

LTC Gateway User Manual

Standard Version

11/2020

Contents

1. Setting up your SAW account
2. Adding LTC Gateway to your SAW account
3. Accessing LTC Gateway as a return user
4. Accessing LTC Services in Gateway
 - 4.1 Candidate details
 - 4.2 Addresses
 - 4.2.1 Adding an address
 - 4.2.2 Editing an address
 - 4.2.3 Changing the status of an address
 - 4.2.4 Setting an address as the Primary address
 - 4.3 Emails
 - 4.3.1 Adding an Email
 - 4.3.2 Editing an Email
 - 4.3.3 Changing the status of an Email
 - 4.3.4 Setting an Email as the Primary Email
 - 4.4 Tests
 - 4.4.1 Scheduling a test
 - 4.4.2 Viewing test results
 - 4.4.3 Downloading a score report
 - 4.5 Orientation
 - 4.6 Credentials
 - 4.6.1 Requesting a credential
 - 4.6.2 Viewing and downloading a certificate
 - 4.7 Renewals
 - 4.7.1 Code of conduct
 - 4.7.2 Background check
 - 4.7.3 CE ethics
 - 4.7.4 CE activities
 - 4.8 Events
5. LTC customer support

This manual provides instructions on how to manage your testing and credential profile as a test candidate, a DSHS certified interpreter or translator, or a DSHS bilingual employee on the LTC Gateway platform. It illustrates user functions step-by-step with screenshots.

If you are an employee of DSHS or other agencies who needs to take a Cluster test or who holds a Cluster credential, some sections will not apply to you. These include scheduling a test (Section 4.4.1), orientation (Section 4.5), and renewals (Section 4.7). Please contact LTC or the office in charge of employee testing in your agency if you have any questions.

Please note that some of the screenshots in this manual may be slightly different from what they look like on the real site, but the functions outlined here are mostly the same as what you will find in Gateway.

There may be occasions when it takes some time for a page to load properly in Gateway. If this happens, please be patient and wait for a few seconds. If the problem persists, you can change to a different browser and try again. Google Chrome and Microsoft Edge sometimes work better than Internet Explorer for Gateway although in general you should be able to navigate the website with any of these browsers.

1. Set up your SAW account

In order to access LTC Gateway service, the first thing you need to do is to set up your SAW account. If you haven't created one before, you can sign up by following the instructions below.

- (1) Open the LTC Gateway homepage at <https://fortress.wa.gov/dshs/ltcgateway/> and click the hyperlink “Secure Access Washington (SAW)”. This will lead you to the SAW website.

Language Testing & Certification Gateway

For more information about the DSHS Language Testing & Certification (LTC) Program, please visit the [DSHS LTC Website!](#)

Find an Interpreter or Translator

Please visit our [search page](#).

Continuing Education Activities

Search for Approved Continuing Education (CE) Activities.

To request approval of a new activity, please find relevant information at the [DSHS LTC CE website](#).

Interpreters, Translators, and Test Candidates

Please go to [Secure Access Washington \(SAW\)](#) and sign up for a log in.

Log in to SAW and select Add a New Service.

Browse the list of services and select the Department of Social and Health Services.

Apply for the LTC Gateway, then select LTC Gateway from your list of services.

Submit a request for access.

Once your access is approved, when you log in to SAW it will forward you to your LTC Profile.

You must complete your LTC Profile before you can schedule a test, add continuing education credits, or review your credentials.

Note: Alternatively, you can access SAW directly: <https://secureaccess.wa.gov>

- (2) Tap on the “SIGN UP” button on the right.



WELCOME

to your login for Washington state.



[SIGN UP!](#) [GET HELP](#) [TIPS ON](#)

LOGIN

USERNAME

PASSWORD

[SUBMIT](#)

[Forgot your username?](#) | [Forgot your password?](#)

ON BEHALF OF



- (3) On the “Sign Up!” form that pops up, you can press “[Check Now](#)” in the upper right corner if you are not sure whether you have already created a SAW account before. Otherwise, fill in your information, check the “[I’m not a robot](#)” box, and then click “[SUBMIT](#)” at the bottom.

IMPORTANT: Write down your **registration Email, user name and password** so you can easily find them when needed.

SIGN UP! X

Not sure if you already have an account? [CHECK NOW](#)

FIRST NAME

Apple

LAST NAME

Smith

EMAIL

asmith@qualityinterp.com

USERNAME

Appls

PASSWORD REQUIREMENTS


Add a special character or an uppercase letter

PASSWORD

••••••••

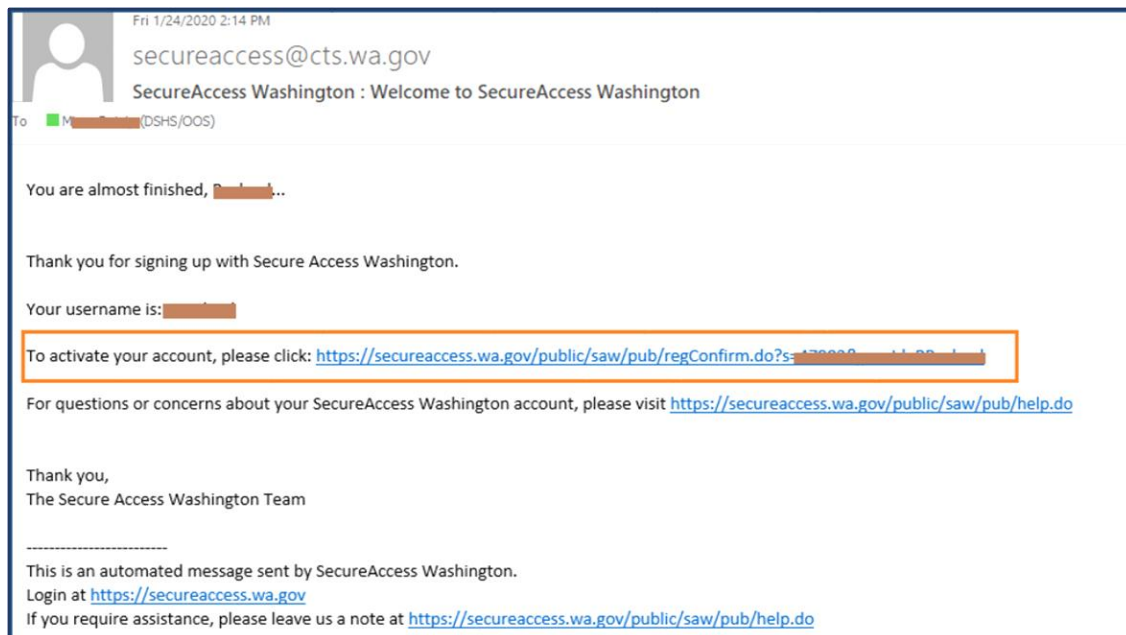
CONFIRM PASSWORD

••••••••

☒ I'm not a robot  [Privacy](#) [Terms](#)

[Privacy Notice](#) [SUBMIT](#)

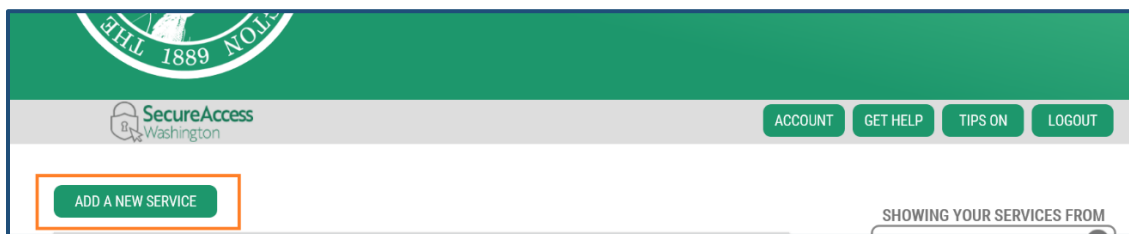
- (4) You will receive a confirmation Email, which contains a link to activate your account. Click the link to finish the registration process.



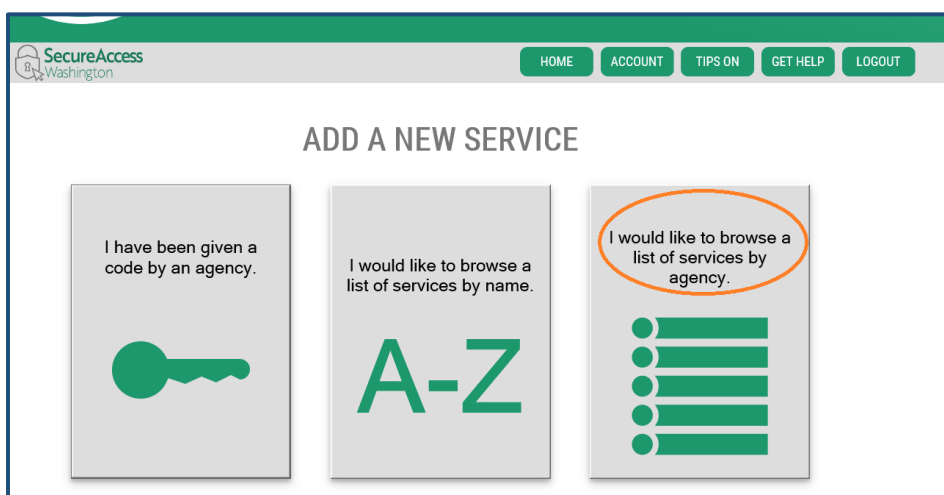
Note: If you have a SAW account already, you can skip the signup process and log into SAW directly, but you will still need to add LTC Gateway service to your account (see Section 2).

2. Adding LTC Gateway to your SAW account

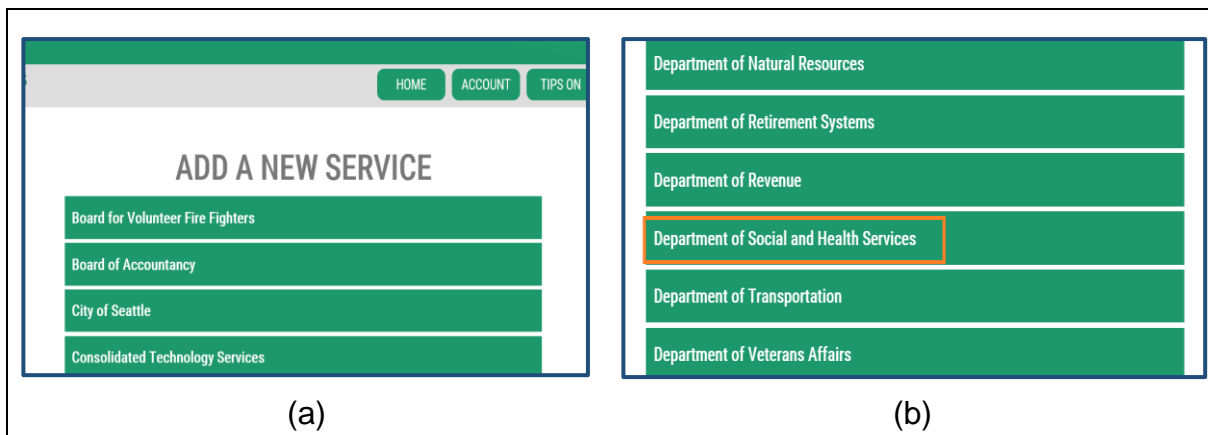
(1) Once you have logged into SAW, tap on “[Add A New Service](#)” in the upper left.



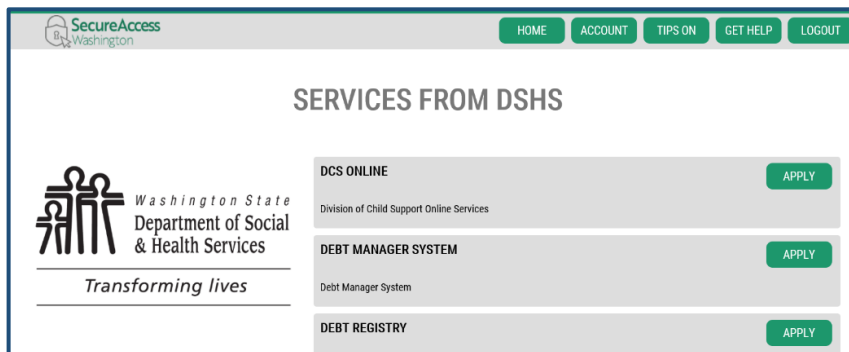
(2) Click on “[I would like to browse a list of services by agency](#)”.



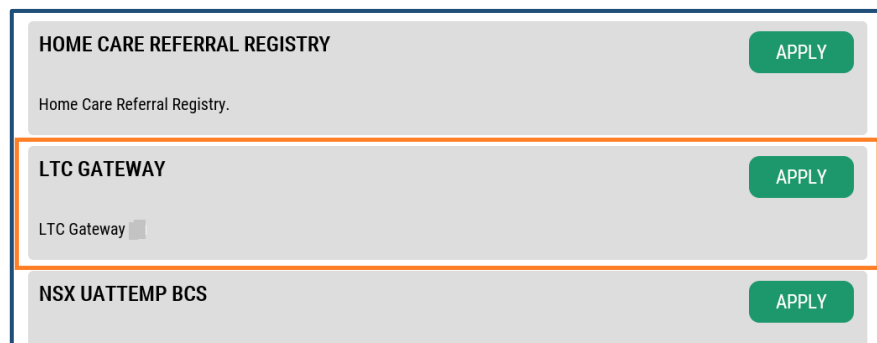
(3) You will see a list of state services accessible through SAW in alphabetical order (see (a) below). Scroll down to find “[Department of Social and Health Services](#)” (see (b) below).



- (4) You are now on the “[SERVICES FROM DSHS](#)” page (see (a) below). Scroll down to find “[LTC GATEWAY](#),” and then tap on the “[Apply](#)” button on the right (see (b) below).



