

Washington On Demand Interpreter Training Document

Version: 1.2 Last Updated: 3/18/2026

Introduction

This training document provides step-by-step instructions for interpreters using Amazon Connect. It includes guidance on logging in, setting your status, managing calls, and completing after-call work (ACW).

Accessing the Agent Workspace

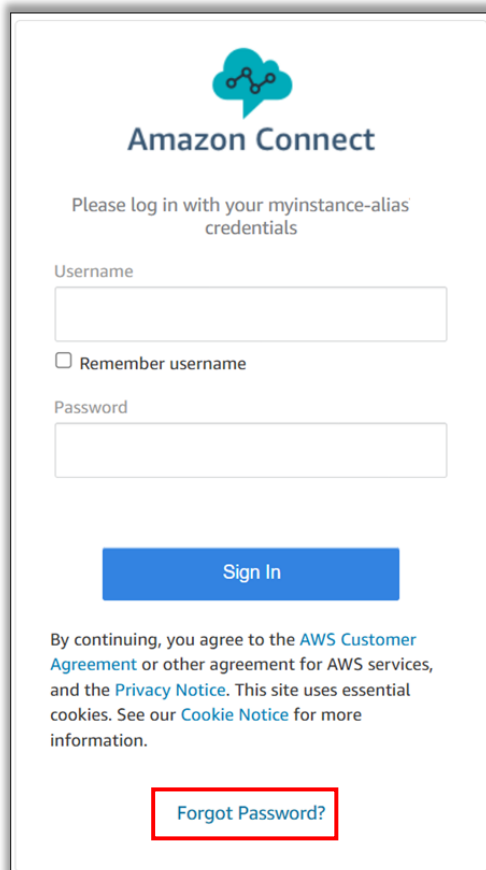
To access the agent workspace, use the following URL:


<https://wordbridge.my.connect.aws/agent-app-v2>

Logging In to the Agent Workspace

Steps to Log In:

1. **Open the Agent Workspace:**
 - a. Use Chrome, Edge, or Firefox to navigate to <https://wordbridge.my.connect.aws/agent-app-v2>.
2. **Logging in for the First Time:**
 - a. Select the **Forgot Password** link at the bottom of the screen




Amazon Connect

Please log in with your myinstance-alias credentials

Username

Remember username

Password

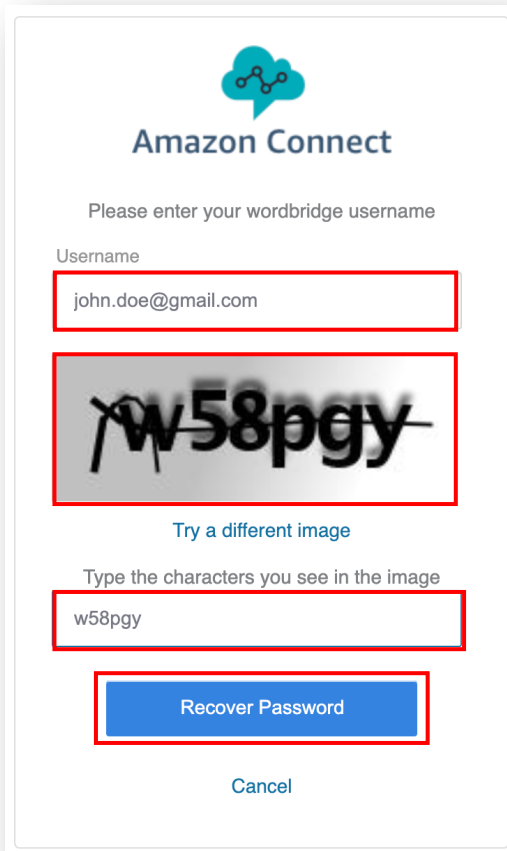
By continuing, you agree to the [AWS Customer Agreement](#) or other agreement for AWS services, and the [Privacy Notice](#). This site uses essential cookies. See our [Cookie Notice](#) for more information.

If you encounter problems logging in, contact the help desk at support@wordbridge.help -or- [888.224.6635](tel:888.224.6635)

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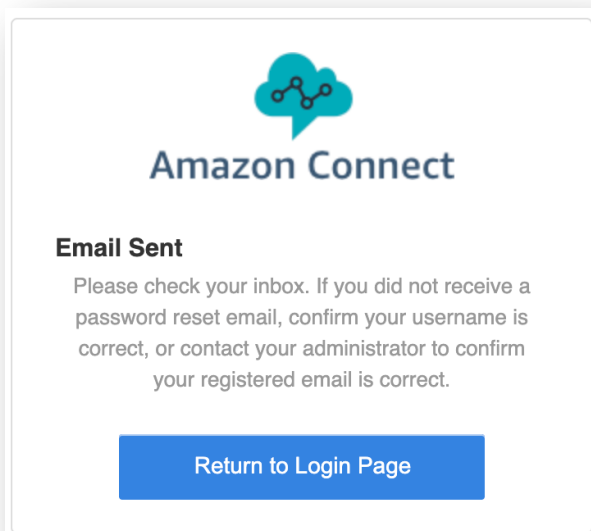
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- b. Enter your **email address as your Username**. Enter the characters you see in the security image it provides you. Click **Recover Password**.



