Moving to NiCE Webstation:

New Scheduling System for Interpreters

Simplifying Your Scheduling Experience
Kelly Services Workforce Management

Old System (Deputy)

Request Time Off / Leave

Offer Shift

Open Shifts

New System (NiCE)

Schedule Change Request (current or next week) OR Time Off Manager (future not shown date)

Shift Trade

Time Board

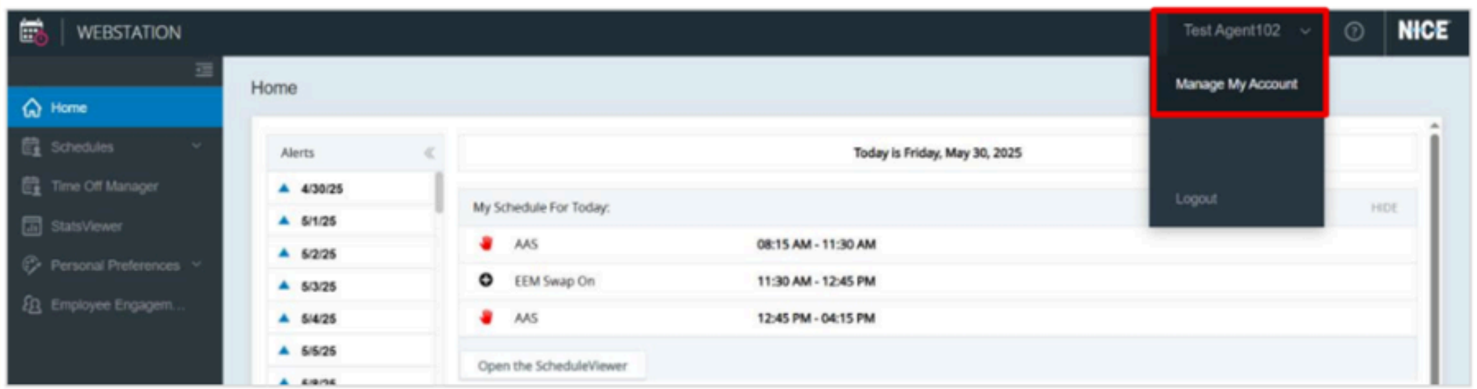
Logging In to NiCE Webstation

URL: https://languageline-wfm.nicecloudsvc.com
Username: Your Interpreter ID number
Default Password: Welcome2Nice!LLS#
You must change your password on first login.

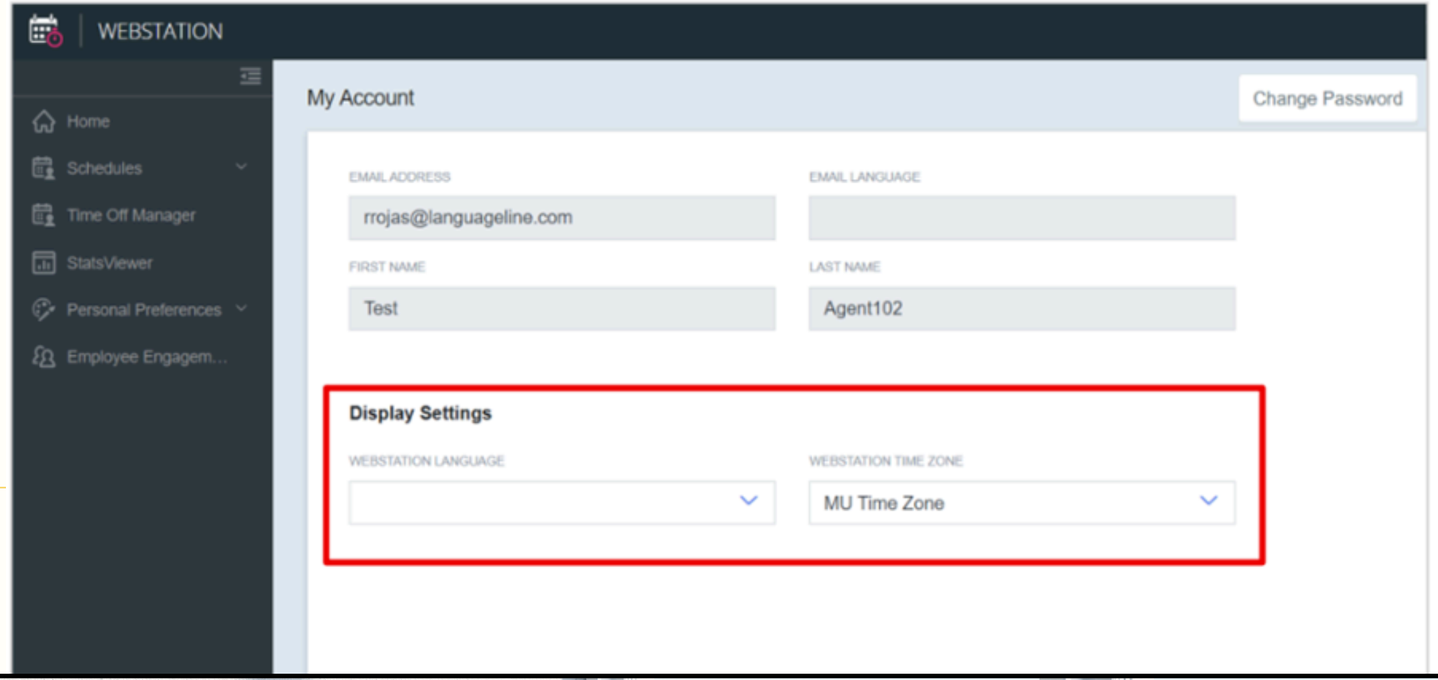
Password Requirements: Minimum 14 characters • At least 1 letter, 1 number, and 1 special character • Cannot reuse your last 10 passwords • Cannot start or end with spaces.

Additional Rules: Your password cannot contain your username. After logging in, navigate to Manage My Account to update your language, time zone, and password settings.

Managing Your Account Settings



Click your name at the top of the page and select "Manage My Account" to access your personal settings. From here, you can select your preferred language and set your time zone (Kelly Services operates in PST only).



You can also update your password from the Manage My Account section. Be sure your new password meets all requirements: minimum 14 characters, at least 1 letter, 1 number, and 1 special character.

Viewing Your Schedule

Navigate your schedule in NiCE Webstation using daily, weekly, and monthly views — with easy tools to find specific dates and check upcoming shifts.

01

Schedule Views & Navigation

Switch between Daily, Weekly, and Monthly tabs to change your view. Use the arrow keys to move forward or backward between days and weeks. Click the calendar icon to jump to a specific date quickly.