(a) Services from DSHS

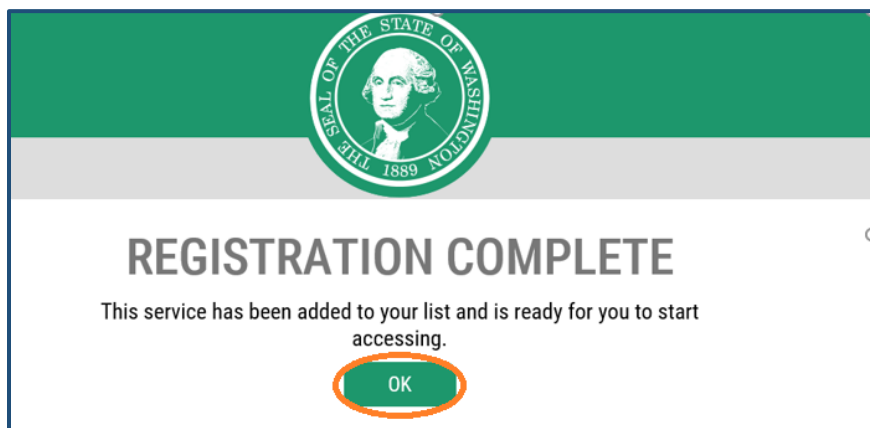


(b) LTC Gateway

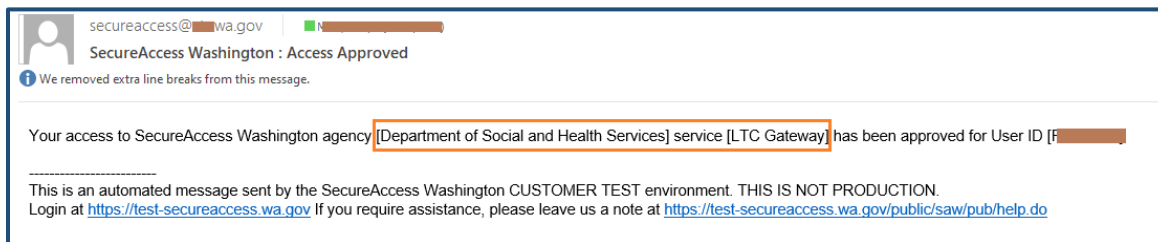
- (5) On the “**IDENTITY VERIFICATION**” page, verify your name and fill in your address. Click “**Continue**” at the bottom.

The screenshot shows the 'IDENTITY VERIFICATION' page. At the top, there's a navigation bar with 'HOME', 'ACCOUNT', 'TIPS ON', 'GET HELP', and 'LOGOUT'. Below the navigation bar, the title 'IDENTITY VERIFICATION' is centered. A paragraph of text explains that users will be asked questions based on their public record data. The form is divided into two main sections: 'NAME' and 'ADDRESS'. The 'NAME' section asks if the user's legal name is displayed correctly and provides a text input field. The 'ADDRESS' section asks for the user's address and provides fields for 'STREET ADDRESS', 'CITY', 'STATE', and 'ZIP'. The 'STREET ADDRESS' field contains '000 ABC Street', 'CITY' contains 'Olympia', 'STATE' contains 'WA', and 'ZIP' contains '98000'. At the bottom of the form, there are links for 'Privacy Notice' and a 'CONTINUE' button.

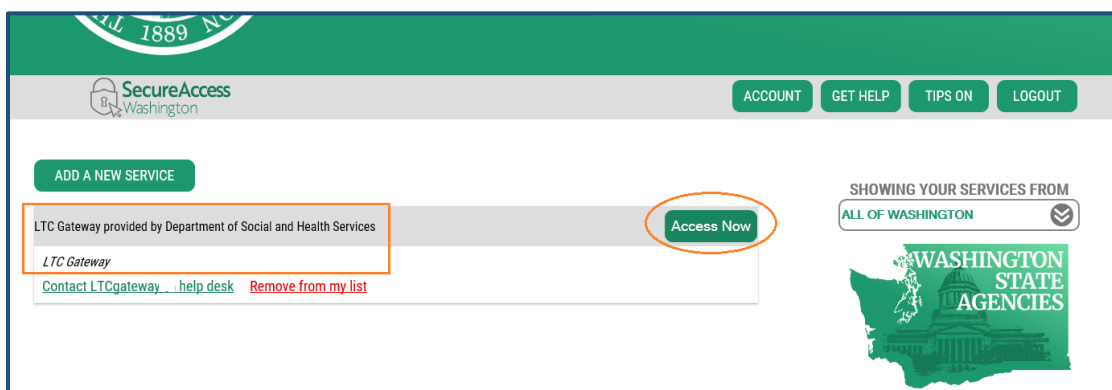
- (6) You may need to answer several questions to confirm your identity, for instance, questions that ask you to choose a certain address of yours in the past.
- (7) After identify verification, you will be prompted to complete information for Multi-Factor Authorization (MFA) by providing your Email or phone. Fill in the required information, and proceed.
- (8) A “**REGISTRATION COMPLETE**” confirmation message will show up. Click “**OK**”.



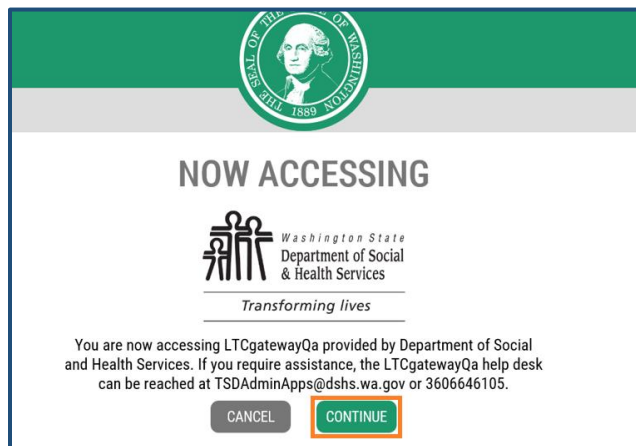
- (9) You will receive an Email notification saying that your access to LTC Gateway service has been approved.



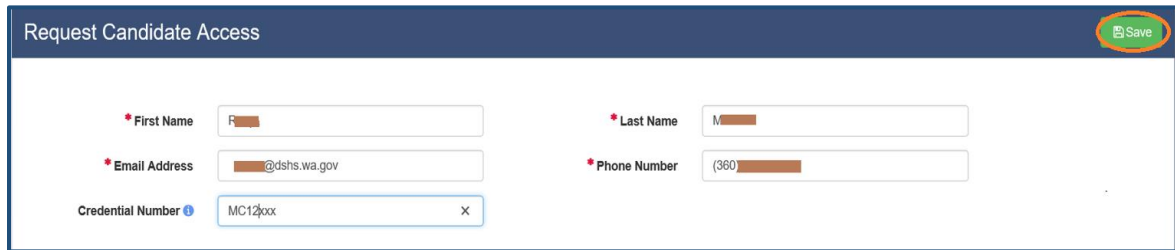
- (10) Back in SAW, you will see LTC Gateway has been added to your account. Tap on the “Access Now” button.



- (11) You may be prompted to go through Multi-Factor Authentication. Depending on the MFA information you set up earlier, you will receive a code by call, through Email or text. Enter the verification code and proceed. This may take several steps (also see Section 3).
- (12) On the “Now Accessing” page, click “Continue”.

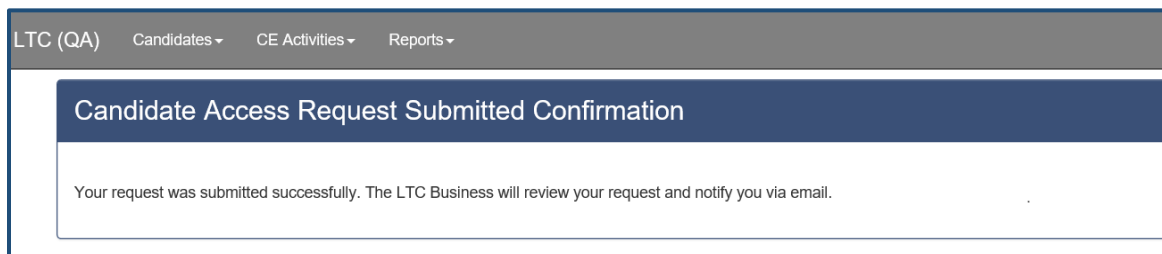


- (13) This will take you to the “[Request Candidate Access](#)” page. Fill in the required information, and click the green “[Save](#)” button in the upper right corner.



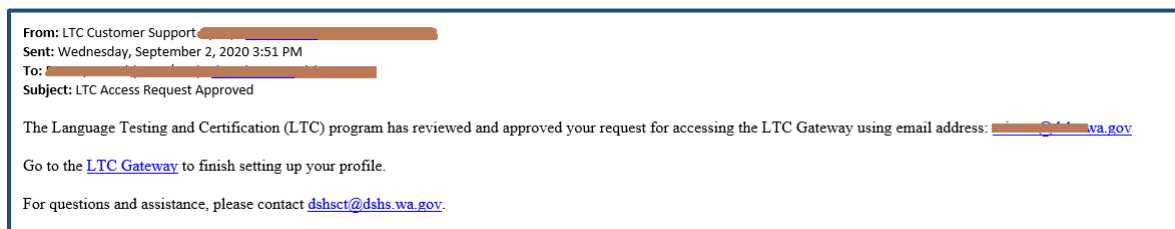
The screenshot shows a web form titled "Request Candidate Access" with a dark blue header. In the top right corner of the header is a green "Save" button with a floppy disk icon. The form contains several input fields: "First Name" with a red asterisk and a text box containing "R"; "Last Name" with a red asterisk and a text box containing "M"; "Email Address" with a red asterisk and a text box containing "@dshs.wa.gov"; "Phone Number" with a red asterisk and a text box containing "(360)"; and "Credential Number" with a blue eye icon, a text box containing "MC12xxx", and a small "x" icon to clear the field.

- (14) You will see a confirmation message saying that your request for access has been submitted and is pending for LTC approval.



The screenshot shows a confirmation message within a web application. At the top is a navigation bar with "LTC (QA)" and three dropdown menus: "Candidates", "CE Activities", and "Reports". Below this is a dark blue header with the text "Candidate Access Request Submitted Confirmation". The main content area is white and contains the message: "Your request was submitted successfully. The LTC Business will review your request and notify you via email."

- (15) Once your access request is approved by LTC, you will receive a notification Email.

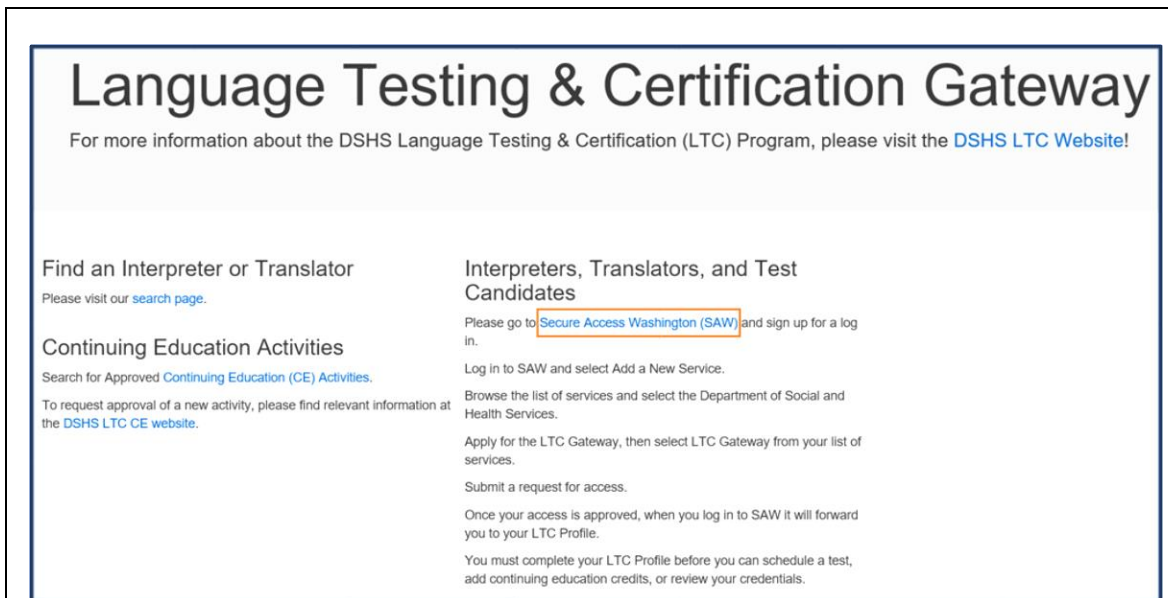


The screenshot shows an email notification. The header includes: "From: LTC Customer Support", "Sent: Wednesday, September 2, 2020 3:51 PM", "To:", and "Subject: LTC Access Request Approved". The body of the email states: "The Language Testing and Certification (LTC) program has reviewed and approved your request for accessing the LTC Gateway using email address: [redacted]@dshs.wa.gov". It then says: "Go to the [LTC Gateway](#) to finish setting up your profile." and "For questions and assistance, please contact dshsct@dshs.wa.gov."

3. Accessing LTC Gateway as a return user

Once your SAW account has been set up and your request for candidate access to LTC Gateway has been approved (see Sections 1 and 2), the next time when you visit Gateway, you can access the website directly through SAW.

- (1) Open the LTC Gateway homepage at <https://fortress.wa.gov/dshs/ltcgateway/> and click the hyperlink “Secure Access Washington (SAW)” (see (a) below). You can also go to SAW at <https://secureaccess.wa.gov> directly (see (b) below).



(a) Access SAW from LTC Gateway Homepage



(b) Access SAW Homepage

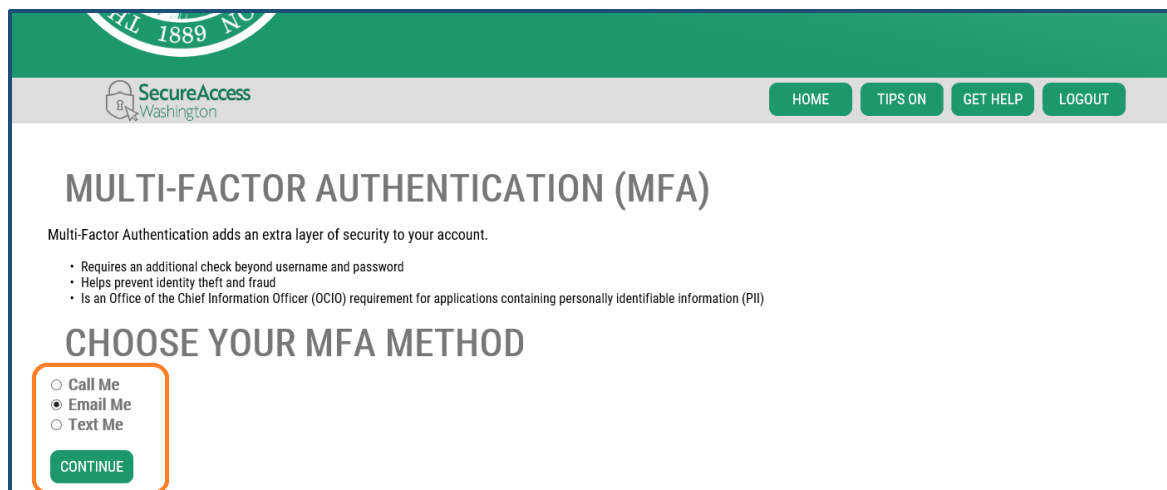
(2) Enter your User Name and Password, and click “[SUBMIT](#)”.

The screenshot shows the Washington State SecureAccess login page. At the top left is the Seal of the State of Washington. The main heading reads "WELCOME to your login for Washington state." Below this is a navigation bar with "SecureAccess Washington" and buttons for "SIGN UP!", "GET HELP", and "TIPS ON". The login section on the left is titled "LOGIN" and contains fields for "USERNAME" (filled with "April May") and "PASSWORD" (filled with dots). A green "SUBMIT" button is highlighted with a red circle. Below the password field are links for "Forgot your username?" and "Forgot your password?". To the right, the text "ON BEHALF OF" is followed by the logo of the Washington State Department of Social & Health Services, which includes the stylized word "Siŋi" and the tagline "Transforming lives".

