

Planning Holiday Time Off? 🎄

If you're planning to take time off for the holidays or travel outside the country, please submit your leave in NiCE as early as possible.

For dates that are already posted on your schedule, go to Schedules > My Schedule Changes > Request a Schedule Change and request UTO for the exact scheduled hours you will miss.

For dates that are farther in the future and not yet posted, go to Time Off Manager > 2026 Kelly Time Off > Request Time Off, select UTO, and request only the hours you are scheduled to work.

Also, please remember: logging in and working from outside your approved work location or from outside the United States is not permitted. If you will be traveling internationally, make sure your scheduled time off is submitted and approved in advance.

Planning ahead helps avoid attendance issues and last-minute problems during the holiday season.

Reminder: All Schedule Requests Must Follow 15-Minute Increments

UTO, additional hours, and shift trades must begin and end at :00, :15, :30, or :45. Requests submitted outside these increments may cause a system error and prevent you from logging in.

Please double-check your start and end times before submitting your request.

Coming Soon: September Workshop

CMS Call Readiness: Timers, Terminology & Best Practices — Sept. 29 morning & Sept. 30 evening. Times TBD.

When Should You Submit a Support Request?

Don't submit one for every little issue. First, troubleshoot.

Get an SR when the problem keeps happening even after:

- Restarting your computer
- Restarting your modem/router
- Running multiple LLS speed tests
- Confirming your internet **results are good**
- Checking your headset, mic, browser, and permissions

Then contact IHD if you are still getting:

- Refused calls
- Silent/audio issues
- Calls dropping
- IC logging you out
- Unavailable showing unexpectedly
- Calls not connecting

Important: If the problem is your Wi-Fi/internet and your speed tests are bad, fix the connection first. An SR is for issues that continue after troubleshooting with good test results.

IHD: +1 877-561-5824



**SUPPORT
REQUEST?**

Know when to submit one!



DO

Submit a Support Request for ongoing technical issues like:



Calls dropping



Audio issues



InterpreterConnect errors



DON'T

Do NOT submit a Support Request for:



Leaves (UTO)



Internet issues



Being sick

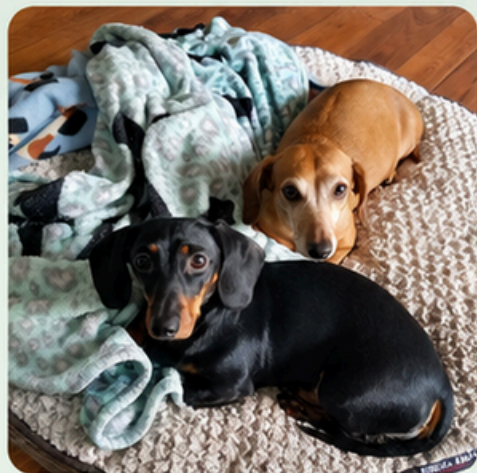
NICE

NiCE schedule changes

OUR UNOFFICIAL COWORKERS

The pets, desk buddies & support crew making the workday a little better.

Happier
People
Brighter
Workdays



VIVIAN VILLAMIL

Bella — Chief
Snuggle Officer

Luna — Head of
Blood Pressure
Security



JENNY LAZCANO
HERNANDEZ

Yoko Meo —
Quality Control

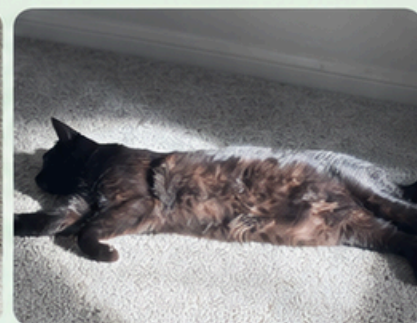
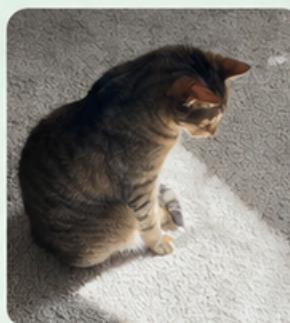
Keeping a close eye
on every shift.



ASTRID ALVAREZ

Fiona — Head
of the Recovery
Team

Specializing in
post-call recovery.



BEATRIZ CARDOZO

Shampoo & Conditioner

Two call companions, one very serious support team.



IOMENA REY

Tiny Tiger —
Silent Shift
Companion

Dedicated coworker.
Frequently found
napping on duty.



GABRIELA SANTIAGO SANTOS

Phantom + Toothless

Cuddle buddy & kiss provider + official anti-snooze toe biter.



Thank you for sharing the coworkers who make your workspace feel like home. ❤️

OUR UNOFFICIAL COWORKERS

PART 2



The pets, desk buddies & support crew making the workday a little better.

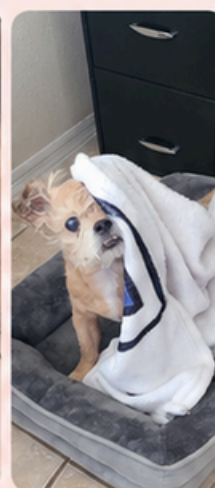


FAVORITE

STACY ROMERO

**Lilac —
Emotional Support
Drink**

Coffee, with her own
personal support
coaster.



VANINA PALLERO

FAVORITE

**Buddy —
Always-On-Duty
Bodyguard**

Also featuring Sabrina,
personal coworker &
fur baby.



JOHN VIZCARRA

**Celestial —
Manager of
Cookie Clearing**

Shelf-based
management.
Strong results.



AARON BERNAL

**Mr. Smile
Under Pressure**

Maintaining morale
under all operating
conditions.



YEIMI B. GUZMAN

The Desk Crew

Agenda, "5 o'clock
somewhere" margarita,
Kitty-Fan & trusty cup.



**LORIA MORALES
RIVERA**

**My Favorite
Support System**

Sometimes the best
coworker just holds
your hand until
sunrise.



Thank you for sharing the coworkers who make your workspace feel like home. ❤️



SHOW US YOUR SHIFT SNACK



Show us the little thing that makes your workday better.

First—thank you for last week!

We hope you enjoyed seeing last week's submissions! If your entry does not appear, it may have been received after the deadline. Every submission sent on time was appreciated—it meant you made it all the way to the end of the newsletter, and we love that!



THIS WEEK, WE WANT PICTURES

Send us a photo of your shift snack—whether it's coffee, fruit, candy, chips, tea, leftovers, or your full snack station.



Our favorite submissions will win a 15-MINUTE PAID BREAK

added to their schedule for a day of next week



Reply with your picture + a short caption.



Funniest, most relatable, or most impressive snack wins.



SHOW US YOUR SHIFT SNACK

What is your go-to snack, drink, or treat
that gets you through the shift?

You have to make it to the end of the newsletter to find the challenge... so if you're reading this, you're already winning.



INTERPRETERS | PEOPLE CONNECT WORLDS

REMOTE INTERPRETERS | A STRONGER, KINDER, MORE CONNECTED WORLD



**THANK YOU
FOR BEING HERE**