02

My Schedule Areas Explained

Use the "My Schedule For Today," "This Week," and "Next Week" sections for a quick summary of your upcoming shifts. These panels give you an at-a-glance view of your assigned schedule. You will only be able to ever view two weeks of schedule at a time-current week and next week. Schedules are updated on Sundays to show the next week.

Viewing Your Schedule

DAILY | WEEKLY | MONTHLY

Wednesday, 24 June 2026

DAY	SCHEDULE	ACTIVITY	START	END
Wed 24/06/26	07:00 - 15:00	Immediate	07:00	09:30
		Lunch	09:30	10:00
		Immediate	10:00	12:15
		Break	12:15	12:30
		Immediate	12:30	15:00

Add An Activity

DAILY | WEEKLY | MONTHLY

21 June 2026 - 27 June 2026

DAY	SCHEDULE	ACTIVITY	START	END
Sun 21/06/26	OFF			
		Add An Activity		
Mon 22/06/26	07:00 - 15:00	Immediate	07:00	09:30
		Lunch	09:30	10:00
		Immediate	10:00	12:15
		Break	12:15	12:30
		Immediate	12:30	15:00
		Add An Activity		
Tue 23/06/26	07:00 - 15:00	Immediate	07:00	09:30
		Lunch	09:30	10:00

Today is
Tuesday, 23 June 2026

June 2026

	S	M	T	W	T	F	S
W	31	1	2	3	4	5	6
W	7	8	9	10	11	12	13
W	14	15	16	17	18	19	20
W	21	22	23	24	25	26	27
W	28	29	30	1	2	3	4

DAILY | WEEKLY | MONTHLY

Today is Tuesday, 23 June 2026

June 2026

	SUN	MON	TUE	WED	THU	FRI	SAT
W	31	1	2	3	4	5	6
W	7	8	9	10	11	12	13
W	14	15	16	17	18	19	20
W	21	22 07:00 15:00	23 07:00 15:00	24 07:00 15:00	25 07:00 15:00	26 07:00 15:00	27
W	28	29 07:00 15:00	30 07:00 15:00	1 07:00 15:00	2 07:00 15:00	3 07:00 15:00	4

Requesting Time Off

There are two ways of requesting time off. All time off will be coded as UTO (unpaid time off).

Schedule Change Request: To request time off for your current week or the week following

Time Off Manager function: To request time off for any week outside of the currently posted period.

*Please note UTO cannot be requested for a shift that has started or is in the past.
**UTO must be requested for your scheduled shift time only. You will receive an error if you request outside of your scheduled hours.
***UTO cannot be requested for additional hours picked up from the Time Board.

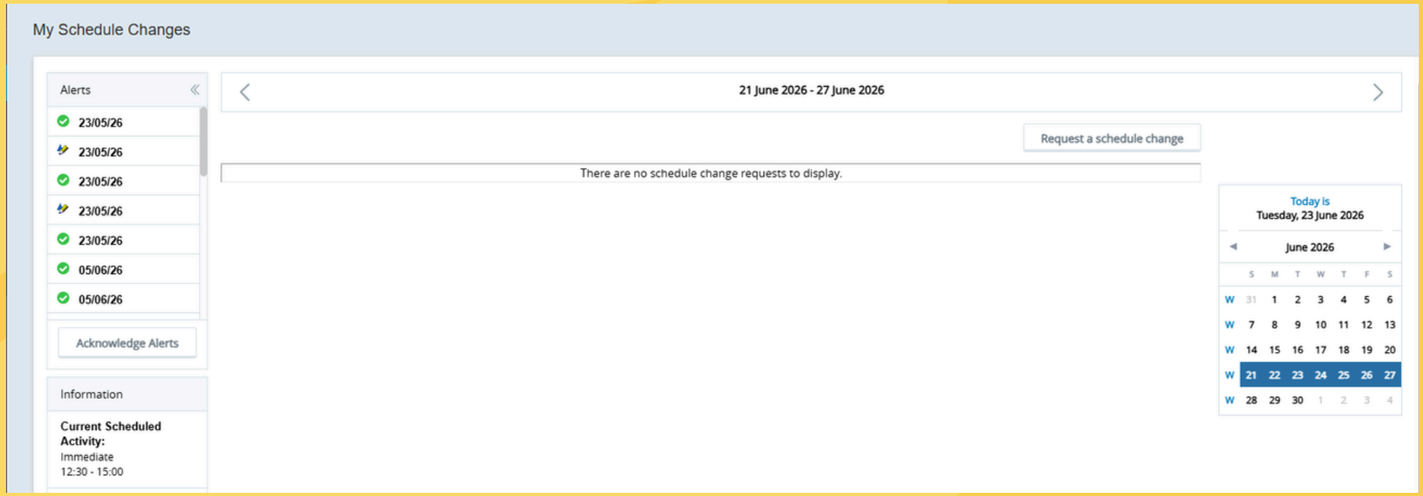
Requesting Time Off: Schedule Change Request

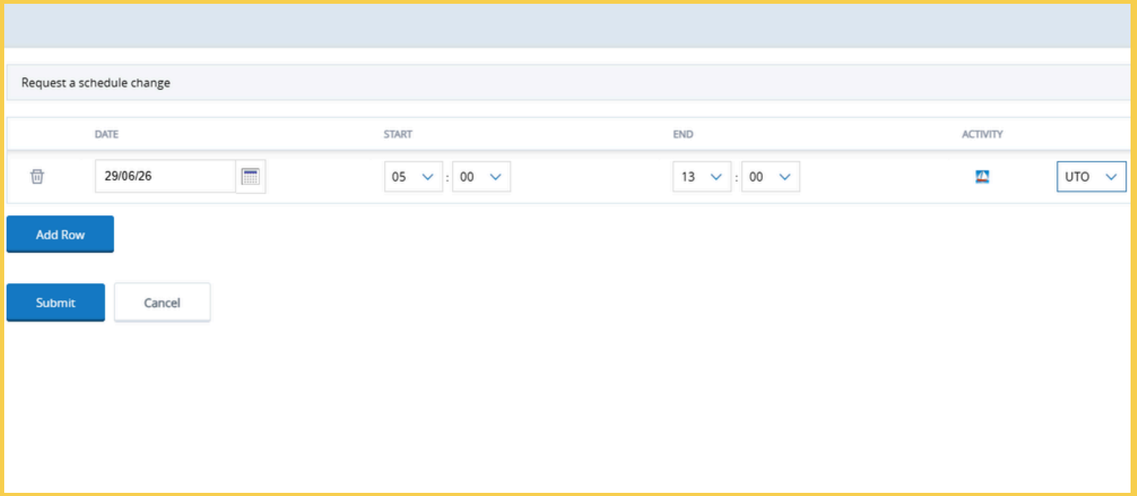
Used for current or next week

Navigate to Schedules > My Schedule Changes to access your schedule change requests. This section allows you to manage time off for days that are already on your schedule.