(3) Once logged into SAW, you will see LTC Gateway listed on the left. Tap on the “[Access Now](#)” button.

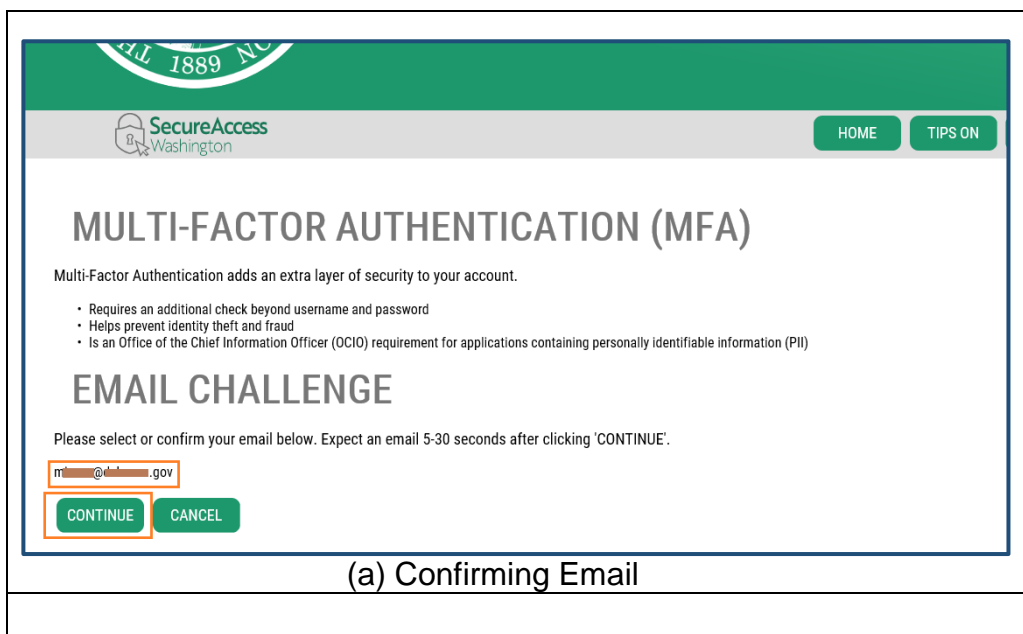
The screenshot shows the dashboard after logging into SecureAccess Washington. The top navigation bar includes "ACCOUNT", "GET HELP", "TIPS ON", and "LOGOUT". On the left, there is a button "ADD A NEW SERVICE" and a list of services. The first service, "LTC Gateway provided by Department of Social and Health Services", is highlighted with a red box. Below it, the text "LTC Gateway" is shown, along with links for "Contact LTCgateway...help desk" and "Remove from my list". To the right of the service list, a green "Access Now" button is highlighted with a red circle. On the far right, there is a section titled "SHOWING YOUR SERVICES FROM" with a dropdown menu set to "ALL OF WASHINGTON". Below this is a graphic for "WASHINGTON STATE AGENCIES" featuring a map of the state.

- (4) You will be prompted to choose a Multi-Factor Authentication (MFA) method. Depending on the MFA information you set up during registration, you can choose to receive a code by call, through Email or text. Select a method, and then click “Continue”.



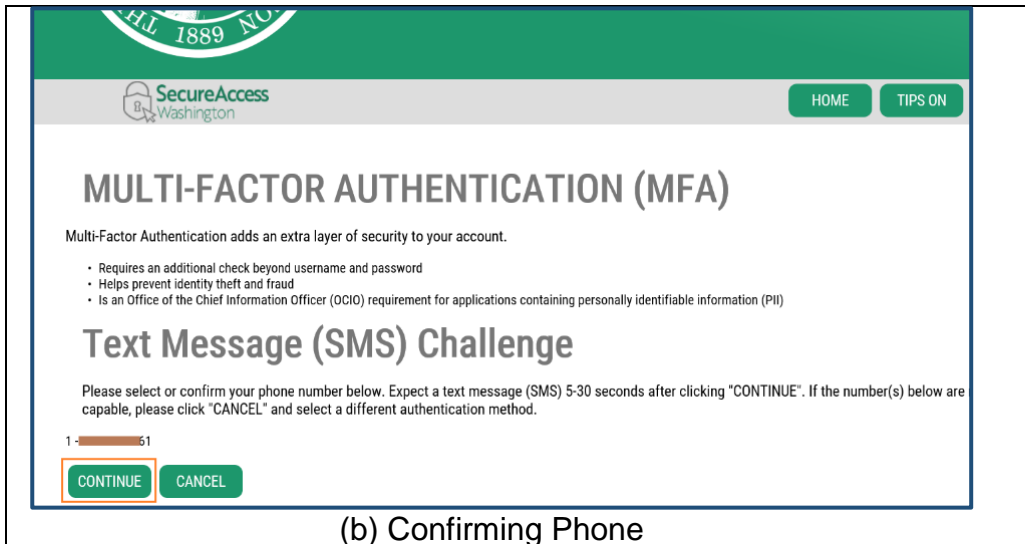
The screenshot shows the 'MULTI-FACTOR AUTHENTICATION (MFA)' page on the SecureAccess Washington portal. The page has a green header with the Washington state seal and the text '1889 NC'. Below the header is a navigation bar with 'SecureAccess Washington' and buttons for 'HOME', 'TIPS ON', 'GET HELP', and 'LOGOUT'. The main content area is titled 'MULTI-FACTOR AUTHENTICATION (MFA)' and includes a sub-header 'CHOOSE YOUR MFA METHOD'. A list of three options is shown: 'Call Me', 'Email Me' (selected with a radio button), and 'Text Me'. A green 'CONTINUE' button is at the bottom of the list. The entire selection area is highlighted with an orange border.

- (5) Then you will need to confirm the Email or phone number for MFA. For instance, if you have chosen “Email Me” at the previous step, you will need to confirm your Email address (see (a) below). If you have chosen “Text Me” above, you will need to confirm your mobile number (see (b) below). If your Email or phone shown on the page is correct, press “Continue”.

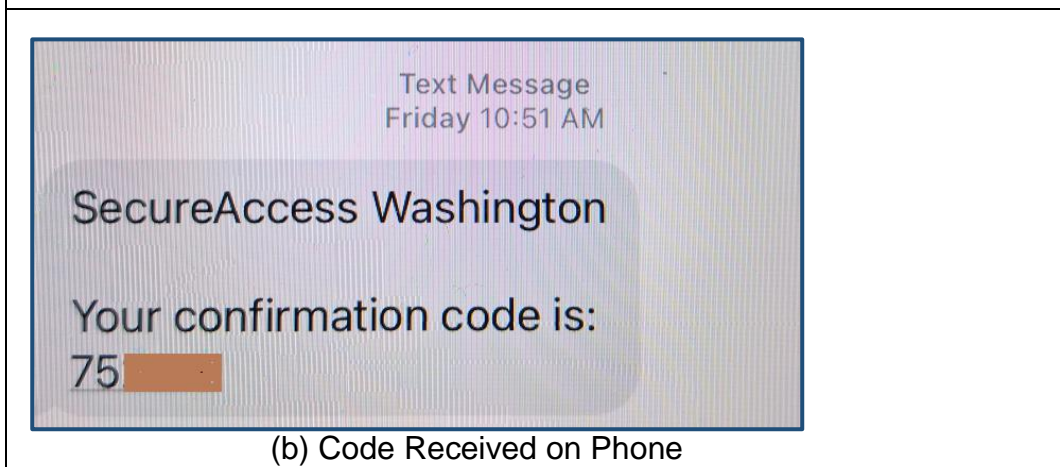
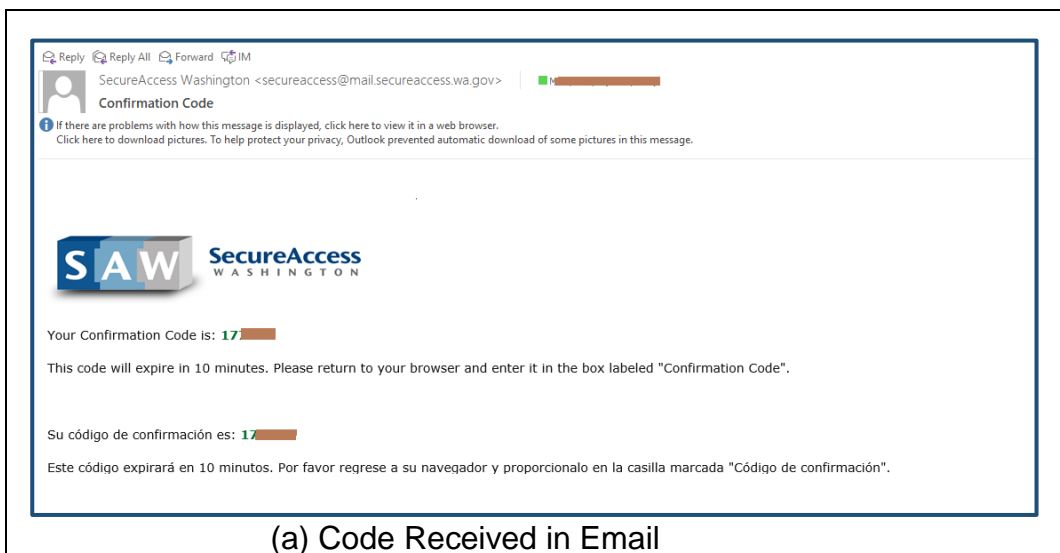


The screenshot shows the 'EMAIL CHALLENGE' page on the SecureAccess Washington portal. The page has a green header with the Washington state seal and the text '1889 NC'. Below the header is a navigation bar with 'SecureAccess Washington' and buttons for 'HOME' and 'TIPS ON'. The main content area is titled 'MULTI-FACTOR AUTHENTICATION (MFA)' and includes a sub-header 'EMAIL CHALLENGE'. A text prompt reads: 'Please select or confirm your email below. Expect an email 5-30 seconds after clicking 'CONTINUE'.' Below the prompt is a text input field containing 'm@.gov'. At the bottom are two green buttons: 'CONTINUE' and 'CANCEL'. The entire challenge area is highlighted with an orange border.

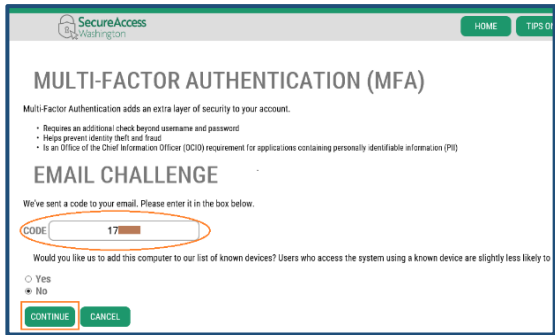
(a) Confirming Email



(6) A code will be sent to your Email or phone.

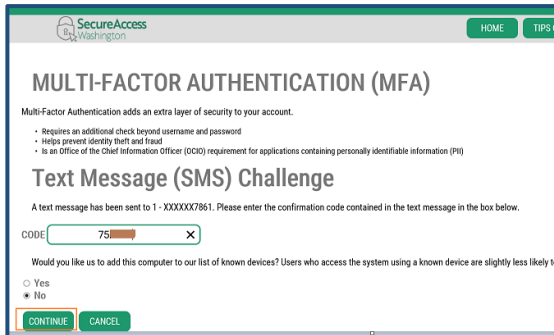


- (7) Enter the code you received via Email or phone, and select whether you would like to add the computer you are using to the list of known devices. Click “Continue”.



The screenshot shows the 'EMAIL CHALLENGE' section of the MFA page. A text input field labeled 'CODE' contains the number '17'. Below the input field, there are radio buttons for 'Yes' and 'No' to answer the question 'Would you like us to add this computer to our list of known devices?'. The 'CONTINUE' button is highlighted with a red box.

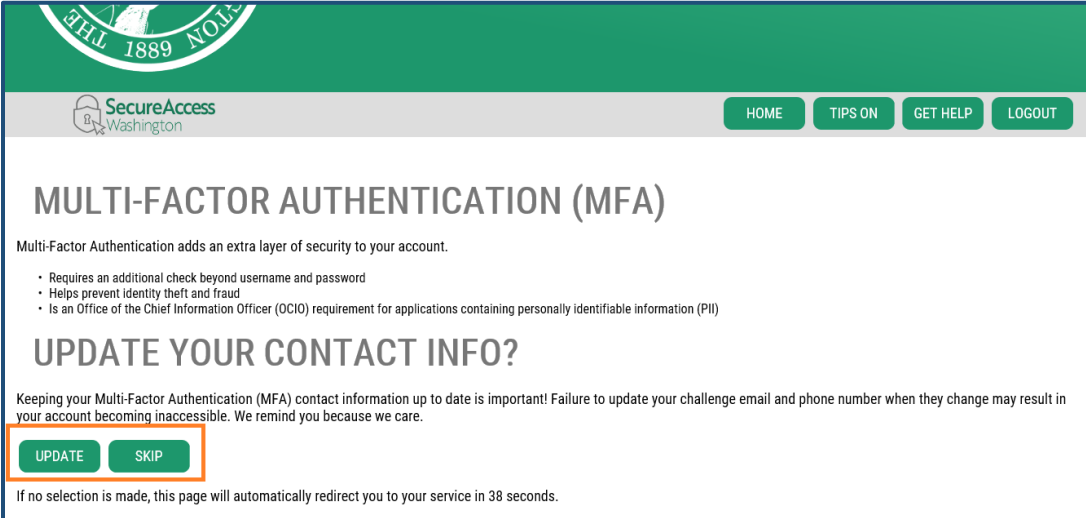
(a) Enter Code from Email



The screenshot shows the 'Text Message (SMS) Challenge' section of the MFA page. A text input field labeled 'CODE' contains the number '75'. Below the input field, there are radio buttons for 'Yes' and 'No' to answer the question 'Would you like us to add this computer to our list of known devices?'. The 'CONTINUE' button is highlighted with a red box.

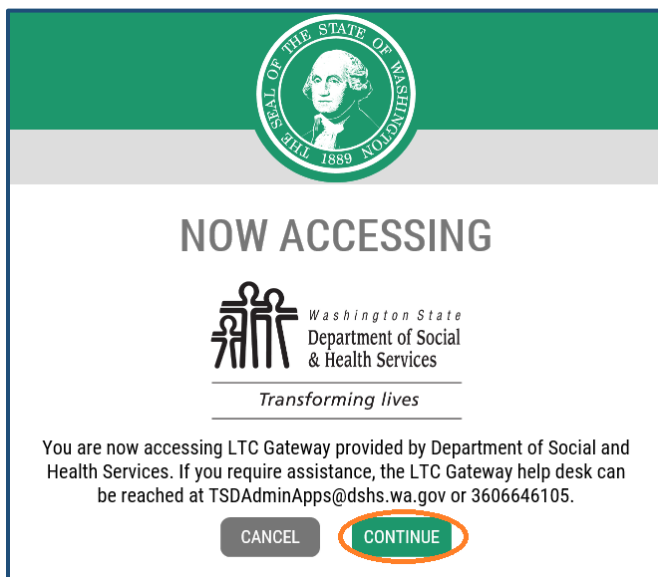
(b) Enter Code from Phone

- (8) You can update your MFA contact information if necessary. Otherwise, click “Skip” to proceed.