The screenshot shows the Amazon Connect password recovery interface. At the top is the Amazon Connect logo. Below it, the text reads "Please enter your wordbridge username". There is a "Username" label above a text input field containing "john.doe@gmail.com". Below the input field is a security image showing the characters "w58pgy" with a hand cursor pointing to the first character. A link "Try a different image" is positioned below the security image. Below that is another text input field containing "w58pgy". At the bottom of the form is a blue button labeled "Recover Password" and a "Cancel" link.

- c. You will see a message stating that an email was sent



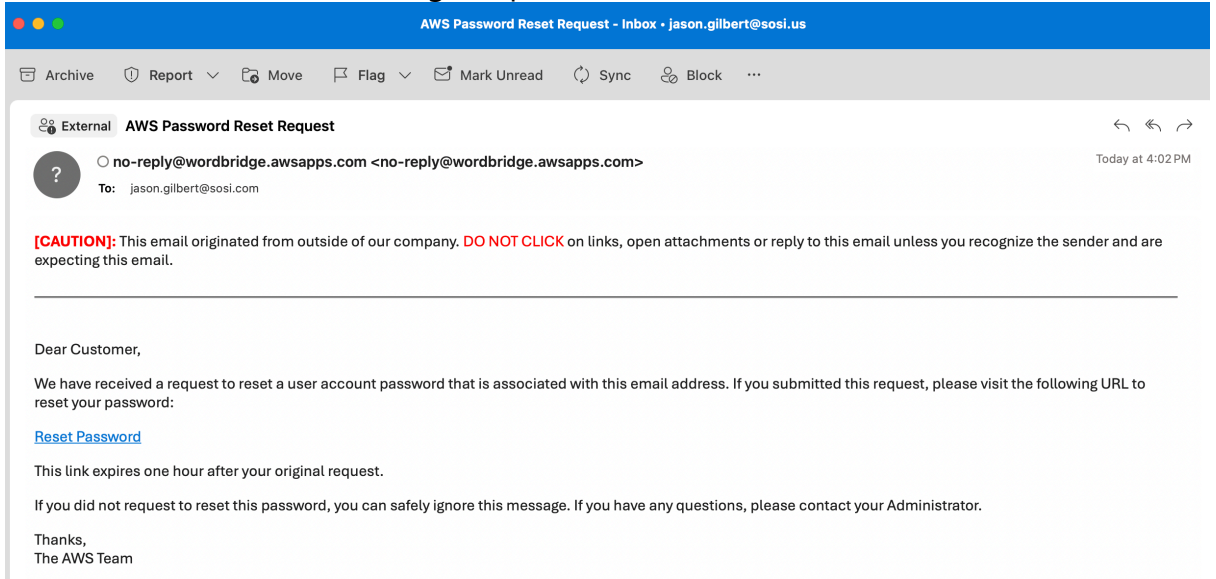
The screenshot shows the Amazon Connect "Email Sent" confirmation message. At the top is the Amazon Connect logo. Below it, the text reads "Email Sent". The message says: "Please check your inbox. If you did not receive a password reset email, confirm your username is correct, or contact your administrator to confirm your registered email is correct." At the bottom of the message is a blue button labeled "Return to Login Page".

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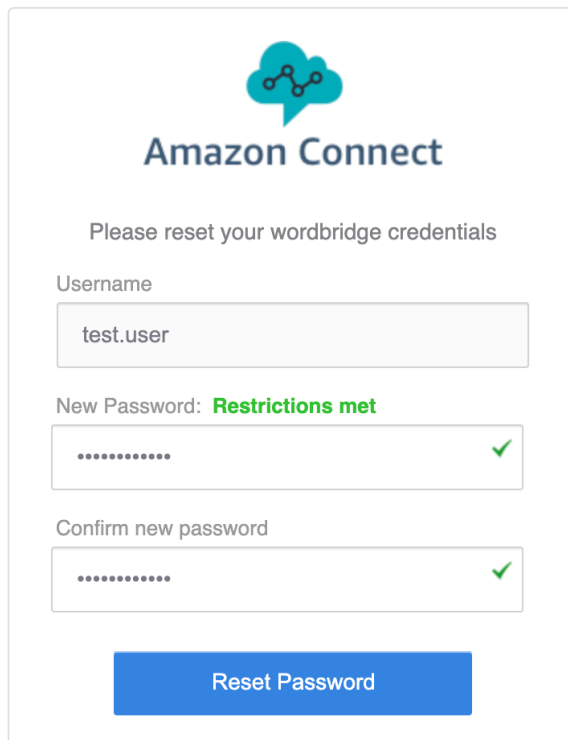
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- d. Open the email sent to the inbox associated with your email address. Within this email is a link for accessing the password reset.



