

Frequently Asked Questions: Court Interpreter Data Collection System (CIDCS) Interpreter Portal (Portal Established November 2020)

Interpreter Access to the Portal

1. **Who has access to the CIDCS interpreter portal?** All active certified, registered, independent contractors, non-certified and non-registered interpreters (including provisionally qualified interpreters) were provided access to the portal. Temporary interpreters were not given access the portal. [Rule 2.893 Appointment of interpreters in court proceedings](#) defines these classifications.
2. **If I have a new interpreter, or want to add an interpreter, how does s/he get added to the portal? – OR – I didn't receive an email invitation to access the portal, what should I do?** The court or interpreter should email cidcs@jud.ca.gov and request entry. We will then provide an individualized email that will be sent to the interpreter's email that we have on file in CIDCS. This email will contain a link to access the portal and finish setting up the interpreter's profile by setting a password.
3. **Could you please expand more on what you said about the portal being on a voluntary basis?** The Judicial Council of California (JCC) does not require interpreters to utilize the CIDCS interpreter portal. However, a trial court may permit or require the use of the CIDCS interpreter portal consistent with any applicable MOU or independent contractor agreement. Interpreters may also continue to update their profile information by submitting the Information Update/Verification Form located online at <https://www.courts.ca.gov/documents/CIP-Contact-Update-Form.pdf>.
4. **I set-up a profile and chose a password but the system still won't let me log in.** There are two types of errors that can occur when logging in that will prevent you from accessing the system. One is a "No User" error and the other is a "No Match" error.
 - a. An error of "No User" means the user ID is incorrect. The user ID is the email address on file for the interpreter in CIDCS. The email needs to be entered in the user ID field exactly as it appears in the system. This field is case and empty space sensitive, so please check to make sure you are not capitalizing any letters or adding a space to the end of your email.
 - b. A "No Match" error means the user ID is correct, but the password is not. If you are sure you are using the correct password, your best option is to use the 'Reset Password' link on the sign in page. This link will ask for your email, and this email must be the same email we have on file for you in CIDCS, otherwise no reset-password email will be sent. The email you receive will have a link directly to the interpreter portal where you will be able to select a new password.

5. **Will the password need to be updated?** Yes, you will be required to update your password every 90 days for security purposes. All passwords must be a minimum length of 8 characters in length and include one (1) Uppercase character and one (1) number.
6. **I have a new email address. How do I change it?** If you still have access to your prior email address on file, we recommend the following:
- Log into CIDCS using your old email address as your User ID.
 - Use your existing Password.
 - Then on the Interpreter Information tab – “edit” your email address.
- This will change your email address on your CIDCS profile, thus allowing courts to email your new email address.

If you do not have access to your prior email address, please email CIDCS@jud.ca.gov for assistance.

7. **Was there testing on various browsers and computers/laptops for optimal usage of the CIDCS portal?** Yes, we performed testing on Google Chrome and Internet Explorer. Since the launch of the portal, some interpreters have reported issues accessing the CIDCS portal from Internet Explorer, therefore we do not recommend using Internet Explorer. When accessing the interpreter portal, we recommend using Google Chrome for the best user experience. We also performed user testing on desk top computers, laptops and cell phones (iPhones and Samsung). Google Chrome is available on most major mobile device manufacturer’s phones (iPhone, Samsung, etc.) and for desktop/laptop computers using both Microsoft and Apple operating systems.

Court Interpreter Minimum Continuing Education (CIMCE) Credit

8. **How do we get CIMCE for the CIDCS interpreter portal webinar? Do we just use the CIMCE number on the flyer depending on whether we attended live or watched the webinar?** To obtain CIMCE credit (educational activities in which the interpreter participates in only after passing the required examination for certification or registration and education is relevant to interpreting), please use the CIMCE numbers on the attached flyer. The live webinar credit is **CIMCE L5362** and the recorded webinar credit is **CIMCE 5363**. Interpreters are encouraged to keep the webinar flyer as back-up documentation.
9. **Will it be possible to get a copy of the webinar training or will it be available on the JCC website?** Yes, the webinar WebEx audio will be posted on the Judicial Resources Network (JRN) and a dedicated interpreter page online <https://www.courts.ca.gov/44714.htm>. We will also post this FAQ, the PowerPoint and the User Guide.