The screenshot shows the 'UPDATE YOUR CONTACT INFO?' section of the MFA page. It includes a heading, a paragraph explaining the importance of keeping contact information up to date, and two buttons: 'UPDATE' and 'SKIP'. The 'UPDATE' button is highlighted with a red box. At the bottom, a note states: 'If no selection is made, this page will automatically redirect you to your service in 38 seconds.'

- (9) On the “Now Accessing” page. Tap on “Continue” to access LTC Gateway.



- (10) You will be taken to your profile page in Gateway. Your LTC candidate ID and your name appear in the upper left corner. On the line below are the names of different tabs for your profile, including [Candidate Details](#), [Addresses](#), [Emails](#), [Tests](#), [Orientation](#), [Credentials](#), [Renewals](#), and [Events](#), from left to right. You will land on the [Candidate Details](#) tab by default after entering Gateway.

Note: The [Renewals](#) and [Events](#) tabs are optional. The [Renewals](#) tab is only visible if you have a credential; the [Events](#) tab is only shown if LTC has posted a certain event or action on your credential(s).

(a) A Profile with “Renewals” and “Events” Tabs

LTC (QA) CE Activities Search Welcome F...

Candidate ID: Candidate Name: i Schedule Test Save

Candidate Details Addresses Emails Tests Orientation Credentials

Show all Hide all

Candidate Details

*First Name	Publishable	*Last Name	Publishable	Middle Initial	Publishable
	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
*Phone Number	Publishable	*Primary County of Work	Publishable	National Provider Identifier (NPI)	
360	<input checked="" type="checkbox"/>	Pierce County	<input checked="" type="checkbox"/>		
Are you a DSHS employee		Appointment Plus GUID			
<input type="checkbox"/>		fd			
Employment Details					

(b) A Profile without “Renewals” and “Events” Tabs

4. Accessing LTC services in Gateway

After you enter LTC Gateway, you will see the relevant information on your profile. In the top left are your Candidate ID and Candidate Name. On the line below are listed eight tabs: [Candidate Details](#), [Addresses](#), [Emails](#), [Tests](#), [Orientation](#), [Credentials](#), [Renewals](#), and [Events](#), from left to right. The first three tabs contain your personal information. You can manage and update them on you own. The other four tabs concern your tests and credentials. You can view information, download documents (e.g. score reports and certificates), and access certain functions related to certification and renewal requirements. (Note: The download option is not available for documents such as score reports and certificates issued prior to November 2020.)

- Personal information: Candidate Details, Addresses, Emails
- Tests & credential information: Tests, Orientation, Credentials, Renewals (optional), Events (optional)

The screenshot shows the LTC Gateway interface. At the top, there's a header with 'LTC (QA)', 'CE Activities', and a search bar. Below the header, the user's profile information is displayed: 'Candidate ID: [redacted]' and 'Candidate Name: [redacted]'. To the right of this information are two buttons: 'Schedule Test' and 'Save'. Below the profile information is a row of eight tabs: 'Candidate Details', 'Addresses', 'Emails', 'Tests', 'Orientation', 'Credentials', 'Renewals', and 'Events'. The 'Renewals' and 'Events' tabs are highlighted with a green circle. Below the tabs is a section titled 'Candidate Details' with a 'Show all' and 'Hide all' toggle. The 'Candidate Details' section contains several fields: 'First Name' (with a red asterisk), 'Last Name' (with a red asterisk), 'Middle Initial', 'Phone Number' (with a red asterisk), 'Primary County of Work' (with a red asterisk), 'National Provider Identifier (NPI)', and 'Appointment Plus GUID'. Each of these fields has a 'Publishable' checkbox next to it. There are also checkboxes for 'Are you a DSHS employee' and 'Employment Details'.

- Notes:** (1) The [Renewals](#) and [Events](#) tabs are optional. The [Renewals](#) tab is only visible if you have a credential; the [Events](#) tab is only shown if LTC has posted a certain event or action on your credential(s).
- (2) For employees of DSHS or other agencies who have passed a Cluster test or who hold a Cluster credential, the [Orientation](#) and [Renewals](#) tabs do not apply.

4.1 Candidate Details

- (1) When you land on LTC Gateway for the first time, you need to complete your “Candidate Details”. Items indicated by a red asterisk (*) are required. Fill in the information, and click “Save” in the top right corner.

LTC (QA) CE Activities Search Welcome [User Name]

Candidate Id: [Redacted] Candidate Name: [Redacted]

[Schedule Test](#) [Save](#)

[Candidate Details](#) [Addresses](#) [Emails](#) [Tests](#) [Orientation](#) [Credentials](#)

Show all Hide all

Candidate Details

* First Name Publishable ☐ ☒ * Last Name Publishable ☐ ☒ Middle Initial Publishable ☐

* Phone Number Publishable ☐ ☒ * Primary County of Work Publishable ☐ ☒ National Provider Identifier (NPI)

Are you a DSHS employee ☐

Appointment Plus GUID

Employment Details [?](#)

Note: You can choose to have some information as publishable or not publishable. Publishable information will show up in the research results on the “Find an Interpreter” platform.

- (2) The symbol with a lower case “i” in a blue circle (i) indicates that a hint or tool tip is available. To view the full hint message, move your mouse to the symbol and pause until you finish reading.

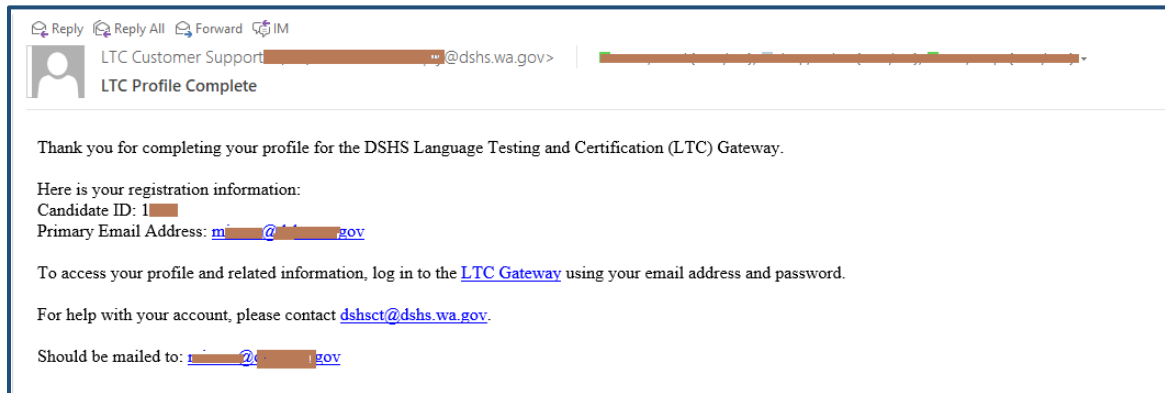
Candidate Details

Tooltip: Indicates whether your first name is viewable by the public

* First Name Publishable (i) ☒ * Last Name Publishable (i) ☒

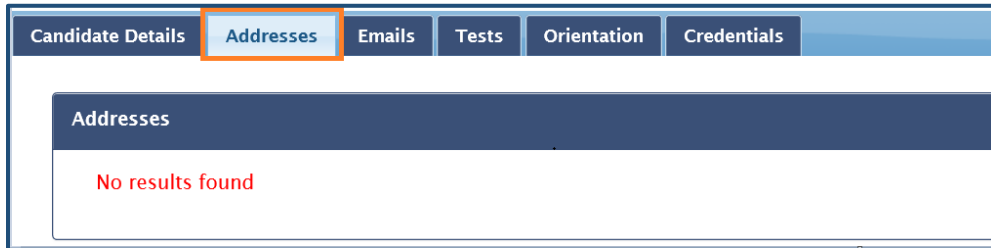
* Phone Number Publishable (i) ☒ * Primary County of Work Publishable (i) ☒

- (3) Once you have filled in and saved your information, you will receive an Email saying that you have completed your profile.



4.2 Addresses

It is important that you have an active valid address on your profile. Some functions, for instance, scheduling a test, require you to have an address in order to process. You can add a new address or update current address(es) on the “Addresses” tab.



The buttons you will use on this tab and their corresponding functions include the following:



Add a new address



Edit a current address listed on profile



Deactivate/Activate an address



Set an address as primary

4.2.1 Adding an address

(1) Press the “Addresses” tab, and then click “Add” in the upper right.



- (2) Fill in the form, press “[Save](#)” at the bottom, and then click “[OK](#)” on the pop-up message to confirm.

The screenshot shows the 'Add Candidate Address' form with the following fields: Address Type (Mailing), Street Address (1), City (Olympia), State (Washington), and Zip Code (98). A confirmation pop-up titled 'Message from webpage' is displayed in the center, asking 'Are you sure you want to save these changes?' with 'OK' and 'Cancel' buttons. The 'OK' button is circled in orange. Below the form, the 'Save' button is also circled in orange, with an orange arrow pointing from it to the 'OK' button in the pop-up.

- (3) The added address will appear on your “[Addresses](#)” tab.

The screenshot shows the 'Addresses' tab in the system. It contains a table with the following data:

Address Type	Street Address	City	State	Zip Code	Active	Primary	Actions
Mailing	1	Olympia	WA	98	✓	✓	✓

Below the table, it says 'Total Addresses: 1'. There is an 'Add' button in the top right corner of the table area.

4.2.2 Editing an address

- (1) To edit a current address, click the green pen icon at the right end of the line where that address is listed.

This is a close-up of the 'Actions' column from the table in the previous screenshot. It shows a green pen icon (edit) and a green checkmark (active). A tooltip 'Edit Candidate Address' is visible over the pen icon. Below the first row, there are icons for a trash can, a flag, and a pen, with the pen icon circled in orange.

- (2) Make changes to the address, press “Save” at the bottom, and then click “OK” on the pop-up to confirm.

The screenshot shows the 'Edit Candidate Address' form with the following fields: Address Type (Mailing), Street Address (1 [redacted]), City (Olympia), State (Washington), and Zip Code (98[redacted]). At the bottom, there are 'Save' and 'Cancel' buttons. A 'Message from webpage' pop-up is displayed in the center, asking 'Are you sure you want to save these changes?' with 'OK' and 'Cancel' buttons. An orange arrow points from the 'Save' button to the 'OK' button in the pop-up.

4.2.3 Changing the status of an address

- (1) Click the red button near the right end of the line of an address to switch it from being Active to Inactive, or vice versa. Click “OK” to confirm the change.

The screenshot shows a table with columns 'Active', 'Primary', and 'Actions'. The first row has a green checkmark in the 'Active' column, a green checkmark in the 'Primary' column, and a 'Deactivate/Activate Record' button in the 'Actions' column. A red 'X' is circled in the 'Active' column, and a green arrow points to it. A 'Message from webpage' pop-up is shown to the right, asking 'Are you sure you want to change this Address' Active status?' with 'OK' and 'Cancel' buttons. An orange arrow points from the red 'X' in the table to the 'OK' button in the pop-up.

- (2) Once the address becomes inactive, the green check symbol will turn to a red cross.

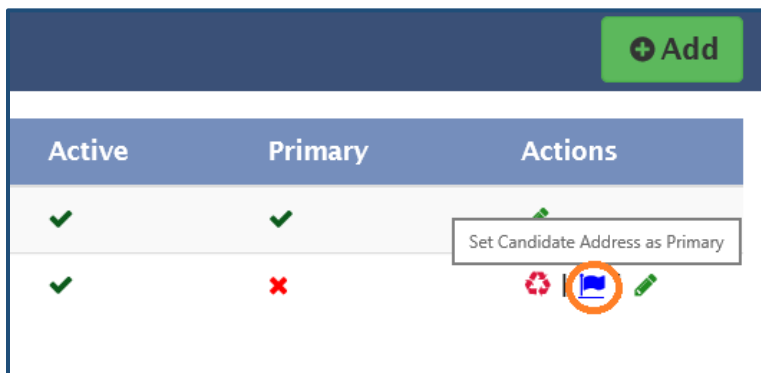
Active	Primary	Actions
✓	✓	✎
✗	✗	🔄 ✎

A green arrow points from the 'Inactive' label below the table to the red 'X' in the 'Active' column of the second row.

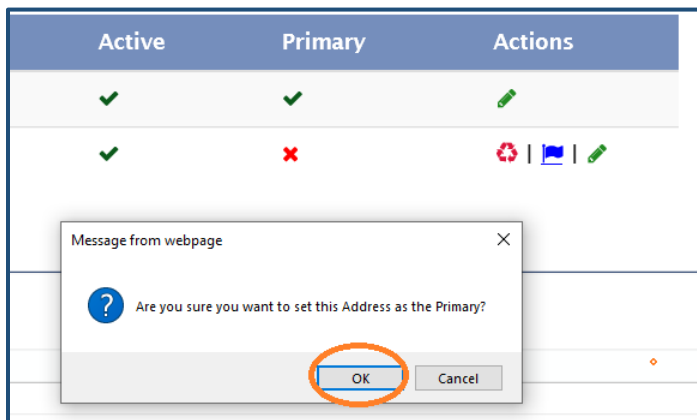
Note: You cannot deactivate a Primary address unless you set another address as Primary and change the one you want to deactivate as non-primary.

4.2.4 Setting an address as the Primary address

- (1) If you want to use a different address as your Primary address, click the blue flag icon near the right end of the line on which the non-primary address is listed.



- (2) Click “OK” to confirm the change.



- (3) **The Primary Address always stays at the top of the list.** If an address was not originally Primary and now has been changed to be Primary, it will move to the top from a previously lower position.

Addresses								Add
Address Type	Street Address	City	State	Zip Code	Active	Primary	Actions	
Mailing	11 [REDACTED] Street SE	Olympia	WA	98 [REDACTED]	✓	✓		
Residential	666 [REDACTED] Street	Olympia	WA	98 [REDACTED]	✓	✗		
Total Addresses: 2								

(a) Before Being Set as Primary

Addresses								Add
Address Type	Street Address	City	State	Zip Code	Active	Primary	Actions	
Residential	666 [REDACTED] Street	Olympia	WA	98 [REDACTED]	✓	✓		
Mailing	11 [REDACTED] Street SE	Olympia	WA	98 [REDACTED]	✓	✗		
Total Addresses: 2								

(b) After Being Set as Primary

- Notes:** (1) If you have only one address on file, it will be automatically set as Primary.
(2) If inactive, an address cannot be set as Primary. It needs to be changed to be active first.