- e. Click the "Reset Password" link. You will be taken to the following screen to set your password. Enter your new password twice – once in the "New password" field and once in the "Confirm new password" field

A screenshot of a password reset form from Amazon Connect. The form has the Amazon Connect logo at the top. Below the logo, it says "Please reset your wordbridge credentials". There are three input fields: "Username" with the value "test.user", "New Password: Restrictions met" with a green checkmark, and "Confirm new password" with a green checkmark. At the bottom of the form is a blue button labeled "Reset Password".

- f. Click the Reset Password button. You will be redirected to the login screen.

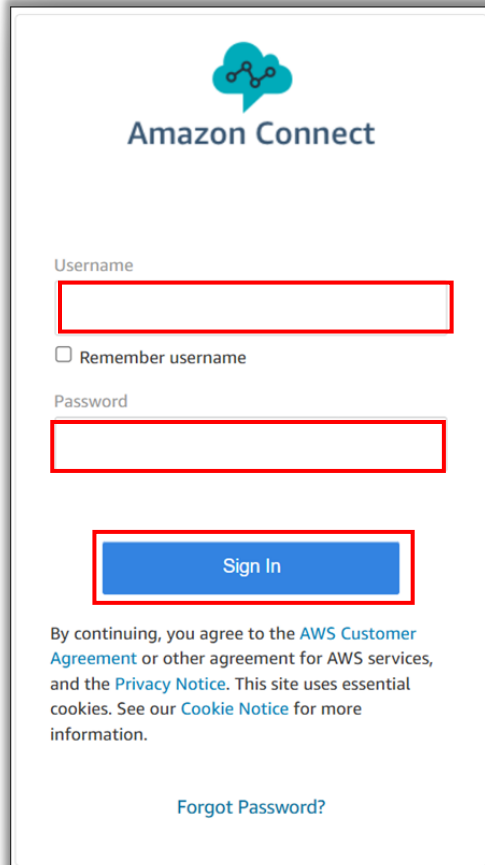
3. Navigate back to the Log In screen and **Enter Your Credentials:**


- Input your **Agent ID** and **Password**.
- Click **Sign In**.

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Amazon Connect

Username

Remember username

Password

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[Forgot Password?](#)

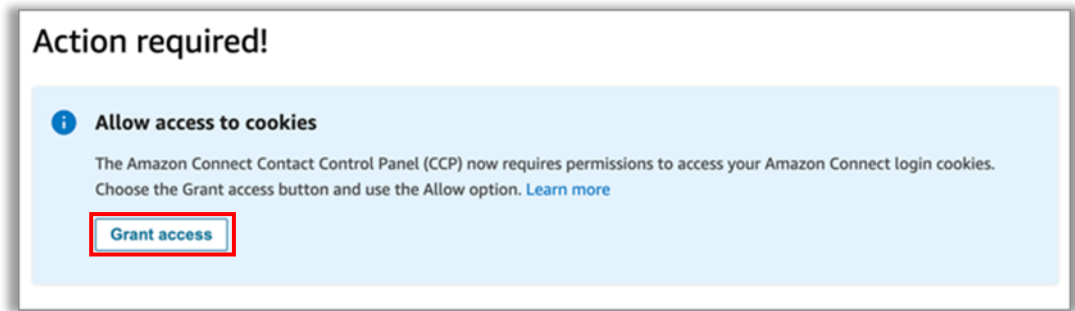
1. Grant Permissions:

- a. If prompted, allow access to cookies by selecting **Grant Access** and then **Allow**.