Click "Request a Schedule Change" to begin your request. Use the UTO activity code when submitting time off requests. You can add multiple change requests at the same time.

Monitor the status of your requests directly in My Schedule Changes. Each request will show one of three statuses: Pending, Completed, or Unsuccessful. Check back regularly for updates.





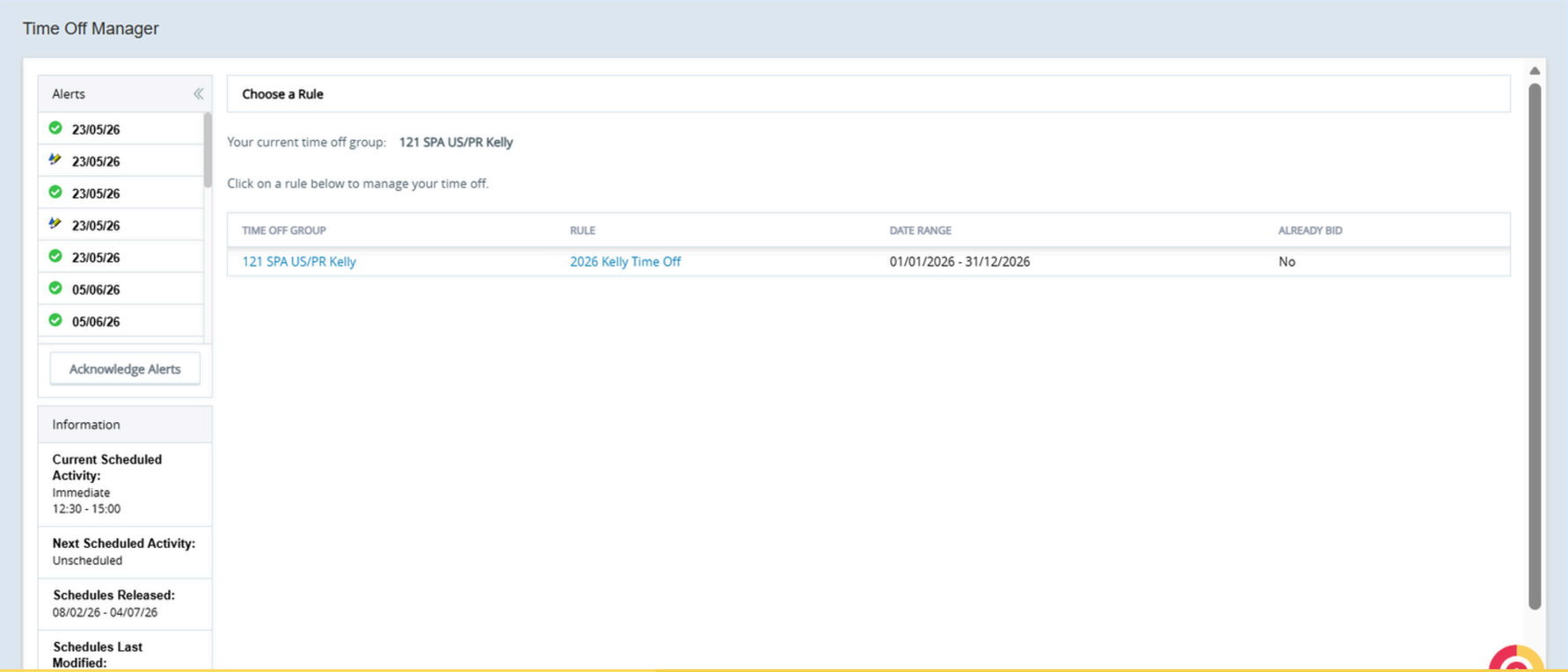
Requesting Time Off: Time Off Manager

Used for future not seen weeks

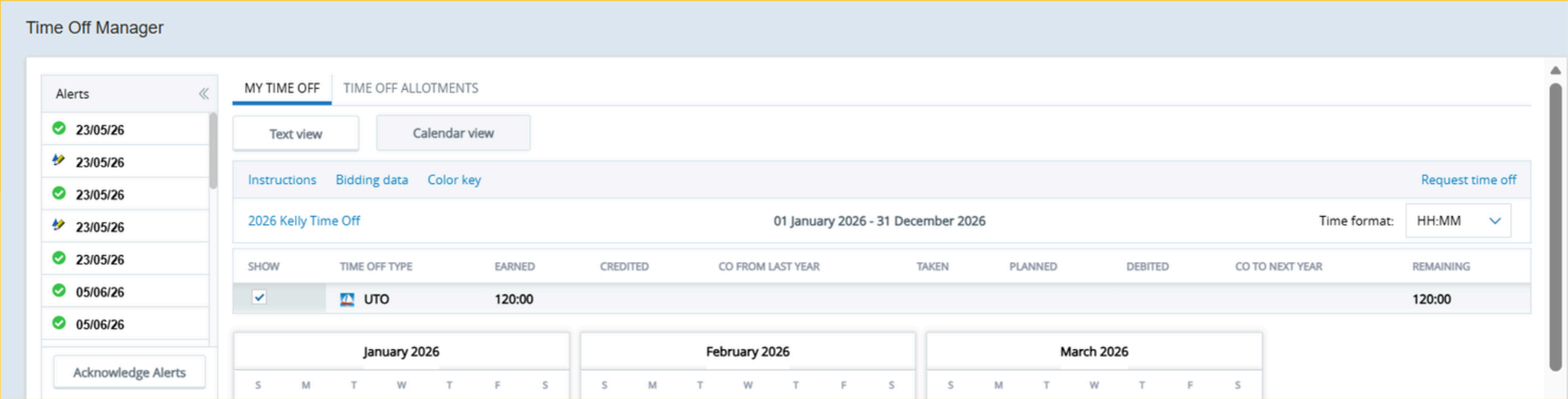
Navigate to Time Off Manager from the main menu. Click on the applicable time off rule to expand your options and begin a new request for future unscheduled days. Please select 2026 Kelly Time Off.