4.3 Emails

It is extremely important to **keep your Primary active Email up to date and make sure it is accurate**. This is the Email address to which all LTC and Gateway Emails (with or without attachments) are sent.

You can manage your Emails by using the “Emails” tab. The Email you used to create candidate access request is listed by default. You can add a new Email address or update current Email(s) on this tab.

Candidate Details	Addresses	Emails	Tests	Orientation	Credentials
Emails					
Email Type	Email Address	Publishable			
Personal	n [REDACTED]@ [REDACTED].gov	✓			
Total Emails: 1					

The buttons you will use on this tab and their corresponding functions include the following:



Add a new Email



Edit a current Email listed on profile



Deactivate/Activate an Email



Set an Email as primary

4.3.1 Adding an Email

(1) Press the “Emails” tab, and then click “Add” in the upper right.

Candidate Details	Addresses	Emails	Tests	Orientation	Credentials
Emails					
Add					
Email Type	Email Address	Publishable	Active	Primary	Actions
Personal	n [redacted]@ [redacted].gov	✓	✓	✓	
Total Emails: 1					

- (2) Select the Email type (Business or Personal), and enter the new Email address. Press “Save” at the bottom, and click “OK” on the pop-up message to confirm.

The screenshot shows the 'Add Candidate Email' form. The 'Email Type' dropdown is set to 'Business'. The 'Email Address' field contains a redacted email address. A 'Publishable' checkbox is present. A green 'Save' button and an orange 'Cancel' button are at the bottom. A pop-up message box titled 'Message from webpage' asks 'Are you sure you want to save these changes?' with 'OK' and 'Cancel' buttons. An orange arrow points from the 'Save' button to the 'OK' button in the pop-up.

- (3) The added Email will appear on your “Emails” tab.

The screenshot shows the 'Emails' tab with a table of email entries. The table has columns: Email Type, Email Address, Publishable, Active, Primary, and Actions. There are two entries: a 'Personal' email and a 'Business' email. The 'Business' email row is highlighted with an orange border. The 'Publishable' column shows a green checkmark for the Personal email and a red X for the Business email. The 'Active' column shows green checkmarks for both. The 'Primary' column shows a green checkmark for the Personal email and a red X for the Business email. The 'Actions' column contains a green pen icon for the Personal email and a set of icons (trash, flag, and pen) for the Business email. A green 'Add' button is in the top right corner. Below the table, it says 'Total Emails: 2'.

Email Type	Email Address	Publishable	Active	Primary	Actions
Personal	redacted@domain.com	✓	✓	✓	✎
Business	redacted@domain.com	✗	✓	✗	🗑️ 🚩 ✎

Total Emails: 2

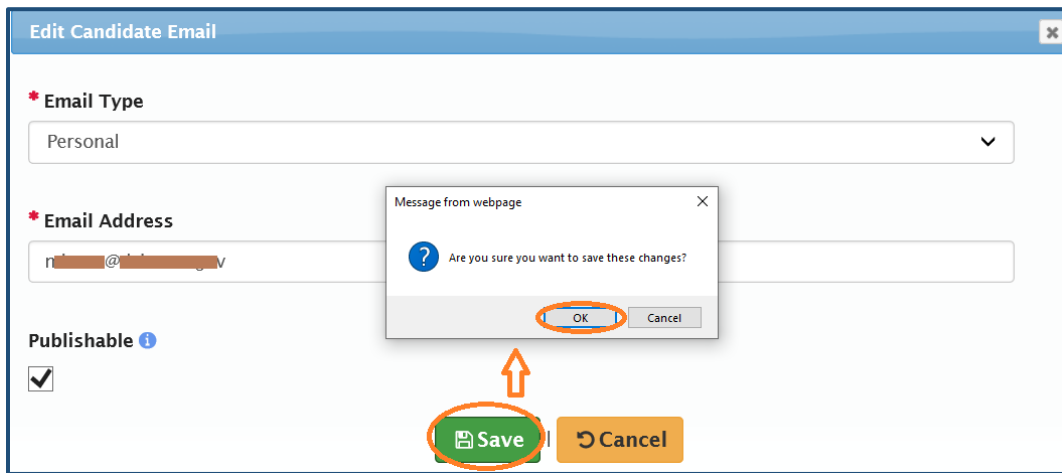
4.3.2 Editing an Email

- (1) To edit a current Email, click the green pen icon at the right end of the line where that Email is listed.

This is a close-up of the 'Emails' table, specifically the 'Actions' column. It shows two rows. The first row has a green checkmark in the 'Active' column, a green checkmark in the 'Primary' column, and a green pen icon in the 'Actions' column. The second row has a green checkmark in the 'Active' column, a red X in the 'Primary' column, and a set of icons (trash, flag, and pen) in the 'Actions' column. The green pen icon in the first row is circled in orange, and a tooltip 'Edit Candidate Email' is visible next to it. The green pen icon in the second row is also circled in orange.

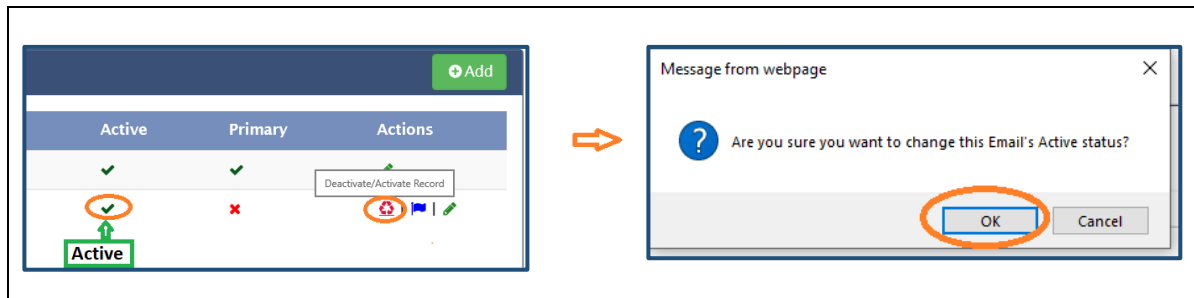
Active	Primary	Actions
✓	✓	✎
✓	✗	🗑️ 🚩 ✎

- (2) Make changes to the Email, press “Save” at the bottom, and then click “OK” on the pop-up to confirm.



4.3.3 Changing the status of an Email

- (1) Click the red button on the right end of the line of an Email to switch it from being Active to Inactive, or vice versa. Press “OK” to confirm the change.



- (2) Once the Email becomes inactive, the green check symbol will turn to a red cross.

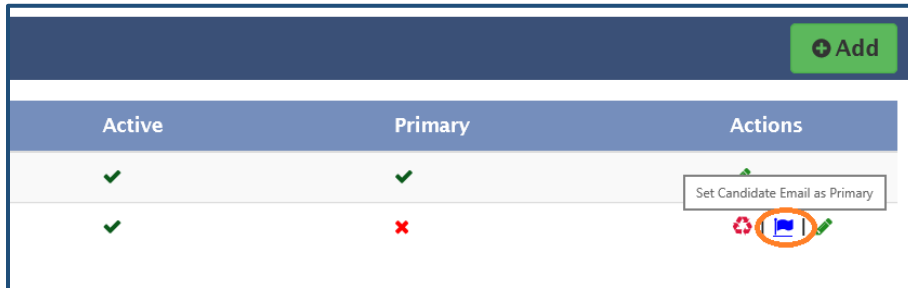
Active	Primary	Actions
✓	✓	Deactivate/Activate Record
✗	✗	Deactivate/Activate Record

A green box labeled 'Active' is under the first row, and a red box labeled 'Inactive' is under the second row. An orange arrow points from the 'Inactive' row to the 'Active' row.

Note: You cannot deactivate a Primary Email unless you set another Email as Primary and change the one you want to deactivate as non-primary.

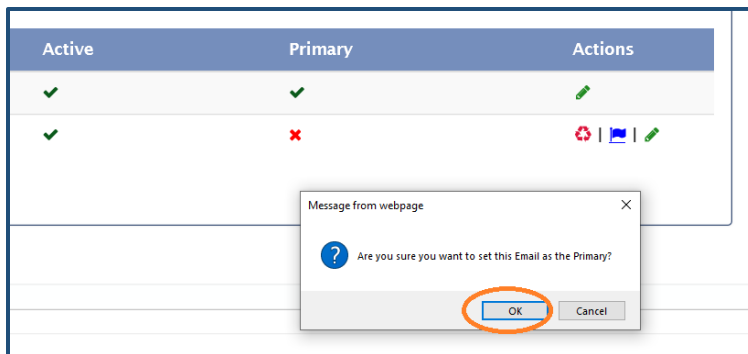
4.3.4 Setting an Email as the Primary Email

- (1) If you want to use a different Email address as your Primary Email, click the blue flag icon near the right end of the line on which the non-primary Email is listed.

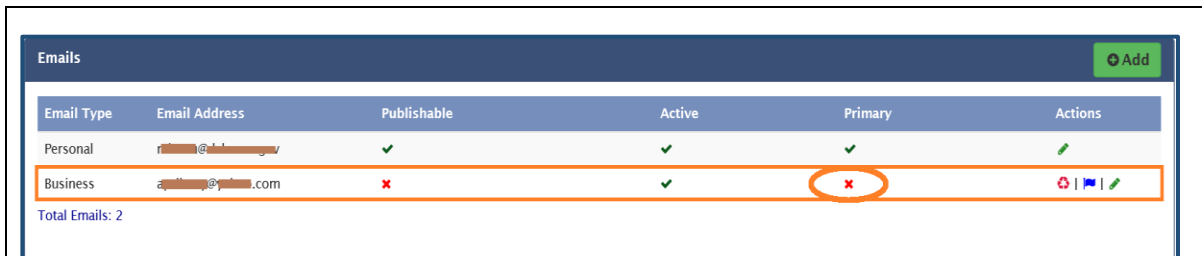


Active	Primary	Actions
✓	✓	Set Candidate Email as Primary
✓	✗	🔄 🚩 ✎

- (2) Click “OK” to confirm the change.



- (3) **The Primary Email always stays at the top of the list.** If an Email was not originally Primary and now has been changed to be Primary, it will move to the top from a previously lower position.



Email Type	Email Address	Publishable	Active	Primary	Actions
Personal	...	✓	✓	✓	✎
Business	...	✗	✓	✗	🔄 🚩 ✎

Total Emails: 2

(a) Before Being Set as Primary

Emails Add					
Email Type	Email Address	Publishable	Active	Primary	Actions
Business	a@b.com	✗	✓	✓	✎
Personal	i@e.com	✓	✓	✗	✎ 📧 ✎
Total Emails: 2					

(b) After Being Set as Primary

Notes: (1) If you have only one Email on file, it will be automatically set as Primary.
 (2) If inactive, an Email cannot be set as Primary. It needs to be changed to be active first.

4.4 Tests

4.4.1 Scheduling a test

You can access the test scheduling service from any tab (page) in Gateway. You will need the Appointment Plus GUID on your “[Candidate Details](#)” tab for test registration. (Note: The instructions below do not apply to employees of DSHS or other agencies who need to take a Cluster test.)

This screenshot shows the 'Candidate Details' tab in the Gateway system. The 'Appointment Plus GUID' field is highlighted with an orange circle. The GUID value is 'fd3b0f16-f811-427e-b446-e6dfac36e7e8'. Other fields include First Name, Last Name, Middle Initial, Phone Number, Primary County of Work, and National Provider Identifier (NPI). The 'Candidate Details' tab is selected in the top navigation bar.

(1) To schedule a test, click on “[Schedule Test](#)” in the upper right corner on your Gateway profile page.

This screenshot shows the 'Candidate Details' tab in the Gateway system. The 'Schedule Test' button is highlighted with an orange circle in the upper right corner. The 'Appointment Plus GUID' field is visible and contains the same GUID as in the previous screenshot. The 'Candidate Details' tab is selected in the top navigation bar.

- (2) You will be taken to the LTC test appointment site (AppointmentPlus), where you can register for tests. Read the instructions on the page carefully. Select location, test type, language, and test date on the left.

[LTC Home](#) **Appointments**

Note: After you selected a date in blue and get to the Select Appointment Time page, if the message says "There are no locations available on this date", that means there is no testing at the location you selected on this date; If the space by the oral appointment time is in gray, that means the time slot is not available on this date.

Test Registration

Select Location

Select Test Type

Select language

Date

November 2020						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

December 2020						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19

WELCOME to our on-line appointment system

- Confirming your appointment registration signifies your agreement to abide by the [LTC program rules and policies](#). The policies include **No refunds or rescheduling** more than 10 days after purchase except in the case of a **documented emergency**.
- You must be at least 18 years old to take any of the LTC tests.

NEW!!! You can only register for a test if you have a profile in LTC Gateway and you have been approved for testing. Makes sure to note your Appointment Plus GUID on "Candidate Details" tab in Gateway and have an accurate Primary Email on your Gateway profile before you try to register. **If you schedule a test without a valid Appointment Plus GUID and without permission to test, your test will be cancelled and refunded.**

For more information about tests see our [Examination Manual](#) and visit the [Test Information/Registration Policies Page](#) before proceeding with your registration. You must register for each test you wish to take separately.

- Select location** (Seattle, Olympia, Yakima or Spokane)
- Select type of test** (Interpreter Written, Interpreter Oral or Document Translator)
- Select language **If you do not see your language, please check back next month.**
- Available dates will appear in blue. **Select a date available** in your desired location. Dates in gray are full or not open.
- Select a date to register. **Please note, that the location should match the location that you chose in the top drop down menu (Olympia, Seattle, Spokane, or Yakima).**
- If the system does not allow you to register, this means the available time slot is not large enough to accommodate any test. You will need to find another date/time or wait for the next month to open.
- To Register**
 - Use your LTC Gateway GUID ID and your LTC Gateway primary email address to register.
 - Do not select "DSHS employee" for type of test. You must select medical interpreter, social services interpreter or document translator (written-only translation test).
 - Do not change the test location from the one you initially select on this page - other locations may not be available on the same daytime.

If you do not receive an email confirmation AND receipt within a few minutes of registering, please contact LTC at dshsct@dshs.wa.gov immediately. We do not accept drop-ins. You must have an appointment to test.

- (3) Once you get to the test registration form, fill in the required information. (Your **Appointment Plus GUID** can be copied from your Gateway "[Candidate Details](#)" tab.)

New User

** Indicates required field*

* Last Name

* First Name

* LTC Gateway Appointment Plus GUID

* E-mail (your e-mail address)

* Type of Test (select one) Do NOT leave as DSHS Employee

* Test Location (select one) Location must match the city name on the top of this page

Special Instructions

E-mail Confirmation and Reminders

Confirmation and reminder e-mails for this appointment will be sent to (separate additional e-mail addresses by commas):

If for some reason you are unable to schedule a test, you will see a message saying "Scheduling a test is not allowed" on your profile, and the "Schedule Test" button will not be available. If you believe you do qualify for test scheduling, please contact LTC: [<dshsct@dshs.wa.gov>](mailto:dshsct@dshs.wa.gov).