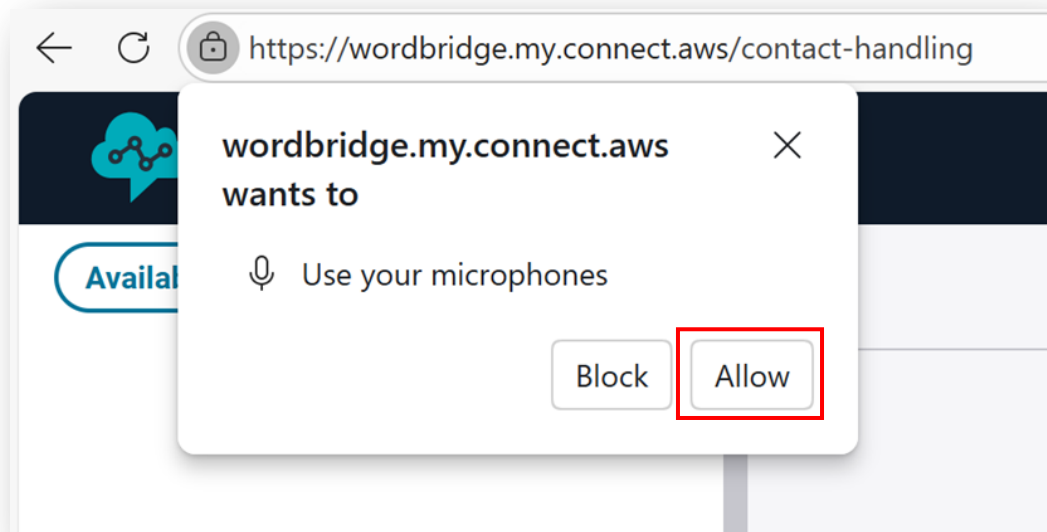
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b. Allow access to your microphone and speaker by clicking **Allow**.



Note: If you see a **Session expired** message, refresh the browser page and try again.

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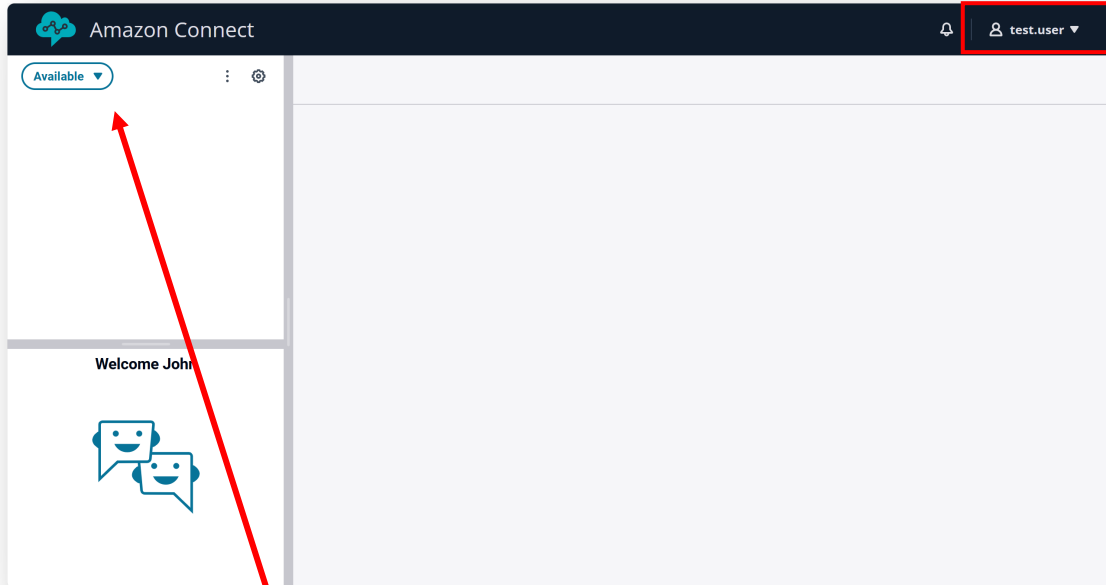
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Logging Out of the Agent Workspace

Steps to Log Out:

1. At the top-right corner of the Agent Workspace, click your **Username**.



2. Select **Sign Out**.



Important Notes:

- Closing the Agent Workspace window does not automatically log you out or set your status to **Offline**.
- You must manually set your status to **Offline** or choose **Log Out** to avoid additional calls being routed to your workspace.

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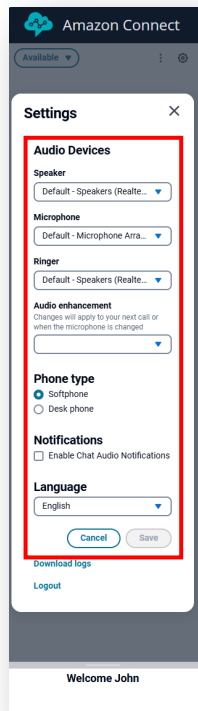
Changing Audio Device Settings

Steps to Change Audio Device Settings:

1. In the Agent Workspace, click **Settings**.



2. Under **Audio Devices**, use the dropdown menus to select your preferred **Speaker**, **Microphone**, and **Ringer**.



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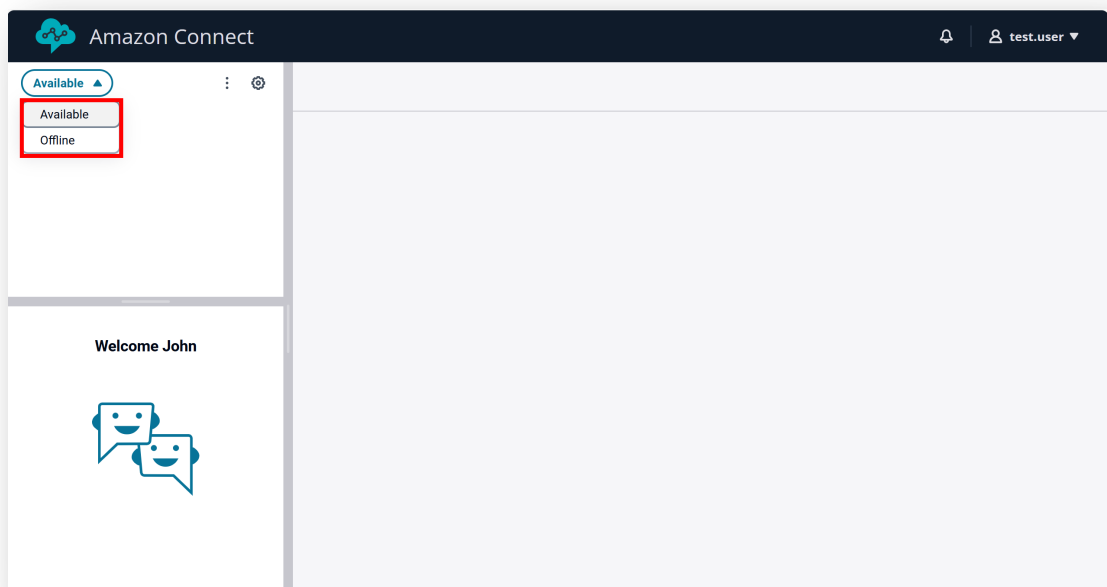
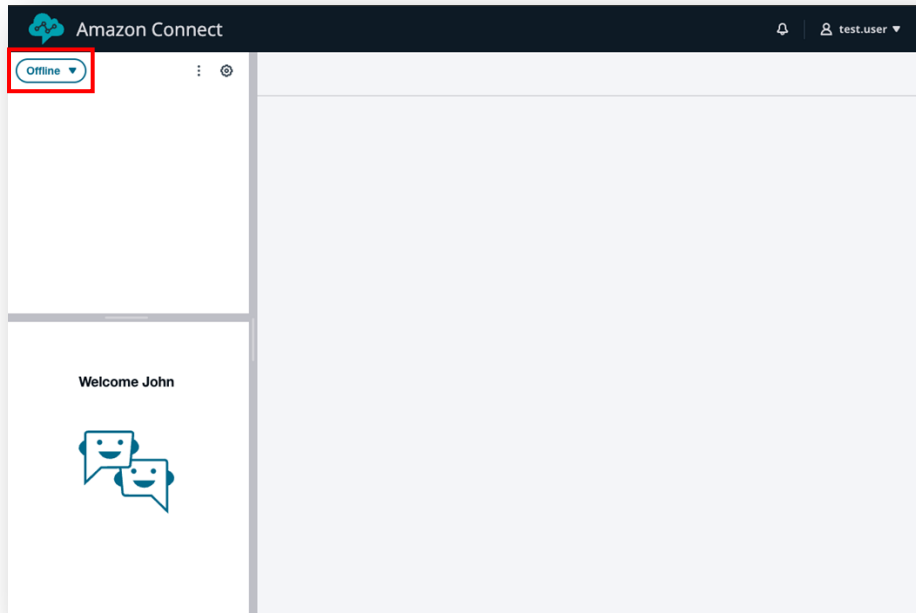
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Setting Your Status in the Agent Workspace

Interpreter-Specific Status:

1. Set your status to **Available** when ready to handle interpretation calls.
 - a. Amazon Connect uses your language proficiency to route calls appropriately.



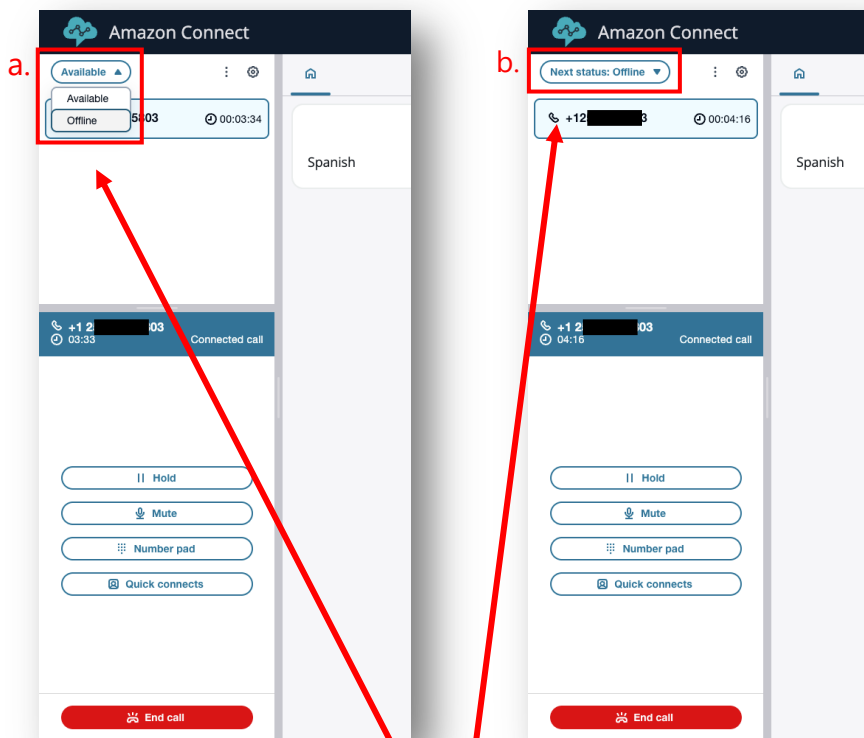
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Using the "Next Status" Feature:

1. Use **Next Status** to pause new calls from being routed to you while finishing your current call or completing after call work.
2. To set **Next Status** to **Offline** while completing the current call,
 - a. Select the status dropdown in the top left-hand corner of your Agent Workspace and then select **Offline**.
 - b. Status now shows **Next status: Offline**.



Important Note:

When this status is set, no new calls will be sent to your Agent Workspace until you set your status back to **Available**.

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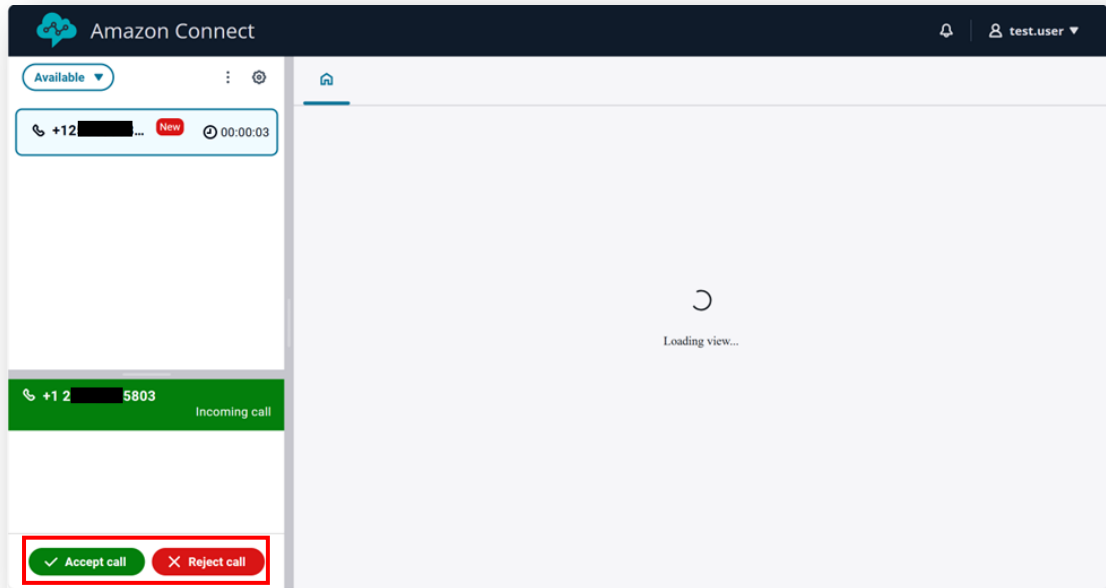
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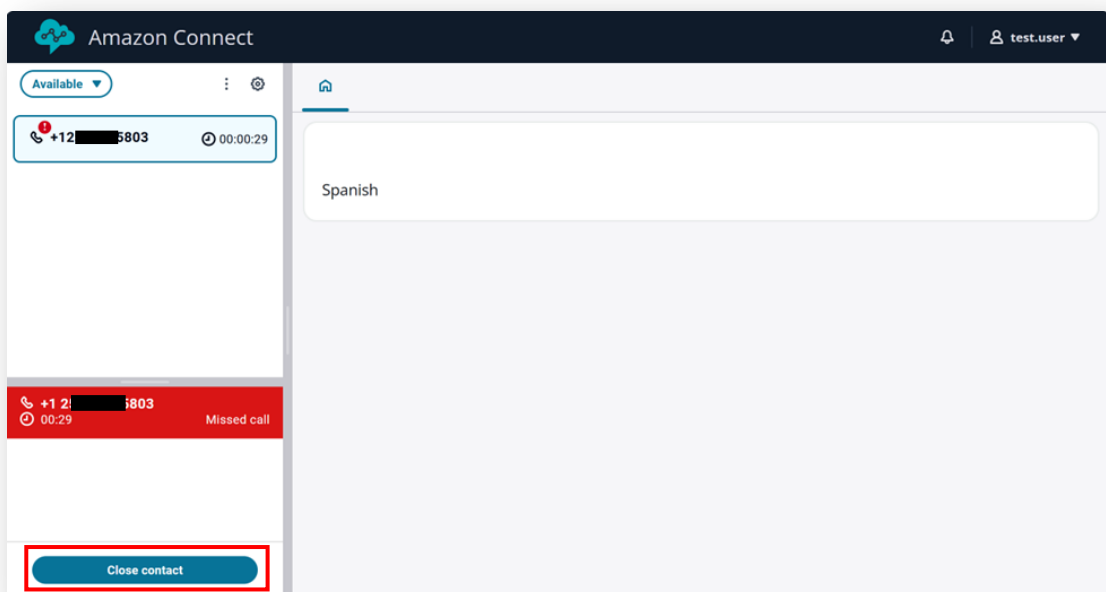
Accepting Calls in the Agent Workspace

