

Frequently Asked Questions

LOGGING IN to allgraduates.com.au

Q. I can't log in. I am using the correct password but it keeps saying *Username and Password is incorrect?*

Ensure you have clicked the CLIENT button, enter the username and password before clicking GO.

A. Password: Your password is case-sensitive

CLIENT DETAILS

Q. Why do I need to enter all the centre locations?

A. While it is not compulsory to enter these in one sitting, it is to your advantage to do so.

Once they are entered in our system, they will appear in a drop-down field to be selected for each booking.

You won't need to add them again.

Q. How can I enter the centre locations?

A.

First visit to the site:

Once you have logged in, the welcome page will carry an Activity box

Click on the green arrow at the left of your activity(s) to expand the fields

Click edit to enable you to complete the centre location details

Subsequent visits to the site, Click on Click here to add to or change any of your organisational details or go to MY DETAILS once logged in.

Click on the green arrow at the left of your activity(s) to expand the fields

Click edit to enable you to complete the centre location details

Click DONE when completed

Q. The Current Client Details are incorrect, how do I change them?

A. When you click on My Details, the Current Client Details page appears. The contact details at the top of this page are NOT to be altered. They refer to the main organisation.

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Q. When I click on My Details the page is titled Current Interpreter Details.

A. Check to ensure you have Internet Explorer Version 7 or greater

BOOKING ONSITE

Q. When I click ONSITE BOOKINGS from the main menu, a yellow bar appears at the top of the page and mentions 'scripted windows'.

A. To prevent this *permanently*:
Ensure you are in Internet Explorer
Click on:

- ⇒ Tools
- ⇒ Internet Option
- ⇒ Security
- ⇒ Custom levels
- ⇒ Select enable for *Allow websites to prompt for information using scripted windows*

Q. The field won't accept the time I have entered

A. Please make sure you enter the time as 3:00 not 3.00.

Ensure that you click the AM or PM button. Don't write these into the time field.

Q. The field won't accept the date I have entered

A. Enter the date in this format: dd/mm/yyyy eg 01/07/2009

Q. Who is the PROFESSIONAL?

A. This field refers to the name and occupation of the professional who will be in attendance at the booking. Eg Speech Pathologist, Maternal and Child Health Nurse.

Q. What does the field OTHER REQ refer to?

A. Enter information about specific religion or cultural background that may be vital to conducting this booking.

If you wish to request a specific interpreters enter their name here.

Q. The field won't accept the language I have entered

A. This may be that spelling may be incorrect. Please check our [website](#) to confirm the spelling of languages.

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Please note that Khmer language will be referred to as Cambodian for the purposes of online booking.

CONFIRMATION OF BOOKING DETAILS

- Q.** Will you send me an email to confirm that the booking has been confirmed?
- A.** All bookings that you have made, online or by phone to our Interpreter Booking Coordinator, can be checked online at www.allgraduates.com.au

Once logged in, go to CURRENT BOOKINGS

Click on VIEW ALL BOOKINGS

The status of the booking is indicated.

For example,

Legend
Interpreter Found 

A booking that has had an *interpreter confirmed* features a green smiley face.



Contact us directly at the Customer Service Help Desk

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