Candidate Id: 10... Candidate Name: R...

Scheduling a test is not allowed.

"Schedule Test" button not available

Save

Candidate Details | Addresses | Emails | Tests | Orientation | Credentials

Show all Hide all

Candidate Details

* First Name Publishable ☒ * Last Name Publishable ☒ Middle Initial Publishable ☒

* Phone Number Publishable ☒ * Primary County of Work Publishable ☒ National Provider Identifier (NPI)

36... Pierce County

4.4.2 Viewing test results

Once the result of your test is posted to your profile, you will receive a notification in Email, with a copy of the score report in attachment.

Reply Reply All Forward IM

LTC Customer Support - dshsct@dshs.wa.gov

LTC Test Scores Entered

SocialServicesInterpreterScoreReport_2020-10-22-1229857.pdf
66 KB

Your test scores have been entered in the Language Testing and Certification (LTC) Gateway.

To view the test scores and view/print your score report, please log in to your profile in the [LTC Gateway](#) and select the Tests tab.

For questions and assistance, please contact dshsct@dshs.wa.gov.

Should be mailed to: r...@...gov

You can also view the test results in Gateway directly.

(1) Open the "Tests" tab, you will see all the tests you have scheduled and/or taken. Status of the tests are marked as "Scheduled" or "Completed". Completion Date is the date on which test results are posted by LTC. The test result is either "Pass" or "Fail".

- Scheduled: You have not taken the test yet, or you have taken it but the score is not available yet.
- Completed: The test result has been posted.

Candidate Details
Addresses
Emails
Tests
Orientation
Credentials

Language

--Select--

Credential

--Select--

Only the 10 most recent tests display by default. To display more tests, please use the Language and Credential filters.

Credential	Test Type	Language	Version	Location	Status	Test Date	Completion Date	Test Result	Actions
Social Service Interpreter - Certified	Oral	Spanish	3	Seattle	Completed	09/23/2020	10/22/2020	Pass	
Social Service Interpreter - Authorized	Written	English	1	Olympia	Scheduled	09/21/2020			
Social Service Interpreter - Certified	Oral	Spanish	2	Olympia	Completed	08/06/2020	10/22/2020	Fail	
Social Service Interpreter - Certified	Written	Spanish	1	Olympia	Completed	08/06/2020	10/22/2020	Pass	

Total Tests: 4

- (2) To see the details of a test, tap on the green button near the right end of the line where the test is listed.

Status	Test Date	Completion Date	Test Result	Actions
Completed	09/23/2020	10/22/2020	Pass	
Scheduled	09/21/2020			
Completed	08/06/2020	10/22/2020	Fail	
Completed	08/06/2020	10/22/2020	Pass	

- (3) Information on the test such as the credential category, type, language, test date, test location and total test score will be displayed.

Credential Category

Certified

Credential Type

Social Service Interpreter

Test Type

Written

Language

Spanish

Test Version

1

Test Location

Olympia

Test Status

Completed

Test Date

08/06/2020

Test Completion Date

10/22/2020


Total








80.00

Test Notes

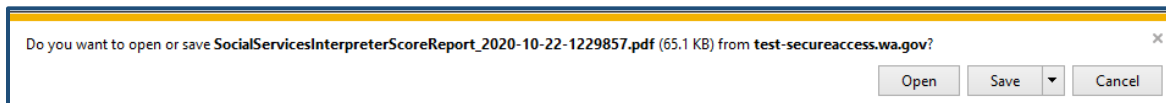
4.4.3 Downloading a score report

If you have a test taken after November 2020, when Gateway came into use, you can download the test score report. This option is not available for tests completed prior to November 2020.

- (1) On the “[Tests](#)” page, tap on the blue download icon () at the right end of the line on which the test is listed.

Status	Test Date	Completion Date	Test Result	Actions
Completed	09/23/2020	10/22/2020	Pass	 
Scheduled	09/21/2020			
Completed	08/06/2020	10/22/2020	Fail	 
Completed	08/06/2020	10/22/2020	Pass	 

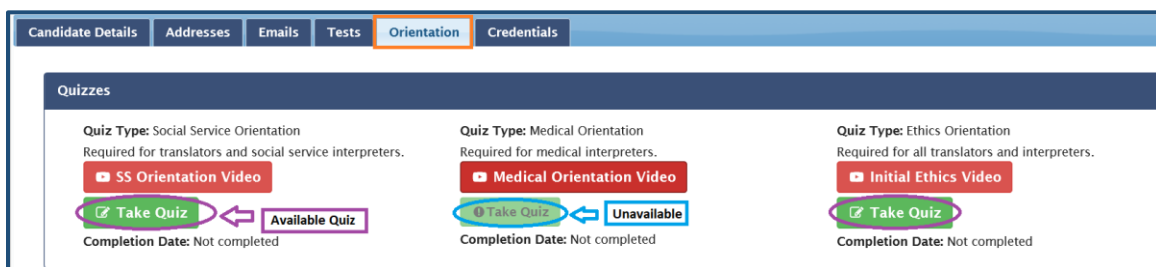
- (2) You can choose to open the score report directly or save it to your computer.



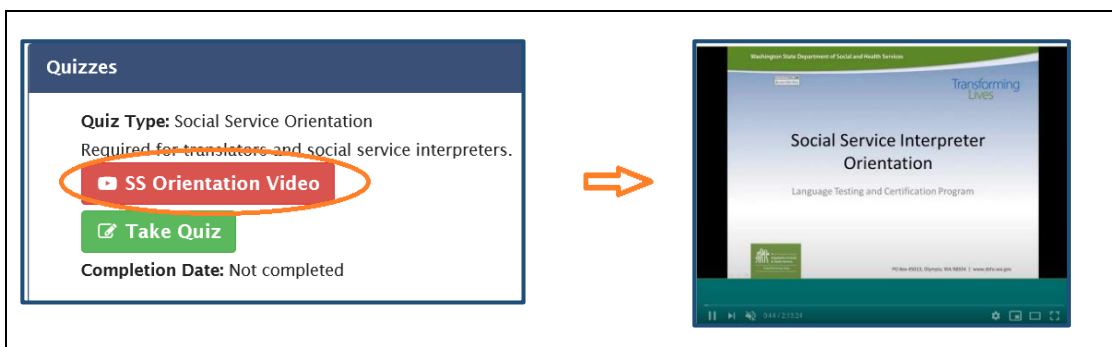
4.5 Orientation

If you pass the required test(s) for a certain credential, you need to complete the corresponding orientation trainings in order to be fully certified. You can access the links to the orientation videos and quizzes on the “[Orientation](#)” tab. (Note: This section does not apply to employees of DSHS or other agencies who have passed a Cluster test and will receive a Cluster credential.)

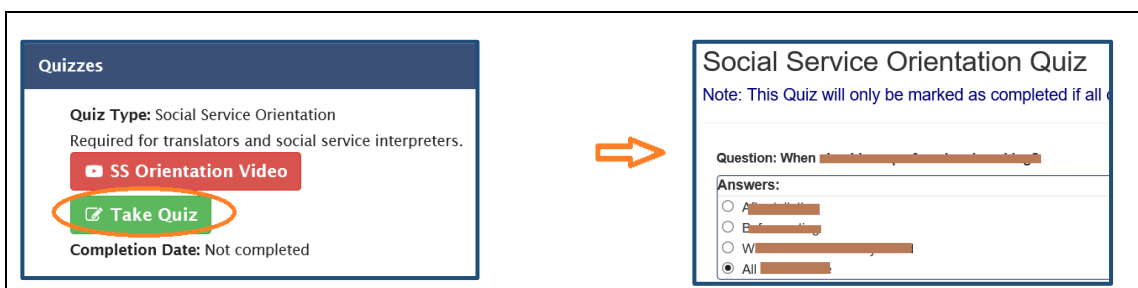
If an orientation is available to you, or you are eligible to take it, the “[Take Quiz](#)” button for it will be active (shown on a bright green background). If you are not qualified to take an orientation, that button will be inactive (shown on a somewhat shaded green background).



- (1) Click the red button to access the website of an orientation video. The SS (Social Service) Orientation Video is shown as an example below.



- (2) After you finish watching the video, close the page. Go back to your “[Orientation](#)” tab. Click the “[Take Quiz](#)” button to open the quiz link.



(3) Once you complete the quiz, tap on “Submit” at the bottom.

Question: What is a professional social interpreter?

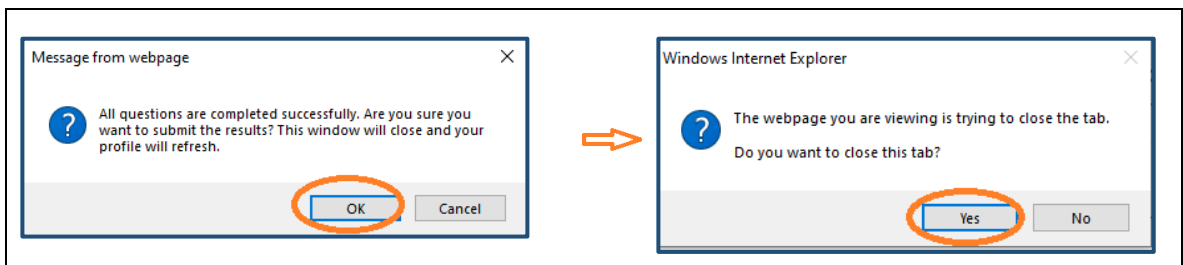
Answers:

- ☐ "You are not a professional social interpreter."
- ☐ "In a professional setting, you are not a social interpreter."
- ☒ "I will get in trouble if I don't help you about this topic."
- ☐ "With a professional social interpreter, you are not a social interpreter."

[Submit](#)

Note: You will need to have answered all questions correctly before you can successfully submit. If there is any wrong answer, you will be prompted to do that question again.

(4) Click “OK” and “Yes” respectively on the two confirmation messages that pop up.



(5) Back on your “Orientation” tab in Gateway, the completion date for this quiz will change from “Not completed” to the date when you take and submit the quiz. This date will appear below the “Take Quiz” button of the completed orientation.

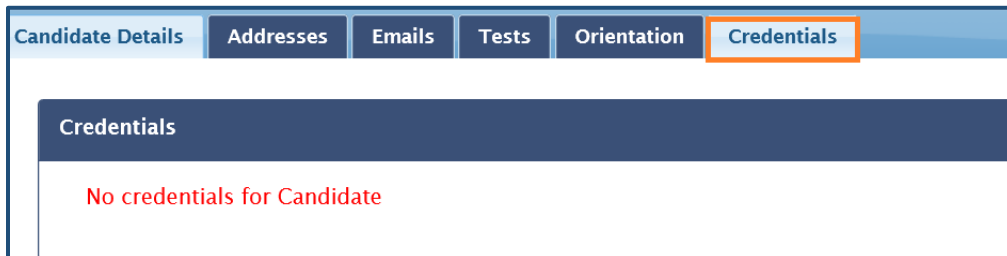
Candidate Details	Addresses	Emails	Tests	Orientation	Credentials
Quizzes					
Quiz Type: Social Service Orientation Required for translators and social service interpreters.		Quiz Type: Medical Orientation Required for medical interpreters.		Quiz Type: Ethics Orientation Required for all translators and interpreters.	
SS Orientation Video		Medical Orientation Video		Initial Ethics Video	
Take Quiz		Take Quiz		Take Quiz	
Completion Date: 10/22/2020		Completion Date: Not completed		Completion Date: Not completed	

(6) Repeat Steps (1)-(5) until you complete all required orientations and quizzes.

Candidate Details	Addresses	Emails	Tests	Orientation	Credentials
Quizzes					
Quiz Type: Social Service Orientation Required for translators and social service interpreters.		Quiz Type: Medical Orientation Required for medical interpreters.		Quiz Type: Ethics Orientation Required for all translators and interpreters.	
SS Orientation Video		Medical Orientation Video		Initial Ethics Video	
Take Quiz		Take Quiz		Take Quiz	
Completion Date: 10/22/2020		Completion Date: Not completed		Completion Date: 10/22/2020	

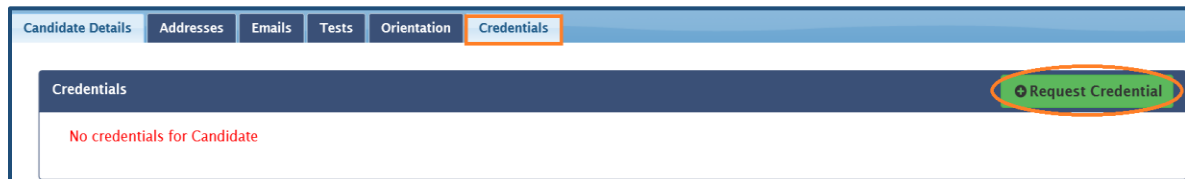
4.6 Credentials

Once you are eligible for a credential - you have passed all required tests and completed all required orientations and quizzes (if applicable), you can request and view your certificate on the “[Credentials](#)” tab.

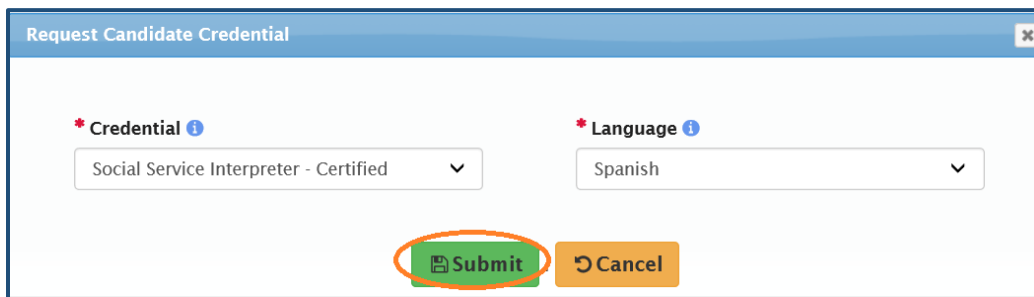


4.6.1 Requesting a credential

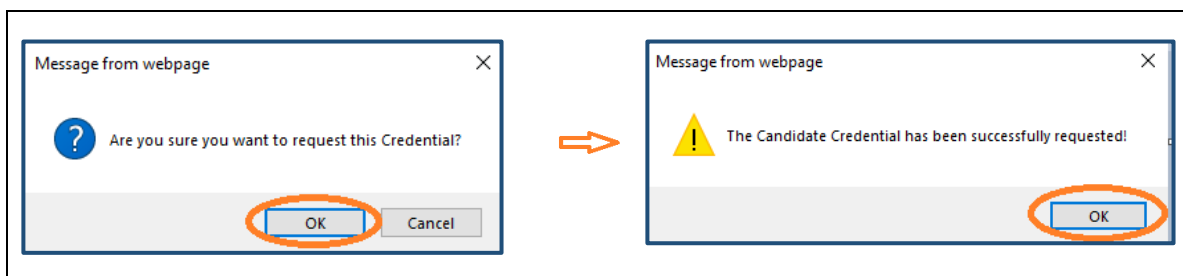
- (1) Go to the “[Credentials](#)” tab, and click the green button “[Request Credential](#)” on the right.