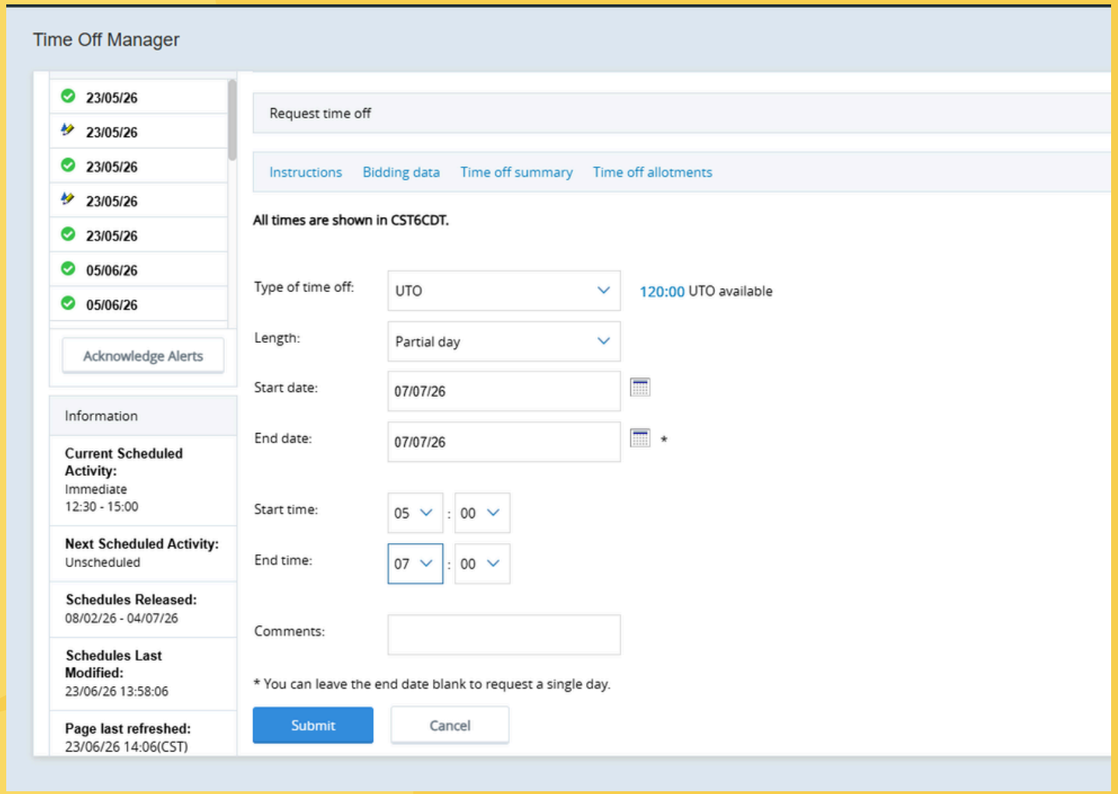
Click "Request Time Off," then select the UTO type. Enter your desired start and end dates, add any relevant comments, and submit your request for approval. Please be sure to only enter days and times in which you are scheduled.

To cancel a pending request, use either the text list view or the calendar view in Time Off Manager. Locate your request and select the cancel option to withdraw it before it is processed.



