IMAA Global Search Training Guide for Providers

Language Services Program
E: languageservices@imaa.net
P: 507-289-5960

How To Request an Interpreter:
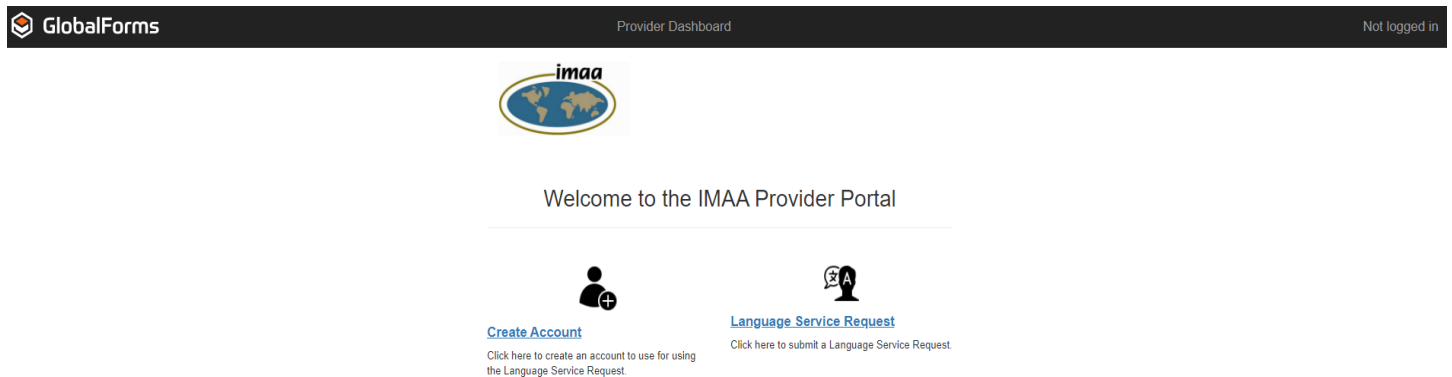
1. Go to imaa.net
2. At the top right corner, hover your mouse over "Request an Interpreter"
   a. You will see two options – "Create an Account" and "Request an Interpreter"
   b. If you do not have an account, click "create an account" and fill out all required fields.
   c. If you have an account, click "Request an Interpreter" and input your username and password information.

**Note: IMAA highly recommends that you save your login information for future use. If you do not remember your username or password, this will slow the process to request an interpreter.

If you need to reset your password, contact Mohamed Sheik Nur, IT Manager, at mohamed.sheiknur@imaa.net

HOW TO LOG INTO GLOBALSEARCH:

If you are a **new provider logging in for the first time**, you must create an account.
Click on *Create Account* and follow the steps to register.

If you are already registered, click on *Language Service Request* and input your username and password.

REQUESTING AN INTERPRETER:

This is what the webpage will look like when you request an interpreter.

You must fill out all required fields. Once you have filled this out, please press *Submit*.

**Note: If you do not have information for certain fields, type in N/A

Intercultural Mutual Assistance Association, INC

2500 Valleyhigh Drive NW Rochester, MN 55901
Phone 507 298 5960 Fax 507 289 6199
Email languageservices@imaa.net Website www.imaa.net

Transaction ID

1878

Agency Information

**If your Agency is not listed, please email languageservices@imaa.net to be added to the list.*

Requestor Email Address *

Agency Name *

Agency Phone Number

Agency Address

Agency City

Agency State

Agency Zip

Client Information

First Name *

Middle Initial

Last Name *

Gender *

Date of Birth *

Client Telephone *

Client Address *

Client City *

Client State *

Client Zip *

Patient ID

Financial Class

Insurance ID

Appointment Information

Interpreter Name

Language *

Appointment Date *

Appointment Time *

Approximate Length *

In Minutes

Appointment Address *

Appointment City *

Appointment State *

Appointment Zip *

Click here if same as Agency Address

Department

Clinician

Clinician Number

Ordering Clinician

Ordering Clinician Number

Appointment Notes

Once you submit a request, you will receive an email that IMAA has received your request

Your request for xx has been accepted.

Received:	Sep 25, 2020 4:03 PM
Expires:	Oct 9, 2020 4:03 PM
From:	languageservices@imaa.net
To:	san.thach@imaa.net
Cc:	languageservices@imaa.net
Subject:	[Encrypt:] Encrypt: Language Services Request Accepted - 1878

Attachments: ▼ 092520200403484228128_languageServicesRequest.pdf

This message was sent securely using Zix Corp.

Your request for TIM CHENG has been accepted. Transaction number 1878 has been assigned for your reference.
Thank you,
Interpreting & Translating Services
Intercultural Mutual Assistance Association
2500 Valleyhigh Drive NWRochester, MN 55901
languageservices@imaa.net

Once an interpreter has been assigned to your requested appointment, you will receive an email similar to this:

IMAA work order 1923 has been assigned.

languageservices@imaa.net
to SAN.THACH ▼

Hello,

Your request 1923 has been assigned to SAN GODI.

Interpreting & Translating Services

Intercultural Mutual Assistance Association

2500 Valleyhigh Drive NWRochester, MN 55901

languageservices@imaa.net

If your request is declined (IMAA could not fill your request because no interpreter is available), you will receive an email like this:

Declined Request - 1921 Inbox ×

languageservices@imaa.net
to me

Hello,

We are sorry to notify you that your request for CANH NGUYEN has been declined because there are no available interpreters.
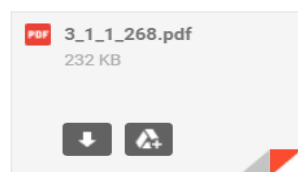
Thank you for your business,

Interpreting & Translating Services

Intercultural Mutual Assistance Association

2500 Valleyhigh Drive NWRochester, MN 55901

languageservices@imaa.net

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232 KB

If your request is declined, you may either submit a new request for another date/time or contact IMAA for more information at languageservices@imaa.net.