Steps to Accept Calls:

1. When a call arrives, click **Accept Call** to begin interpretation.
2. To decline a call, click **Reject Call**.



3. The inbound call will ring for 20 seconds, giving you a limited amount of time to accept or reject the call. If you miss a call, it will look similar to the following image. Choose **“Clear contact”** to end the call.



Important Note:

If you miss a call, you will not receive another call until you choose **Close Contact**.

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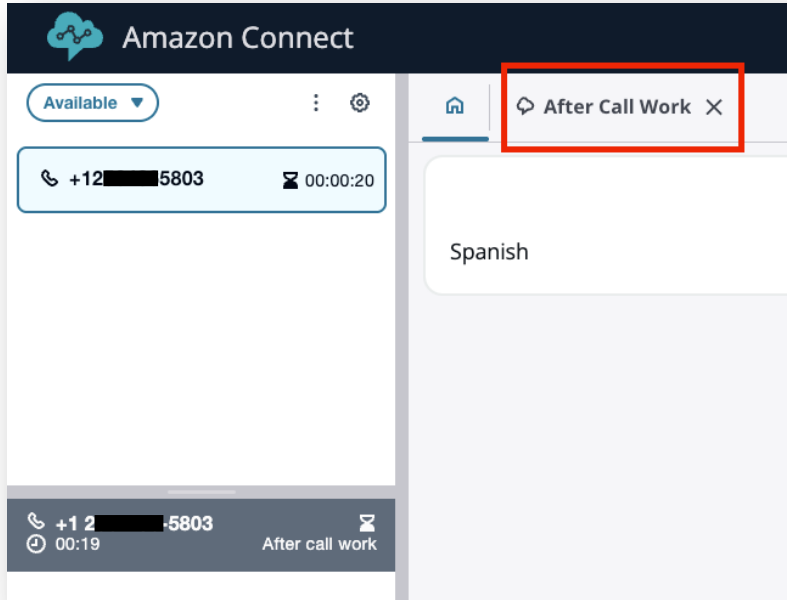
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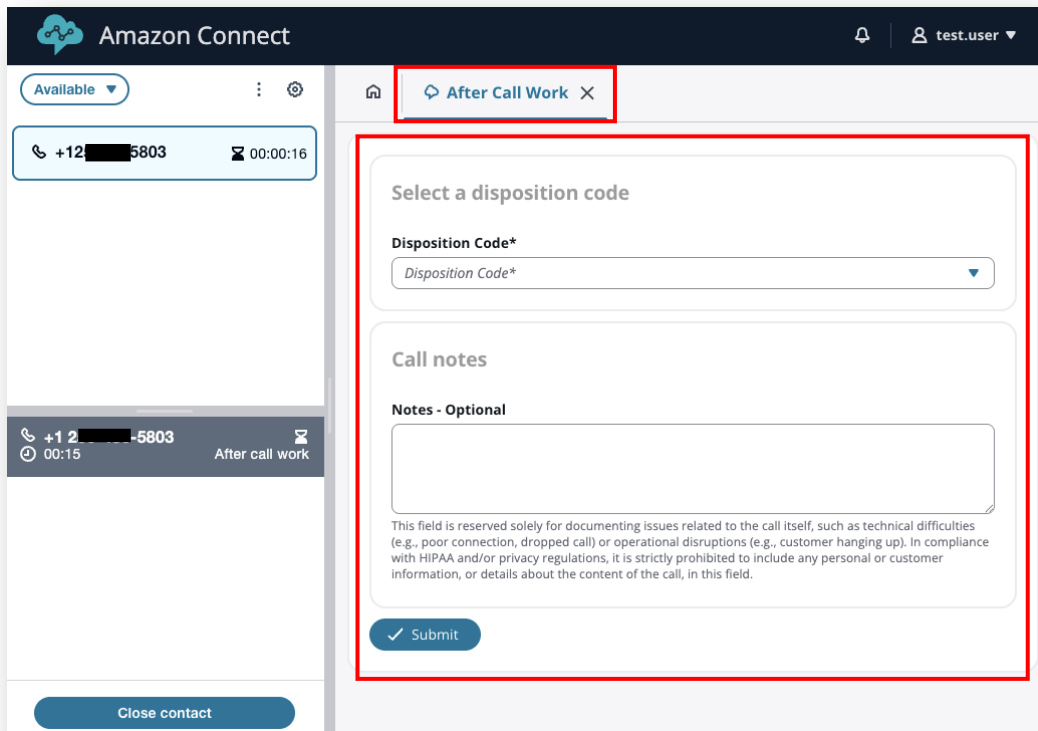
Completing After Call Work (ACW)