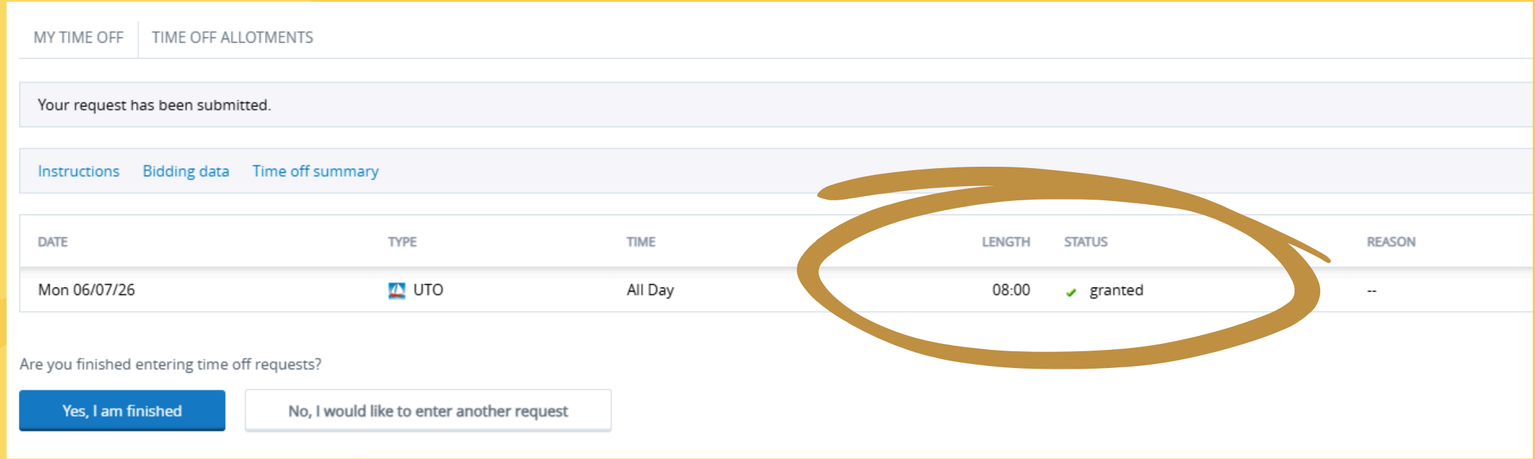
Requesting Time Off: Time Off Manager

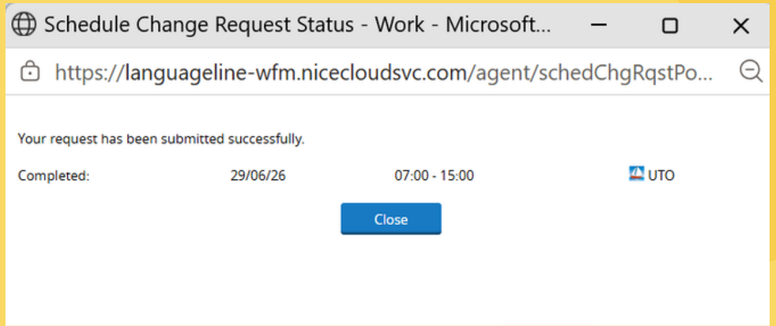


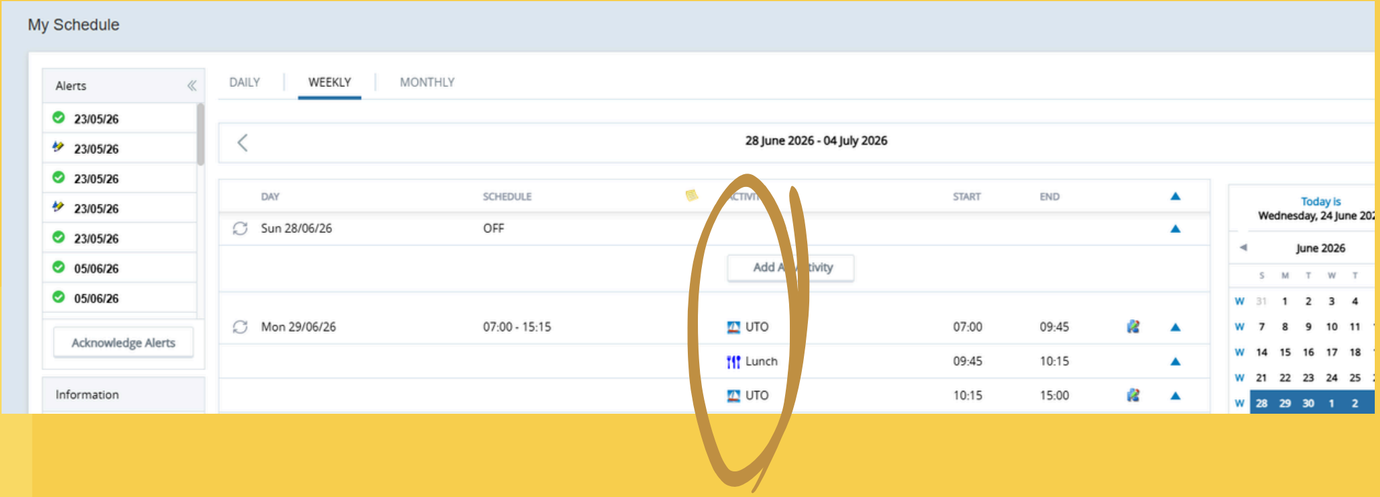


Was my time off approved?

You can see if your UTO was approved by viewing your schedule as well as your Time Off Manager page.

