Kelly

NEWSLETTER

Week of October 25, 2026

Address Change Reminder

Planning a move? Please make sure to send us any address changes before you move so we can update your information accordingly and help avoid any issues with your account or work location.

Thank you for keeping your information up to date!

UTO Reminder

UTO: If they know they will miss time, submit UTO in NiCE before the shift starts. UTO cannot be used retroactively for time that has already passed.

Pin Blocks

Technical issues: If 2–3 calls/statuses are affected by the same technical problem, stop, log out, troubleshoot, and contact IHD if needed rather than continuing until a PIN block happens.

Intrnet Outages

ISP outages: Contact your internet provider directly for home internet outages. Only contact IHD if your connection is stable but InterpreterConnect is still having issues.

Technical Issues

- Short calls: Report every call under 2.5 minutes using the appropriate category.

- Refused/Unavailable patterns: A threshold is not an allowance. If you see a pattern starting, address it immediately.

WEEKLY NEWSLETTER

Technical Troubleshooting Reminder

Before submitting an SR or contacting IHD, please troubleshoot first.

Contact IHD or submit an SR when:

- The issue continues across multiple calls
- Your internet is stable, but InterpreterConnect or another LLS system is still having problems

Do not submit an SR for:
- Home internet/Wi-Fi issues
- Power outages
- One-time device or headset issues

Before submitting:
- Run the LLS speed test
- Restart your computer and modem/router
- Clear Chrome cache/cookies
- Check headset and microphone permissions
- Make sure VPN is off

Important: Select “Unable to Continue Shift” when submitting a technical SR.

For scheduling, UTO, or NiCE questions, contact:
INTscheduling@kellyservices.com

If 2–3 calls are affected by the same issue, log out and troubleshoot instead of continuing through it.

SCHEDULER SPOTLIGHT! Erica Pena

Erica has been with Kelly for over two years, and one of her favorite parts of the job is getting to know and support our interpreters.

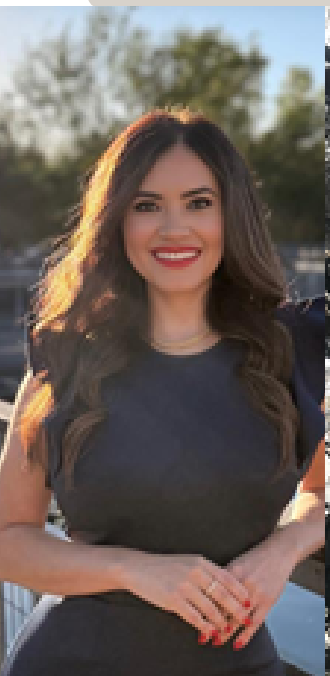
As Erica shared, “It’s the people, the connections, and knowing we’re making a difference that have made my time at Kelly so meaningful.”

She especially values seeing the impact interpreters make every day, from routine appointments to more urgent situations. “They help bridge language barriers and make sure people feel heard, understood, and supported when it matters most.”

Outside of work, Erica loves Pilates, hiking, traveling, and exploring Arizona. Pilates is her favorite way to “reset, recharge, and make time for myself.”

She is also a self-proclaimed “BIG foodie” who loves trying new restaurants, cooking healthier meals, and discovering new cuisines.

When she’s relaxing, you’ll probably find her watching reality TV, true crime, or documentaries with her cat, Maverick, nearby. He’s a St. Patrick’s Day baby who loves stroller walks and, as Erica says, “Yes, he’s a little spoiled, and he knows it!”






Holiday Photo Share

Thank you to everyone who participated and shared a favorite place, vacation memory, or piece of home.



Shawnee

Las Terrenas, Dominican Republic

"A little piece of paradise from my beautiful Dominican Republic!"



Lilliana Cardoza Chira

Máncora, Piura, Peru

"This is where I spent my Sundays during the summer as a child. Beautiful memories."



Mayra

One of our favorite things to do on vacation is taking our daughters to Disneyland ❤️



Nayeli

My favorite spot! Sweet old grandpa's house. Always something to eat from the farm 🤍



Beatriz

Here is one of the most beautiful places in my country... World's highest waterfall "Angel Falls" in Venezuela



Erick

This is a picture of my last international travel. I went to Querétaro, México to present in a philosophy for/with children conference.



Deborah

I love to visit this beautiful beach, its call "Montones Beach" and is located in Isabella, Puerto Rico.

Thank you for sharing a little piece of your world with us!

Halloween Costume Share!

Show us your Halloween spirit!

Send us a photo of **your costume or your kids' costumes** to be featured in our next newsletter!



EVERY SUBMISSION WINS A 15-MINUTE BREAK!

We will confirm and add the break to your schedule after receiving your photo.

How to participate:

Email your photo to the TA team with the subject:

Halloween Costume Submission