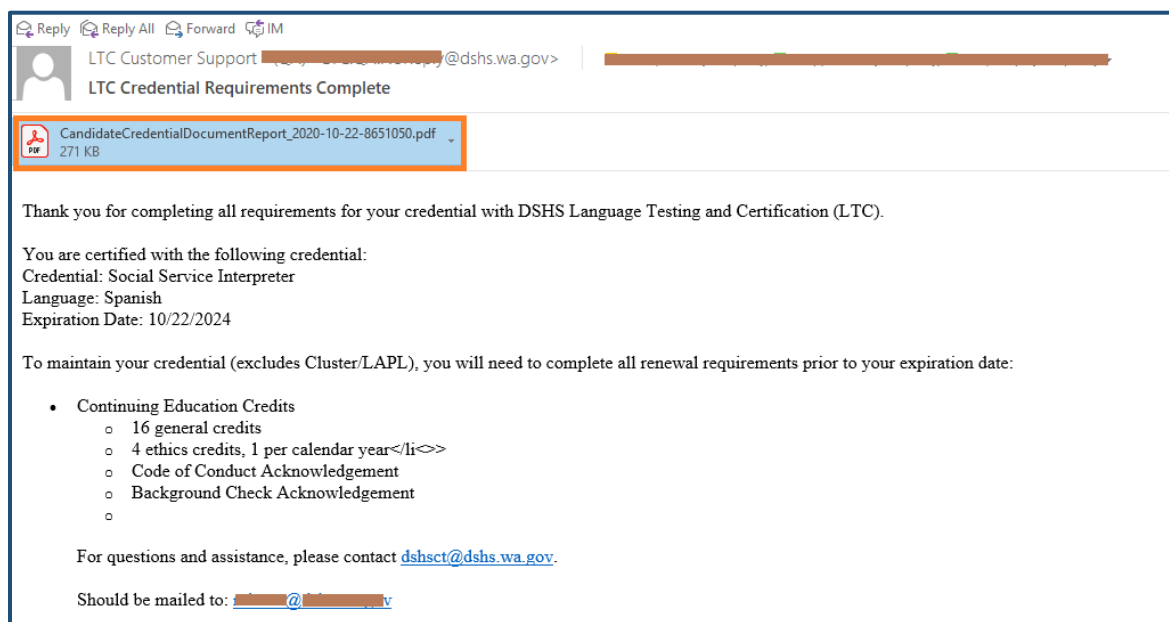
- (2) Fill in the request form and click “[Submit](#)” at the bottom. Available options for the “Credential” and “Language” columns vary depending on what credential you are eligible for.

A screenshot of a form titled 'Request Candidate Credential' in a blue header bar. The form contains two dropdown menus. The first is labeled '* Credential' with an information icon, and its selected value is 'Social Service Interpreter - Certified'. The second is labeled '* Language' with an information icon, and its selected value is 'Spanish'. At the bottom of the form, there are two buttons: a green 'Submit' button with a document icon and an orange 'Cancel' button. The 'Submit' button is circled with an orange oval.

(3) Click “OK” respectively on the two confirmation messages that pop up.



(4) The request is now pending for LTC approval. Once it is approved, you will get an Email notification, with a PDF copy of your certificate in attachment.




4.6.2 Viewing and downloading a certificate

If you have a credential that is issued or renewed after November 2020, you can view and download it in Gateway anytime. This option is not available for credentials (certificates and authorization letters) issued or renewed prior to November 2020. However, if you have lost or misplaced your credential document, you may request a new one by emailing LTC: <dshsct@dshs.wa.gov>. Be sure to include the **Candidate ID number** on your LTC Gateway profile.

- (1) Go to the “**Credentials**” tab of your candidate profile, where you will see all the certificates you have been issued.

Candidate Details	Addresses	Emails	Tests	Orientation	Credentials	Renewals
Credentials						Request Credential
Credential Date	Credential Status	Credential	Language	Expiration Date	Actions	
10/22/2020	Active	Social Service Interpreter - Certified	Spanish	10/22/2024	Q Download	
Total Credentials: 1						

- (2) To download, tap on the blue download icon () at the right end of the line on which the credential is listed.

Credential	Language	Expiration Date	Actions
Social Service Interpreter - Certified	Spanish	10/22/2024	Q Download

- (3) You can choose to open the certificate directly or save it to your computer.

Do you want to open or save **CandidateCredentialDocumentReport_2020-10-22-8651050.pdf** (270 KB) from **test-secureaccess.wa.gov**?

Open

Save

Cancel

4.7 Renewals

Your credential is valid for four years. By the end of the term, you will need to have fulfilled all renewal requirements. If you fail to do so, your credential will expire, and you will have to retest if you wish to continue to work as a DSHS certified interpreter or translator. (Note: This section does not apply to employees of DSHS or other agencies who hold a Cluster credential.)

The renewal requirements and the frequency of submission are summarized below.

Name	Frequency/Credits	Method of Submission
Code of Conduct Acknowledgement	Once per cycle	Online in Gateway
Background Check Attestation Form	Once per cycle	Online in Gateway
CE Ethics Credits (Annual Ethics Credits)	4 per cycle (1 per calendar year)	Online in Gateway (access links to training video and quiz, or upload Certificate of Completion from outside provider)
CE General Credits	16 per cycle	Online in Gateway (upload Certificate of Completion)

You can view your renewal status on the “[Renewals](#)” tab in Gateway. The page shows whether you have completed acknowledgement of Code of Conduct and Background Check, whether you have completed the CE (Continuing Education) ethics training, and how many CE credits you have earned. You can also export a list of DSHS approved CE activities and submit CE credits here.

The screenshot shows the 'Renewals' tab in the Gateway system. At the top, there are tabs for 'Candidate Details', 'Addresses', 'Emails', 'Tests', 'Orientation', 'Credentials', and 'Renewals' (which is highlighted). Below the tabs, the 'Renewals' section contains three main areas:

- Code of Conduct:** A green box with a checkmark icon and the text 'Acknowledgement Date: Not completed' and 'Status:'. Below this is a link to 'View Applicable Approved CE Activities'.
- Background Check:** A green box with a checkmark icon and the text 'Acknowledgement Date: Not completed' and 'Status:'. Below this is a link to 'View Applicable Approved CE Activities'.
- CE Ethics Video:** A red box with a play icon and the text 'Completion Date: Not completed'. Below this is a green box with a checkmark icon and the text 'Take Quiz'.

Below these sections, there is a table for 'CE Activities' with columns: Activity Date, Activity Date Type, Approval Number, Title of Activity, Ethics Credits, General Credits, Status, Actions, and Attachments. The table is currently empty, showing 'Total Records: 0'.

At the bottom, there is a summary of pending and approved credits:

- Pending General Credits: 0; Pending Ethics Credits: 0
- Approved General Credits: 0; Approved Ethics Credits: 0

4.7.1 Code of conduct

You need to submit an acknowledgement of Code of Conduct once in every cycle of your credential term (4 years).

- (1) Check the status of this requirement below the green button “[Code of Conduct](#)”. If you haven’t submitted the acknowledge, the Acknowledge Date will be shown as “Not Completed”, and the Status column will be blank.

The screenshot shows a 'Renewals' section with three items: 'Code of Conduct', 'Background Check', and 'CE Ethics Video'. The 'Code of Conduct' item has a green checkmark icon, a green button labeled 'Code of Conduct', and text indicating 'Acknowledgement Date: Not completed' and 'Status:'. The 'Background Check' item has a green checkmark icon, a green button labeled 'Background Check', and text indicating 'Acknowledgement Date: Not completed' and 'Status:'. The 'CE Ethics Video' item has a red button labeled 'CE Ethics Video', a green button labeled 'Take Quiz', and text indicating 'Completion Date: Not completed'.

- (2) Tap on “[Code of Conduct](#)”.

The screenshot shows a 'Renewals' section with a green button labeled 'Code of Conduct'. Below the button, it says 'Acknowledgement Date: Not completed' and 'Status:'.

- (3) On the “[Code of Conduct Acknowledge](#)” page, read the document, check the acknowledge box (see 1 below), press “[Save](#)” at the bottom (see 2), and then click “[OK](#)” on the pop-up to confirm (see 3).

The screenshot shows the 'Code of Conduct Acknowledgement' page. It contains a list of professional standards: 'Nondiscrimination', 'Self-representation', 'Impartiality-conflict of interest', 'Professional demeanor', 'Scope of practice', 'Reporting obstacles to practice', and 'Professional development'. Below the list, there is a checkbox labeled 'By checking this box, I acknowledge that I have read the LTC Code of Conduct' with a date field set to '10/23/2020'. At the bottom, there is a green 'Save' button and an orange 'Cancel' button. A pop-up window titled 'Message from webpage' asks 'Are you sure you want to save this acknowledgement? This window will close and your profile will refresh.' with 'OK' and 'Cancel' buttons. Numbered arrows indicate the steps: 1 points to the checkbox, 2 points to the 'Save' button, and 3 points to the 'OK' button in the pop-up.

- (4) On your Gateway profile, the Acknowledgement Date will be listed, and the Status will change to “Completed”.

The screenshot shows a 'Renewals' section with a green button labeled 'Code of Conduct'. Below the button, the text 'Acknowledgement Date: 10/23/2020' and 'Status: Completed' are displayed. The date and status are circled in orange.

4.7.2 Background check

Same as Code of Conduct, the Background Check Attestation Form needs to be submitted once in every cycle of your credential term (4 years).

- (1) Check the status of this requirement below the green button “Background Check”. If you haven’t submitted the form, the Acknowledgement Date will be shown as “Not Completed”, and the Status column will be blank.

The screenshot shows a 'Renewals' section with three items. The first is 'Code of Conduct' with a status of 'Completed'. The second is 'Background Check' with a status of 'Not completed' and a blank status field. The third is 'CE Ethics Video' with a 'Take Quiz' button and a status of 'Not completed'. The 'Background Check' button, its date, and its status are circled in orange.

- (2) Tap on “Background Check”.

The screenshot shows a close-up of the 'Background Check' requirement. It features a green button with a checkmark icon and the text 'Background Check'. Below the button, the text 'Acknowledgement Date: Not completed' and 'Status:' are displayed. The button is circled in orange.

- (3) You will be taken to the “[LTC Background Check Attestation Form](#)”. Read the document, check the boxes that apply to you (see 1 below), press “[Save](#)” at the bottom (see 2), and then click “[OK](#)” on the pop-up to confirm (see 3).

The screenshot shows the "Background Check Acknowledgement" window titled "LTC Background Check Attestation Form". It contains three numbered annotations: 1. A red box highlights the first three checkboxes. The first checkbox is checked, and the third checkbox is also checked. 2. A red circle highlights the "Save" button. 3. A red circle highlights the "OK" button in a small pop-up window that appears after clicking "Save". The pop-up window asks: "Are you sure you want to save this acknowledgement? This window will close and your profile will refresh." The "Date" field is set to "10/23/2020".

You will need to check whichever of the first two boxes that applies to you AND the third one in order to save the form. Otherwise, two red error messages will display. Follow the instructions, correct the errors, and click “[Save](#)” again.

The screenshot shows the "Background Check Acknowledgement" window titled "LTC Background Check Attestation Form" with two red error messages. The first error message says: "Please correct the errors below and save again". The second error message says: "At least one of the first two checkboxes AND the third checkbox must be selected in order to save form". The "Date" field is set to "10/23/2020". The "Save" and "Cancel" buttons are at the bottom.

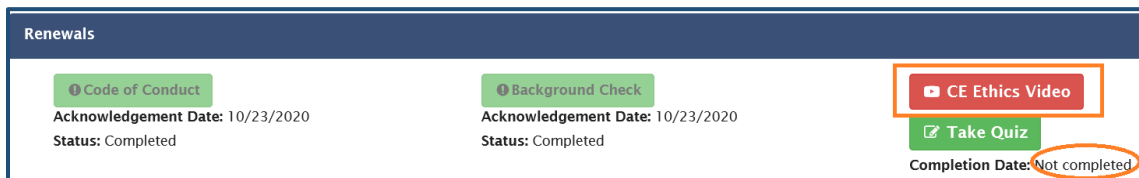
- (4) On your Gateway profile, the Acknowledgement Date will be listed, and the Status will change to “Completed”.

The screenshot shows a section of the Gateway profile titled "Background Check". It displays the "Acknowledgement Date" as "10/23/2020" and the "Status" as "Completed". Both the date and the status are circled in red.

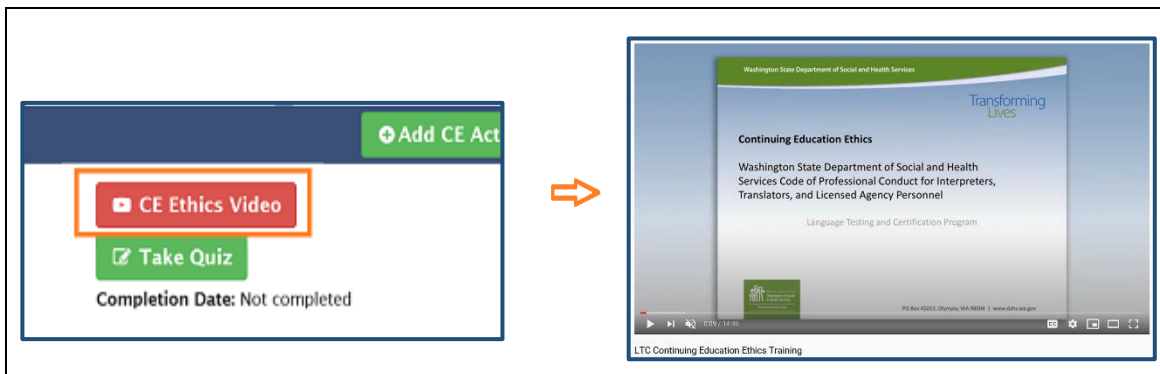
4.7.3 CE Ethics

You are required to complete four (4) CE Ethics Credits, **one per calendar year**, during your certification cycle (4 years).

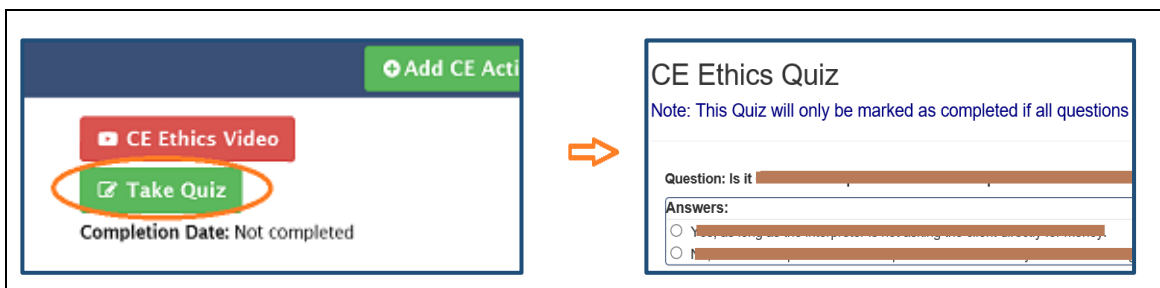
- (1) Check the status of this requirement below the red button “CE Ethics Video”. If you haven’t completed the video and quiz yet in the current year, the Complete Date will be shown as “Not Completed”.