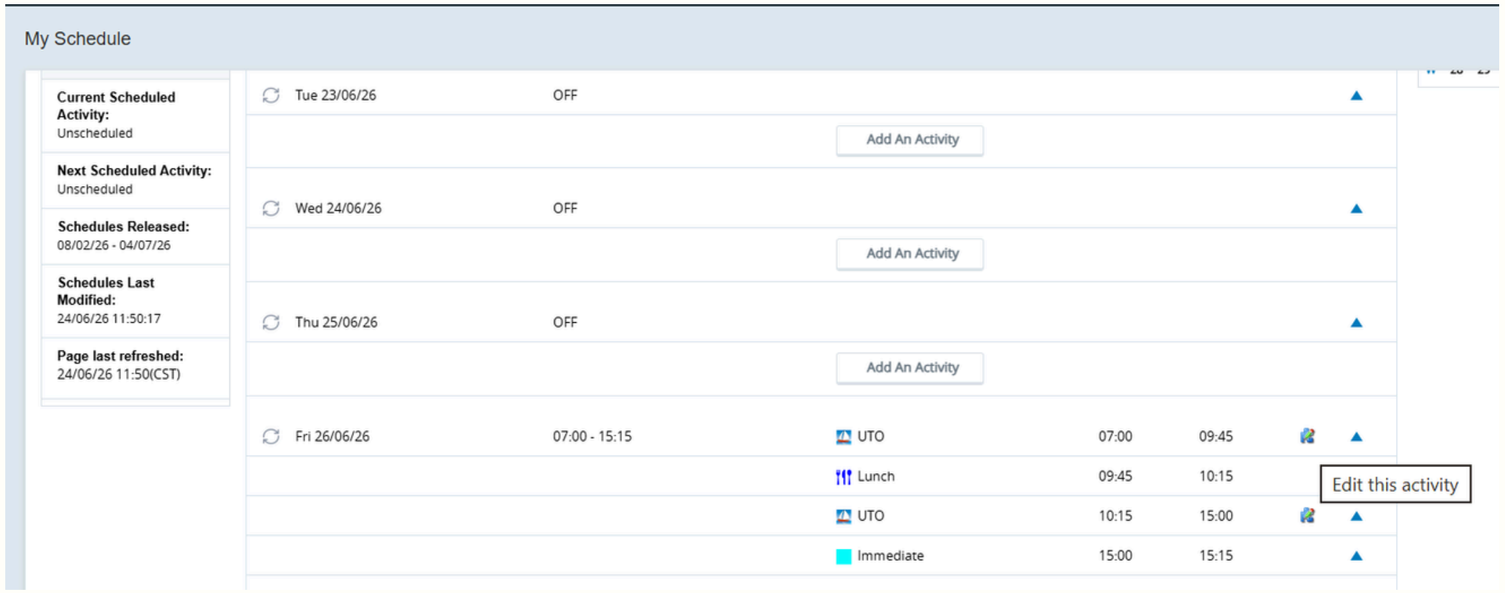


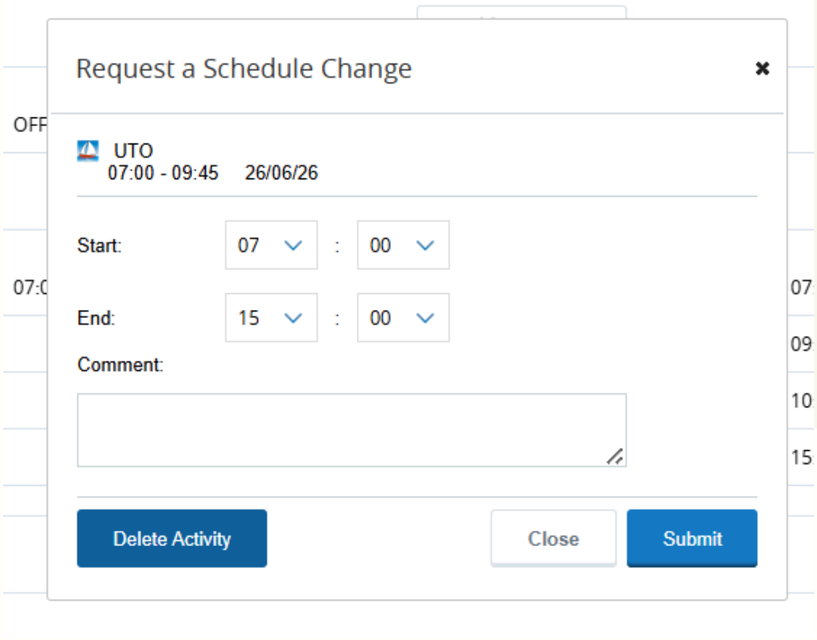




Canceling a Time Off Request

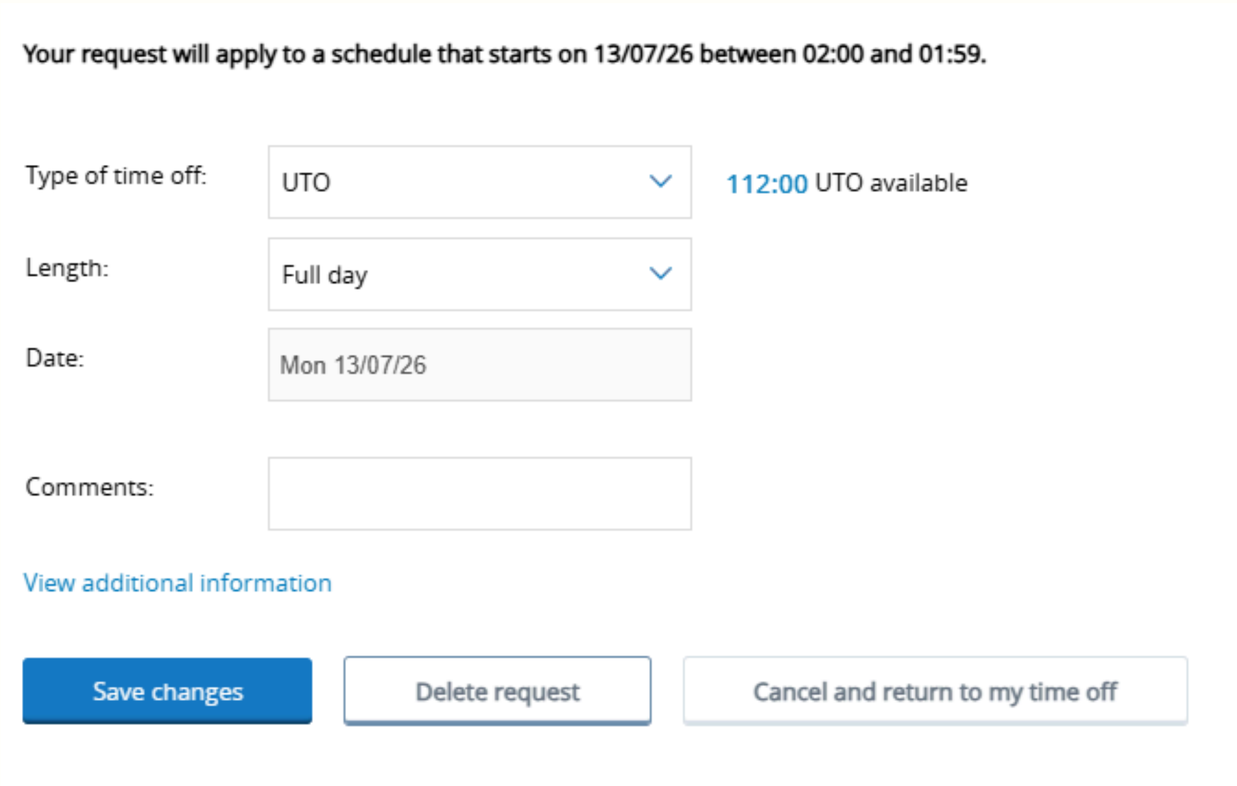
A time off request for the current week can be deleted by pressing “edit the activity” on the schedule view tab. You will then type in the hours of UTO you would like to remove and then press “delete activity.”





Canceling a Time Off Request

A time off request for a week out of view can be deleted by going to the time off manager tab, clicking on the day of UTO, and then pressing “delete request.”



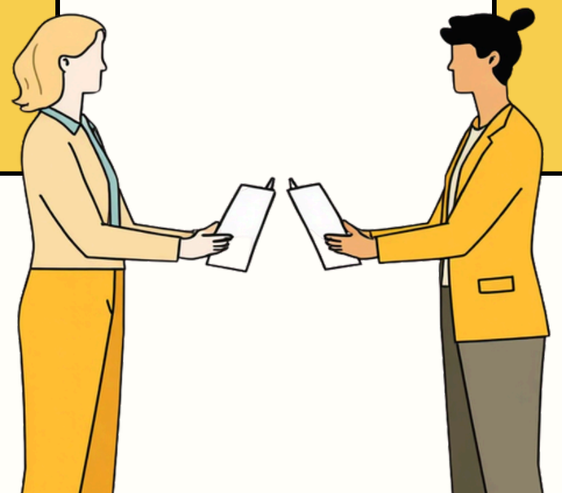
Trading Shifts: Initiate & Manage Trades

Use the Shift Trade feature to **give away a shift entirely** or to trade shifts for another day and time with another interpreter.

01

Initiate a Shift Trade

Go to Schedules > My Trades. Click "Trade a Schedule" to begin. Select the schedule you want to trade and choose your trade options, then post it to the Trade Board.



02

Track Your Trade Status

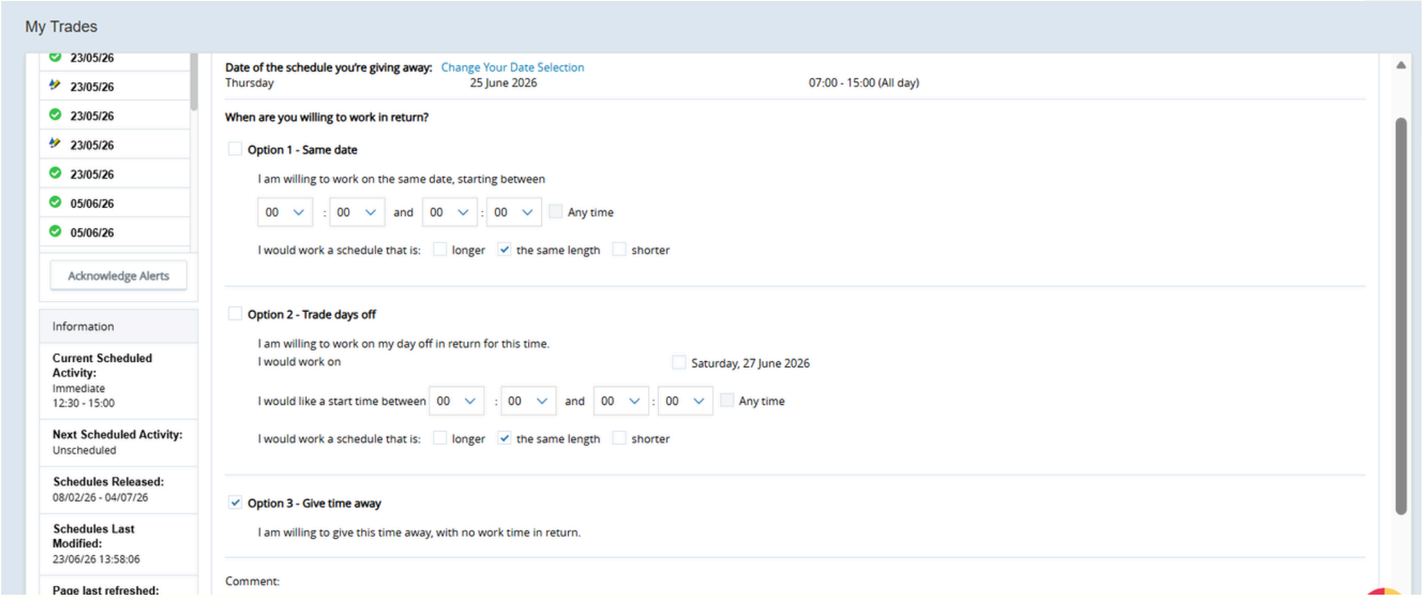
After posting, monitor your trade on the My Trades main page. View pending, accepted, or completed trades and check the Trade Board for any updates or responses.

