their signature along with the professional's full name.
- If the booking goes into extra time, you will need to get the name and contact details of the agency contact who can confirm the end time. Record this information on the SDF.
- Upload the SDF to TIS Online.
- If the job is completed within the booked time, finalise the job.
- If the job exceeds the booked time, then you need to 'vary' in TIS Online to claim the additional time.

Service Delivery Form —

Add Service Delivery Form

Frequently Asked Questions

On-site interpreting

How will I receive notifications for available on-site assignments?

You can elect to receive notifications via email when an on-site assignment is available in the interpreter portal. The email will notify the address of the client's location.

What do I do if I am lost, running late or there is no site contact present for an on-site assignment?

If you are lost, cannot find the site contact person, or you are running late for an on-site assignment, call the Channel Support Team on 1300 655 082 immediately so we can notify the agency client.

Video remote interpreting

Who is responsible for managing the video remote interpreting meeting and invitations?

The agency client is entirely responsible for organising and managing the video remote meeting. This includes setting up access codes, providing hyperlinks and resolving technical issues during the meeting. Bookings will include contact details if you are having technical difficulties. If you are having technical issues that cannot be resolved by the agency client's technical support contact, please call the Channel Support Team on 1300 655 082.

How will I receive notifications of available video remote assignments?

As video remote assignments will be booked through TIS Online, eligible interpreters can elect to receive notifications via email that a video remote interpreting assignment is available in your TIS Online portal. The email will notify you of the video conference platform which the agency client has elected to use. No other video conference details will be provided.

I have accepted a video remote interpreting assignment; however, I am unfamiliar with the platform.

You should research the platform and ensure you have the necessary software prior to performing the assignment. You should also test any platforms you are unfamiliar with well before the assignment begins.

I am having trouble logging in to the required video platform e.g. cannot hear/see the client, or connect to the conference. Do I call the Channel Support Team for assistance?

All agencies will supply contact details to assist you with technical difficulties as this is a mandatory booking detail at the point of booking the video remote assignment.

Immediately call the **Technical Support** contact number recorded in the job for assistance.

If you have tried and there is no answer, the Channel Support Team will call the booking contact to ensure both parties can communicate for urgent resolution.

If both you and TIS National are unable to get in touch with the agency, please remain available until the assignment time has ended.

If you are unable to join the meeting or you are having technical issues that cannot be resolved, please contact the Channel Support Team on 1300 655 082.

What do I do if I am running late for a video remote interpreting assignment?

Follow the same process as you would to notify the Channel Support Team if you were running late for an on-site assignment.

I have accepted a video remote interpreting video assignment using Healthdirect. Do I need an account? How do I conduct a test prior to the call?

You do not need a **Healthdirect** account to connect to provide interpreting service. The **Healthdirect** Video Call service is browser-based. You can test your system using this link:
<https://vcc.healthdirect.org.au/precall>.

Can the platform, meeting link and instructions change at any time before and during the booking?

The client can edit the video conference platform, meeting link, and instruction fields up to two hours after the scheduled end time of the assignment in TIS Online. TIS National will send you updated notifications in TIS Online and via email without requiring you to accept these changes in the portal. You are strongly encouraged to check the assignment's video conference details at all times in TIS Online.

Pre-booked telephone interpreting

How will I receive notifications of available pre-booked telephone assignments?

As pre-booked telephone assignments will be booked through TIS Online, eligible interpreters can elect to receive notifications via email that a pre-booked telephone assignment is available in the interpreter portal. Initially, you may still receive calls from the Channel Support Team to offer you jobs while we transition to the new booking process.

What happens if the call drops out while I am undertaking an assignment?

If the call drops out, you are required to remain available for the entire booking time for reconnection to the call.

What do I do if I do not receive a call from TIS National at the scheduled start time?

We ask that you remain available until the end of the booking period in case the agency does call before the scheduled finish time.

General FAQs

What happens if the client wishes to switch from one service channel to another e.g. from video remote interpreting to on-site?

Interpreters should follow the original mode of interpreting listed on the assignment. If an agency wishes to switch to another mode of interpreting during an assignment, they should cancel the existing booking and make a new booking for the desired channel.

What happens if the client amends the date and time of the assignment or decides to cancel altogether?

TIS Online will alert interpreters automatically to any changes to non-urgent bookings. In some cases, interpreters will be required to accept amendments to dates and times. The Channel Support Team will liaise directly with the interpreter via email or telephone for changes to urgent (jobs scheduled to take place in the next 24 hours) bookings.

Will TIS Online work on my computer?

TIS Online has been designed for both PC and Apple-based operating systems and is optimised for recent internet browsers. To ensure TIS Online renders most effectively, we recommend you regularly update your internet browser.

Can I use TIS Online on my mobile device?

Yes. TIS Online works on internet-enabled mobile devices, so you can manage your jobs whenever and wherever it's most convenient for you. We recommend that you regularly update the software on your mobile device to make sure TIS Online works most effectively.

How do I provide feedback about interpreting assignments?

TIS National values interpreter feedback. We collect and review feedback for continuous improvement of our services. To provide feedback to TIS National, please contact the Interpreter Liaison Team at interpreters@homeaffairs.gov.au.