

Important Announcements

To our interpreters with family and loved ones in Venezuela:

Please know that our hearts are with you during this very difficult time. We are thinking of everyone who has been affected by the recent natural disaster, and we send our deepest condolences to those facing loss, fear, displacement, or uncertainty.

We know how hard it can be to continue showing up for others while carrying worry for your own family and community. Please know that you are seen, supported, and kept in our thoughts and prayers. We are sending strength, comfort, and love to you and your loved ones in Venezuela.

Staffing Reductions

Staffing Reductions: Friday, July 3. Due to the upcoming holiday, staffing reductions will be in place for July 3, 2026. Please check your NiCE schedule in advance and confirm whether you are scheduled. Interpreters without a scheduled shift will not be able to log in to InterpreterConnect unless an additional shift is picked up. No further leave requests will be accepted for this day at this time.

Account Access

If your InterpreterConnect account becomes disabled over the weekend, please contact the Interpreter Help Desk at +1 (877) 561-5824 for assistance.

If the Help Desk refers you back to your supervisor, please email 33UL with your name, Interpreter ID, and a brief explanation of the issue. The team will review and address it on Monday.

Weather, Power, or Internet Issues

If you are aware before your shift that weather conditions may affect your internet connection or electricity, please request leave through NiCE **before your shift begins**. Please avoid starting your shift or attempting to take calls with an unreliable connection, as this can impact call quality, adherence, and service delivery. If an unexpected outage occurs during your shift, report it as soon as possible to 33UL.

Please always **ONLY** email 33UL *OR* INTScheduling, do not CC both. If unsure, email 33UL and we will forward it.

Hurricane Season & Heat Wave Preparedness

Hurricane season is underway, and many areas across the U.S. are also experiencing extreme heat. Please take time to prepare your work area in advance by checking your internet stability, charging your devices, keeping backup power options available if possible, and monitoring local weather alerts. Planning ahead helps prevent last-minute disruptions and ensures you are ready to support calls safely and reliably.

Medical Appointments

If you know you have an upcoming medical appointment, please request leave through NiCE in advance. Please do not trade your shift at the last minute or miss the shift without notice. After the appointment, send your doctor's note to INTScheduling so the hours may be credited back to your UTO allotment. Doctor's notes must include your name, or the guardian's name if you are taking a child to an appointment.

NiCE Tip of the Week: Viewing Time Off Allotments

To view your time off allotments in NiCE, go to **WebStation > Time Off Manager**. On the selector page, click on the applicable time off rule, then open the **Time Off Allotments** tab. From there, you can view daily, weekly, or monthly tabs and check taken/planned time, remaining time, and additional waitlist or time off details.

Compliance Training

Please complete your required compliance training, it is past due. Failure to complete compliance training may result in your account being disabled.

Complete training during offline time only and do not take calls while completing the course.

If you don't have this course assigned on workday or have not received an email about it, please disregard this.

July Referral Bonus — SPA

Refer interpreters to 33UL with name, phone, email, and language.

Language: Spanish.

Bonus: \$100 after training and Go Live, plus \$100 after 90 days interpreting.

Total potential bonus: \$200.

Technical Troubleshooting Checklist

If you experience technical issues during a session, follow these steps:

1. Close and reopen InterpreterConnect.
2. Check your internet connection and restart your router if needed.
3. Clear your browser cookies and cache.
4. Try switching from Wi-Fi to a wired connection.
5. If the issue persists, contact the Help Desk at +1 (877) 561-5824.

Document the issue (time, error message) by emailing 33UL.



Weekend Interpreter Horoscopes



★ Your weekend forecast ★

Aries: Channel your determination into a personal project; a small breakthrough is closer than it appears.

Gemini: Sharing your thoughts opens unexpected doors. Welcome collaborative energy.

Leo: Step into your capability with confidence. Your natural leadership is a quiet force this weekend.

Libra: Harmonize your professional drive with conscious rest; symmetry brings focus.

Sagittarius: Explore a new concept or routine. Growth happens just outside your comfort zone.

Aquarius: Collective discussions fuel your creativity. Engage with ideas that challenge you.

Taurus: Stability is your anchor right now. Ground yourself before making any sudden pivots.

Cancer: Nurture your inner circle. Soft, intentional moments bring the deep clarity you seek.

Virgo: Step back from minor details to appreciate the broader layout of your progress.

Scorpio: Listen to subtle shifts in perspective. A quiet realization changes your trajectory.

Capricorn: True productivity includes stillness. Honor your boundaries to replenish your focus.

Pisces: Trust the wisdom of your quiet reflections. The answers you need are already taking shape.

World Cup Weekend Check-In

Scoreboard Highlights & Upcoming Games

Recent Results

South Africa 1 - 2 Canada
Brazil 3 - 1 Japan
Germany 2 - 0 Paraguay
Netherlands 1 - 2 Morocco
Paraguay 1 (4) - (3) 1 Germany
Morocco 1 (3) - (2) 1 Netherlands

Upcoming Games

Jul 2 — Portugal vs. Croatia
Jul 2 — Spain vs. Austria
Jul 3 — Canada vs. Brazil
Jul 2 — Argentina vs. Cabo Verde
Jul 4 — Mexico vs. Switzerland
Jul 5 — Colombia vs. Ecuador

⚽ Enjoy the matches & your weekend! ⚽

🌟 Tip: Take a moment this weekend to recharge — you've earned it! 🌟



Happy 4th of July!



Have a great weekend!