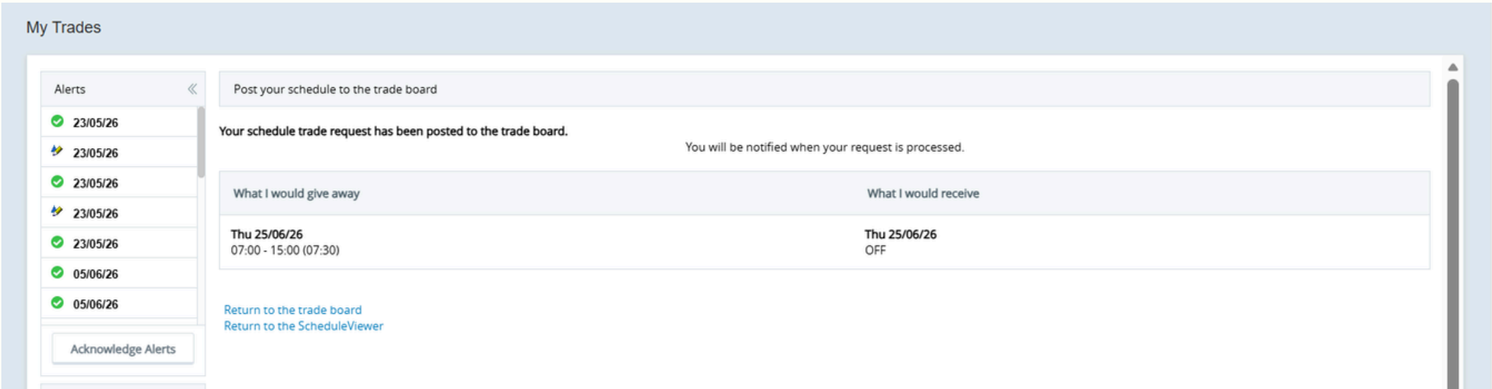
Trading Shifts: Initiate & Manage Trades

“Option 1- Same date” allows you to trade your shift with another Interpreter for the same workday.

“Option 2- Trade days off” allows you to trade your shift with another interpreter for another shift on a day you are typically not scheduled.

“Option 3- Give time away” opens and offers your shift to the full team to have the day off without having to add another work day.



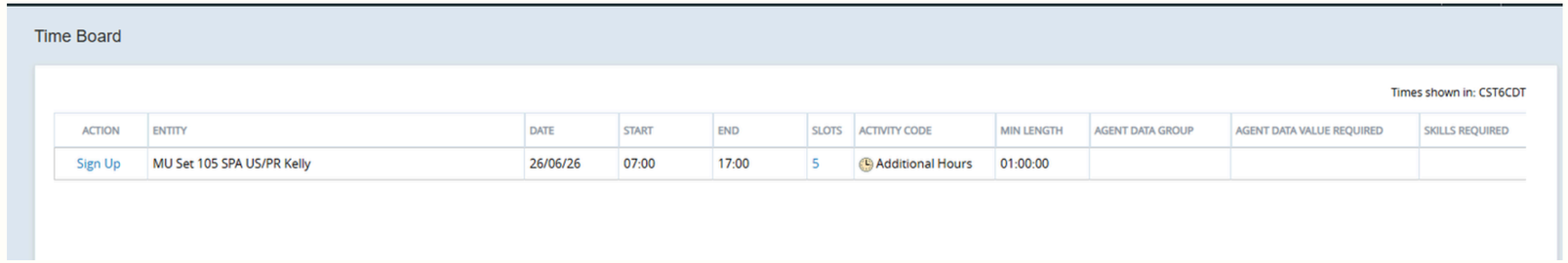


Picking up Additional Shifts

Navigate to Schedules > Time Board to find open shifts. Click "Sign Up" for any available slot to pick up extra hours.

Edit start/stop times if needed before confirming. View your pending and approved requests under My Schedule Changes.

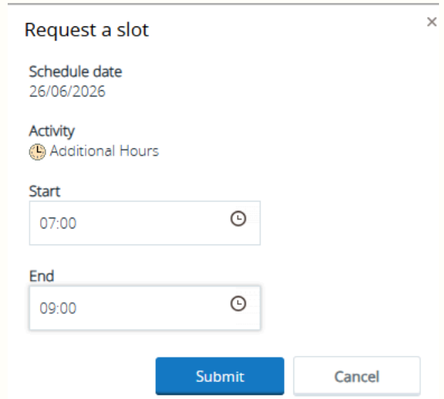
*Please note you will not see available hours you do not qualify for based on scheduling restrictions. Shifts will only be shown for current and next week.



Time Board

Times shown in: CST6CDT

ACTION	ENTITY	DATE	START	END	SLOTS	ACTIVITY CODE	MIN LENGTH	AGENT DATA GROUP	AGENT DATA VALUE REQUIRED	SKILLS REQUIRED
Sign Up	MU Set 105 SPA US/PR Kelly	26/06/26	07:00	17:00	5	Additional Hours	01:00:00			



Request a slot

Schedule date
26/06/2026

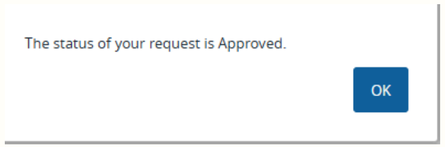
Activity
Additional Hours

Start
07:00

End
09:00

Submit

Cancel



The status of your request is Approved.