Steps for Interpreters:

1. Following the conclusion of the call, you will see a new tab in your Agent Workspace called **After Call Work**.



2. Click on **After Call Work** to bring up the required post-call form.



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3. Select the appropriate **Disposition Code** from the dropdown menu.

Amazon Connect

Available

+12-5803 00:00:53

After call work

test.user

After Call Work

Select a disposition code

Disposition Code*

Disposition Code*

Call Transfer

Test Call

Caller Hung Up / Call Dropped

No Answer / Dead Air

Interpreter Not Available

Wrong Number / Queue

Interpretation Completed

Call Back / Voicemail

Information, or details about the content of the call, in this field.

Submit

4. Add any relevant notes (optional) and choose **Submit**.

Amazon Connect

Available

+12-5803 00:02:25

After call work

test.user

After Call Work

Select a disposition code

Disposition Code*

Interpretation Completed

Call notes

Notes - Optional

There was so much background noise I could barely hear

This field is reserved solely for documenting issues related to the call itself, such as technical difficulties (e.g., poor connection, dropped call) or operational disruptions (e.g., customer hanging up). In compliance with HIPAA and/or privacy regulations, it is strictly prohibited to include any personal or customer information, or details about the content of the call, in this field.

Submit

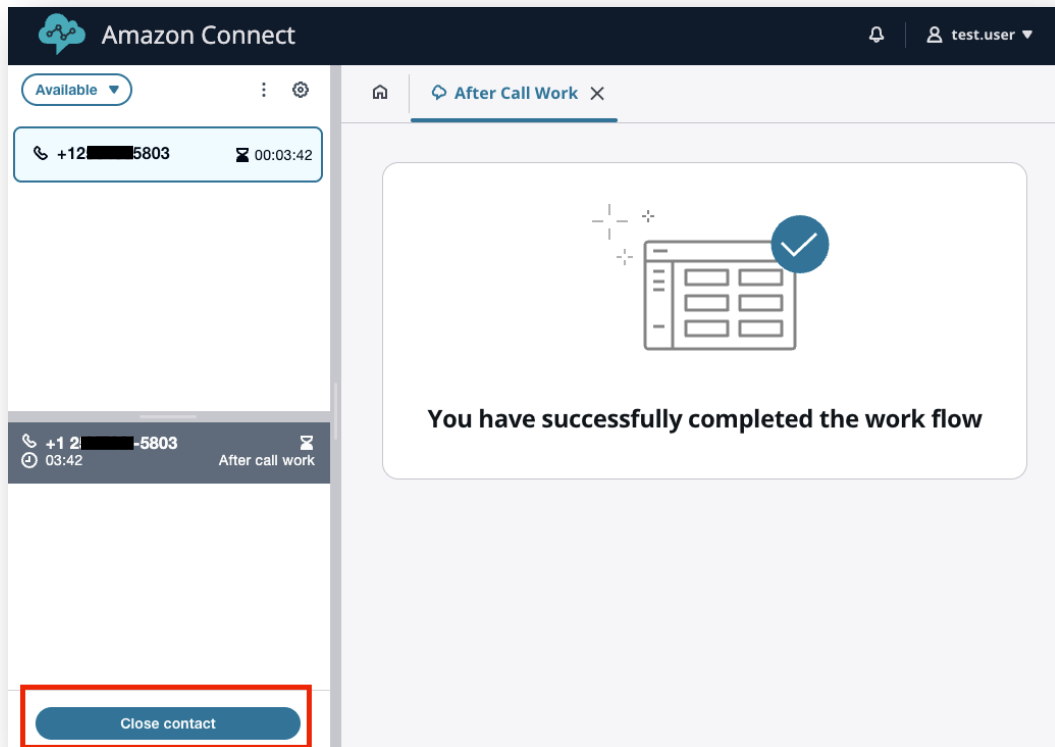
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5. Click **Close Contact** to finalize the call.



END

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