Daily Activity Log

- 10. If the court is requiring approval of the log, can interpreters change their log once the court has approved it?** Yes. Interpreters can edit or change any daily activity logs (DALs) they have entered. If the interpreter edits a record that was completed in a court that has elected to approve all DAL entries, the edited DAL will then show up on that court's "Pending Tasks" list to be reviewed and approved again.
- 11. If the court entered the daily activity log and the interpreter identifies an error, can the interpreter edit the DAL in the Interpreter Portal?** No. If the court entered the DAL on behalf of the interpreter into the Court Staff Portal, then the interpreter cannot edit the DAL via the Interpreter Portal. The interpreter should contact the interpreter coordinator and request the DAL be revised.
- 12. If the court is not requiring approval of the log, can interpreters make entries and save them throughout the day without saving it to the database?** Yes. The log can be saved and edited multiple times, allowing interpreters to add or update information to the log throughout the day. Please keep in mind that if you are entering data in a court that has elected to review the logs prior to approving them, if the log has already been approved, each time you edit a log it will show up on a court's "Pending Tasks" list for approval again. Also, if you begin a log but do not finish/save it, the information will be discarded once the system logs you out for inactivity.
- 13. How do we enter zero interpretations (when we are working but didn't happen to have any cases come up)? And how about if there were no cases for the morning calendar, how do you type in standby?** We have implemented a solution so that interpreters and court staff can now enter an assignment where 0 interpretations took place. Assignments completed as "Standby" or as a "Floater" can still be entered. You would enter these assignments just like you would any other, indicating the court location, date and language. If the assignment pertained to a specific case type, such as covering a felony or traffic court calendar, you would select the relevant case type. If the assignment cannot be associated with a specific case type, choose the "Other (specify)" case type. You will leave the case number field blank. Change the number of interpretations from "1" (default) to "0", select "Non-Trial" as the event type and leave the event details blank.
- 14. Can Independent contractors enter the civil cases worked on?** Yes, independent contractors can enter any cases they work on as long as it was work performed for one of the 58 superior courts in California. Interpreters will not be able to enter any assignment data for work performed outside of the court system, such as medical interpretations in hospitals or private sector interpretation work, such as for depositions.

- 15. What is the "negotiated rate?"** This refers to the daily rate an independent contractor has negotiated with a particular court.
- 16. How do I remove an entry that has been saved? I don't see the delete button.** You can delete an entry after it has been saved. Once you log in to the interpreter portal you should see your most recent logs at the bottom of your profile page. Use the filtering options to find the log you want to edit or delete. Once you find it, click on the "View" button. On the "viewing" page you should see the options to "edit" or "delete" the log. Click the "delete" button. The system will ask you to confirm the deletion, click "Yes." The log should now be deleted. If you do not see a "delete" button on the "viewing" page of the log, contact your court's interpreter coordinator to have them delete the log.
- 17. Can we change our home county in the dropdown?** This depends on the status of the interpreter. For interpreters who are court employees, the home county is determined by your employer county. For interpreters who are independent contractors, the county of residence on their profile is the county used as their "Home County." Employee interpreters cannot change their employer county via the portal—they will need to contact CIP staff to have their employer county or employment status changed. For independent contractors, they can change their home county by changing the county they reside in.
- 18. Is the pay rate the hourly rate alone, or the total wages paid to the interpreter on that day?** The pay rate is total wages paid to the interpreter for the day. This is computed using the hourly rate, multiplied by the number of hours worked. The number of hours worked will either be four (4) hours or eight (8) hours depending on whether the assignment was a full day or half day (AM/PM).

Other Interpreter Questions

- 19. If I am a court certified or registered interpreter but am not working directly for any courts, do I need to register with this system to stay on the list of court certified or registered interpreters?** The JCC does not require interpreters to register with CIDCS. However, a trial court may permit or require the use of CIDCS consistent with any applicable MOU or independent contractor agreement. If you are not working for the courts, you can set up a profile, but it is not required. The CIDCS is a database that houses court and contract interpreter contact information and tracks court and contract interpreter usage. We encourage you to set up a profile as we will be working towards updating the CIDCS portal in the future to include more features, such as paying the yearly compliance fee online.
- 20. Daily activity logs only apply to interpreting work performed on behalf of the state trial courts, correct? Not all interpreters work for the state court, but take outside contractor assignments such as depositions, out-of-state**

court jobs, and Federal Court jobs. Yes, the daily activity log (case event) information only applies to interpreting work done on behalf of and paid for by the California state court system.

Interpreter Photo

21. What is the photo for? Where does it appear? How do I upload a photo?

The photo is an optional feature in CIDCS. The photo can be viewed by Judicial Council staff only. The photo will appear on your profile page in the top right corner. To upload a photo, please email your photo to cidcs@jud.ca.gov. The photo should adhere to the procedures for passport photos (see <https://travel.state.gov/content/travel/en/passports/how-apply/photos.html>).

Additional CIDCS Questions

Please email cidcs@jud.ca.gov for any issues logging on to CIDCS or any other general CIDCS questions.