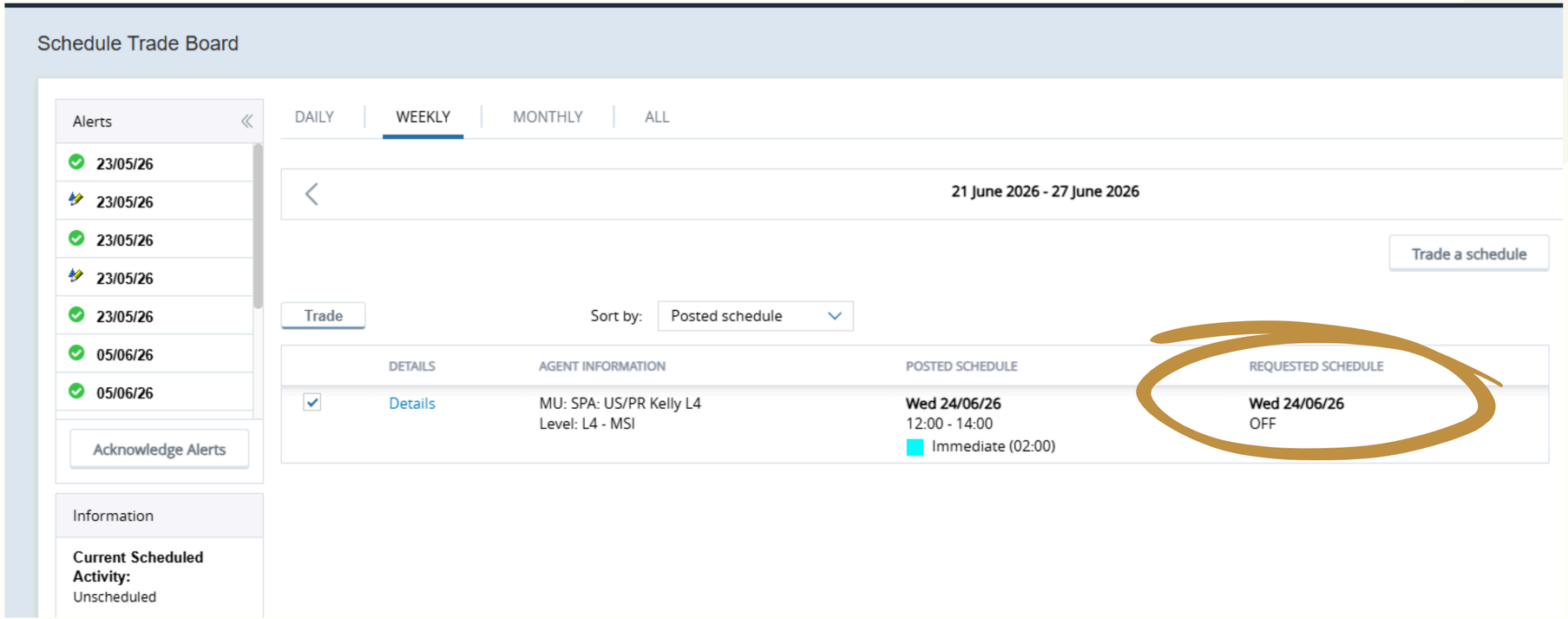
OK

Picking up Additional Shifts: Shift Trades with Team Members

If you want to trade a shift or take a shift from another team member you can also do so through the shift trades board.

Navigate to Schedules > Schedule Trade Board
On the main page, put a checkmark in the box next to one or more trades to accept, then press “Trade.”

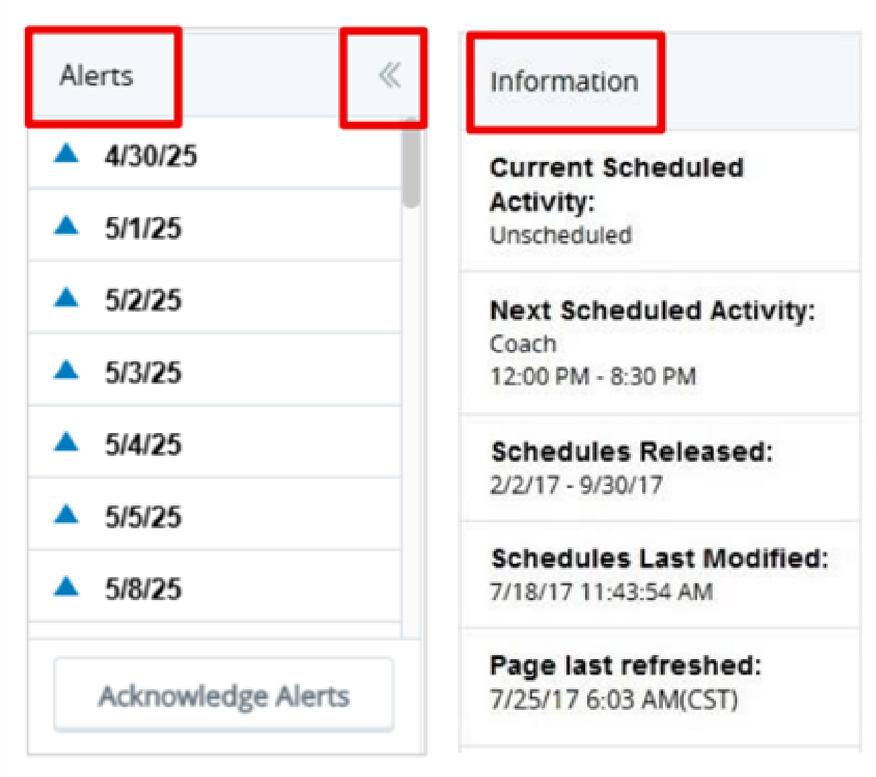
*Please note you will not be able to see any trades or offers that do not align with your schedule.



Alerts & Notifications

Stay informed with pop-up notifications whenever your schedule changes. The Alerts section displays all updates since your last login — including shift confirmations, trade results, and time off decisions.

Acknowledge and clear alerts to keep your inbox tidy. Icons in the Alerts section represent different types of schedule changes, making it easy to identify what requires your attention at a glance.



Important Things to Note

- Schedule Change Requests will still be submitted to INTscheduling@kellyservices.com
- INTs cannot work unscheduled. Since NiCE is directly linked to Interpreter Connect and LINC, if you attempt to log in early or when shifts are not scheduled you will receive an error message. Unscheduled shifts are not permitted, so if you see an error in your schedule you must report it to INTscheduling as soon as possible to have it fixed so you can log in.
- NiCE is a schedule management system to view your shifts and request time off. Your new timesheet tracker is Interpreter Connect or LINC depending on how you currently take calls. Logging in and out of that system will keep track of your time to be paid. Please note you are paid only for your time spent online and available for calls and for time spent on scheduled paid breaks.
- Using the proper break button for your lunch break and rest break is incredibly important. Please be sure to review the break policy on the Kelly Interpreter portal and follow it appropriately.
- UTO and Shift Trades cannot be initiated after a shift has started.
- UTO and Shift Trades cannot be completed for any Additional Hours. Once these are added they must be worked.