- (2) Tap on “CE Ethics Video” to access the website of the CE Ethics training video.



- (3) After you finish watching the video, close the page. Go back to your “Renewals” tab in Gateway. Click the “Take Quiz” button to open the quiz link.



(4) Once you complete the quiz, click “Submit” at the bottom.

Question: What is a professional's ethical duty?

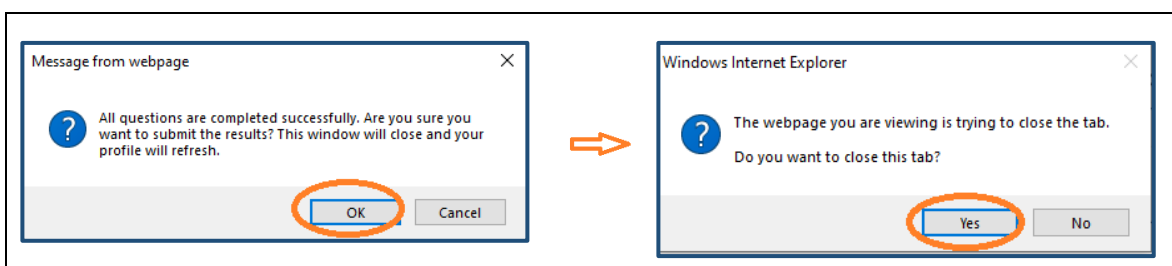
Answers:

- ☐ "You must always follow the law."
- ☐ "In the workplace, you must always follow the company's policies."
- ☒ "I will get in trouble if I don't follow the law."
- ☐ "Will you follow the law?"

Submit

Note: You will need to have answered all questions correctly before you can successfully submit. If there is any wrong answer, you will be prompted to do that question again.

(5) Click “OK” and “Yes” respectively on the two confirmation messages that pop up.



(6) The Completion Date will change from “Not completed” to the date when you take and submit the quiz.

Renewals

Code of Conduct Acknowledgement Date: 10/23/2020 Status: Completed	Background Check Acknowledgement Date: 10/23/2020 Status: Completed	CE Ethics Video Take Quiz Completion Date: 10/23/2020
---	--	---

- (7) The one Ethics Credit you have earned by doing the CE Ethics training of the year will be listed in the CE credits summary line.

The screenshot shows the 'Renewals' page with a dark blue header. On the right, there is a green button labeled 'Add CE Activity'. Below the header, there are three sections: 'Code of Conduct' with 'Acknowledgement Date: 10/23/2020' and 'Status: Completed'; 'Background Check' with 'Acknowledgement Date: 10/23/2020' and 'Status: Completed'; and 'CE Ethics Video' with a 'Take Quiz' button and 'Completion Date: 10/23/2020'. A message states: 'To see approved activities for your credentials, go to the Credentials tab and click on the "View Applicable Approved CE Activities" action.' Below this, there are export options: 'Export all CE Activities as: PDF Word Excel'. A table follows with columns: 'Activity Date', 'Activity Date Type', 'Approval Number', 'Title of Activity', 'Ethics Credits', 'General Credits', 'Status', 'Actions', and 'Attachments'. One row is highlighted with an orange border, showing '10/23/2020', 'CE Ethics Quiz', '1', 'LTC Gateway CE Ethics Quiz', '1.00', and 'Approved'. Below the table, it says 'Total Records: 1'. At the bottom, it shows 'Pending General Credits: 0; Pending Ethics Credits: 0' and 'Approved General Credits: 0; Approved Ethics Credits: 1.00'.

Activity Date	Activity Date Type	Approval Number	Title of Activity	Ethics Credits	General Credits	Status	Actions	Attachments
10/23/2020	CE Ethics Quiz	1	LTC Gateway CE Ethics Quiz	1.00		Approved		

4.7.4 CE activities

You are required to complete **16 CE General Credits** in order to renewal your credential. Only credits earned by taking DSHS approved activities are honored. After taking an activity, you will need to submit a Certificate of Completion in Gateway. Once credits are approved by LTC, they will be posted to your “[Renewals](#)” page.

A. Searching for CE activities

- (1) You can access the search link of DSHS approved CE activities either on the LTC Gateway homepage if you are not logged into SAW and Gateway, or anywhere on your candidate profile page while you are in Gateway.

(i) Searching for CE activities on LTC Gateway homepage

Click the hyperlink “[Continuing Education \(CE\) Activities](#)” on the left of the page. If you use this method, you can search for activities, but you will be unable to add an activity directly to your profile since you are not logged in SAW and Gateway.

The screenshot shows the homepage of the Language Testing & Certification Gateway. At the top, there is a header with the title "Language Testing & Certification Gateway" and a link to the "DSHS LTC Website!". Below the header, there are two main sections. The left section is titled "Find an Interpreter or Translator" and includes a link to a "search page". The right section is titled "Interpreters, Translators, and Test Candidates" and contains several paragraphs of text. The "Continuing Education Activities" section is highlighted with a red box. It includes a link to "Continuing Education (CE) Activities" and a note about requesting approval for a new activity.

Language Testing & Certification Gateway

For more information about the DSHS Language Testing & Certification (LTC) Program, please visit the [DSHS LTC Website!](#)

Find an Interpreter or Translator
Please visit our [search page](#).

Continuing Education Activities
Search for Approved [Continuing Education \(CE\) Activities](#).
To request approval of a new activity, please find relevant information at the [DSHS LTC CE website](#).

Interpreters, Translators, and Test Candidates
Please go to [Secure Access Washington \(SAW\)](#) and sign up for a log in.
Log in to SAW and select Add a New Service.
Browse the list of services and select the Department of Social and Health Services.
Apply for the LTC Gateway, then select LTC Gateway from your list of services.
Submit a request for access.
Once your access is approved, when you log in to SAW it will forward you to your LTC Profile.
You must complete your LTC Profile before you can schedule a test, add continuing education credits, or review your credentials.

(ii) Searching for CE activities in Gateway

Alternatively, you can look for CE activities while you are in Gateway. In this way, you can add a selected activity to your profile directly. Click the drop-down arrow next to “[CE Activities](#)” near the top left, and then tap on “[CE Activity Search](#)”. You can access this menu no matter which tab of your profile you are on.

The screenshot shows the user profile page in the LTC Gateway. At the top, there is a navigation bar with "LTC (QA)" and "CE Activities" (highlighted with a red box). Below the navigation bar, there is a "Candidate" section with a "CE Activity Search" link (highlighted with a red box). The main content area is titled "Candidate Details" and contains several form fields. The "First Name" and "Last Name" fields are marked as "Publishable" and have checkboxes. The "Phone Number" field is also marked as "Publishable" and has a checkbox. The "Primary County of Work" field is a dropdown menu with "Pierce County" selected. The "Appointment Plus GUID" field is a text input. The "Are you a DSHS employee" checkbox is unchecked.

LTC (QA) **CE Activities** Search

Candidate **CE Activity Search**

Candidate Details

***First Name** Publishable ☒ ***Last Name** Publishable ☒ **Middle Initial**

***Phone Number** Publishable ☒ ***Primary County of Work** Publishable ☒ **National Provide**

Are you a DSHS employee ☐ **Appointment Plus GUID**

- (2) On the search page, enter your criteria, and then press “[Search](#)” in the upper right corner. The search results will be displayed below the search column. If you do not put in any search criteria and click “[Search](#)”, you will get a list of all activities approved in the previous year.

CE Activity Providers: To request approval of a new activity, please find relevant documents at our [DSHS LTC CE website](#).

Interpreters/Translators: Please contact the CE Activity Providers for registration information of a CE Activity.

CE Activity List

Approval #

Activity Type
-- All --

Activity Category
-- All --

Location/Venue

Start Date
MM/DD/YYYY

End Date
MM/DD/YYYY

Title of Activity

Provider/Trainer

Request Status

Approved

Active
-- All --

Search Results

Export results as: PDF Word Excel

Note: You can adjust the order of the search results by clicking on the blue-colored items in the header row. For example, if you click “Start Date”, the order will change from the earliest to the latest, or vice versa.

- (3) You can export the search results into a PDF, Word or Excel file. Click on the respective format icon, and the results will be exported. You can save a copy to your computer if you like.

Request Status





Approved

Active
-- All --

Export results as: PDF Word Excel

- (4) To view details of an activity, click on the paper icon near the right end of the line on which it is listed.

Export results as: [PDF](#) [Word](#) [Excel](#)

Approval #	Start Date	End Date	Activity Type	Title of Activity	Location/Venue	Ethics Credits	General Credits	Active	Actions
495	02/29/2020	02/29/2020	In-Person	Leukemia for Healthcare Interpreters	Seattle Cancer Care Alliance, 825 Eastlake Ave E., Seattle, WA 98109	3.00	✓	✓	 +
494	04/27/2020	04/26/2021	Online	Humor in Medical Sessions	hcinlearn.org	1.50	✓	✓	 +
493	04/02/2021	04/02/2021	Online	Med-legal Orthopedic Terminology	www.transinterpreting.com	3.00	✓	✓	
493	03/06/2021	03/06/2021	Online	Med-legal Orthopedic Terminology	www.transinterpreting.com	3.00	✓	✓	

- (5) Then you will see the details of the activity, for example, Approval Number, Status, Title, Applicant (Provider) and their contact information. You can also find information on Activity Type (e.g. in person or online), Start Date, End Date, and Venue Address (for an in-person activity) or URL (for an online activity).

Approval Number: 495 Status: Approved Active: Yes Title: Leukemia for Healthcare Interpreters
Applicant: NOTIS Email: test@test.com Back

CE Activity Date Details

Activity Type	Activity Date Type	Activity Start Date	Activity End Date	Venue Address (In-Person) or URL(online)	Active/Expired
In-Person	Single	02/29/2020	02/29/2020	Seattle Cancer Care Alliance, 825 Eastlake Ave E., Seattle, WA 98109	✗

Total Addresses: 1

(a) Details of a Sample In-Person Activity

Approval Number: 494 Status: Approved Active: Yes Title: Humor in Medical Sessions
Applicant: Health Care Interpreter Network / hcinlearn.org Email: btreumann@hcin.org Back

CE Activity Date Details

Activity Type	Activity Date Type	Activity Start Date	Activity End Date	Venue Address (In-Person) or URL(online)	Active/Expired
Online	Ongoing	04/27/2020	04/26/2021	hcinlearn.org	✓

Total Addresses: 1

(b) Details of a Sample Online Activity

B. Registering for a CE activity

To register for an activity or to get information on activity fees, please contact the provider directly. LTC is not involved in the administration (including cost rates and fee collection) of CE activities.

C. Submitting CE credits

(1) Go to the “Renewals” tab, and click “Add CE Activity” on the right.

(2) On the “CE Activity List” page (also the CE activity search page), enter the information (e.g. Approval #) of the activity for which you would like to submit credits. Click “Search” in the upper right corner, or hit Enter.

(3) On the search result that displays below the search column, click the green plus sign (+) on the right end of the line where the activity is listed.

Export results as: [PDF](#) [Word](#) [Excel](#)

Approval #	Start Date	End Date	Activity Type	Title of Activity	Location/Venue	Ethics Credits	General Credits	Active	Actions
437	12/20/2019	12/19/2021	Online	Practice the Modes of Interpreting	www.interpretertraining-online.com/courses-all/practice-the-modes-of-interpreting	2.00	✓		

Total Records: 1

- (4) Fill in the “Request Candidate CE Activity” form that pops up, and tap on “Save” at the bottom. Most of the time, you just need to fill in the Completion Date if it is not there yet. All other columns are automatically completed.

Request Candidate CE Activity

Title of Activity
Practice the Modes of Interpreting

Approval Number: 437 Ethics Credits: General Credits: 2.00

Activity Date Type: Ongoing * Activity Date: 10/23/2020

For a CE Activity to be approved for renewal, you must submit the Certificate you received for completing the CE Activity by linking it to the CE Activity on the Renewals tab of your profile

Save **Cancel**

- (5) Click “OK” respectively on the two confirmation messages that pop up.

Message from webpage

? Are you sure you want to save these changes?

OK **Cancel**

Message from webpage

! The Candidate CE Activity has been successfully requested!

OK

- (6) Back on the “Renewals” tab, you will find the activity has been added.

Renewals **Add CE Activity**

Code of Conduct **Background Check** **CE Ethics Video**

Acknowledgement Date: 10/23/2020 Acknowledgement Date: 10/23/2020 Completion Date: 10/23/2020

Status: Completed Status: Completed **Take Quiz**


To see approved activities for your credentials, go to the Credentials tab and click on the 'View Applicable Approved CE Activities' action.



Export all CE Activities as: PDF Word Excel

Activity Date	Activity Date Type	Approval Number	Title of Activity	Ethics Credits	General Credits	Status	Actions	Attachments
10/23/2020	CE Ethics Quiz	1	LTC Gateway CE Ethics Quiz	1.00		Approved		
10/23/2020	Ongoing	437	Practice the Modes of Interpreting		2.00	Pending		

Total Records: 2

Pending General Credits: 2.00; Pending Ethics Credits: 0
Approved General Credits: 0; Approved Ethics Credits: 1.00

- (7) Tap on the blue upload icon () on the right end of the line where the activity is listed to attach your Certificate of Completion.


Activity Date	Activity Date Type	Approval Number	Title of Activity	Ethics Credits	General Credits	Status	Actions	Attachments
10/23/2020	CE Ethics Quiz	1	LTC Gateway CE Ethics Quiz	1.00		Approved		
10/23/2020	Ongoing	437	Practice the Modes of Interpreting		2.00	Pending		

Total Records: 2

Pending General Credits: 2.00; Pending Ethics Credits: 0
Approved General Credits: 0; Approved Ethics Credits: 1.00

- (8) On the “Add Attachment” window, fill in “File Description”, browse the Certificate from your computer, and click “Save”.


Add Attachment


* File Description 

DSHS #437 Certificate



File Name

C:\Users\... \LTC Gateway CE Ethics Quiz Certificate of Completion.pdf Browse...

 Save

 Cancel

- (9) Now on your “Renewals” tab, you will see the blue upload icon changed to a download icon, with a red trash bin icon on its right. This means you have successfully uploaded your Certificate of Completion for the added activity, and now it is pending for LTC approval. If you want to change a document, just hit the trash bin icon and repeat Steps (7)-(8) above.


Activity Date	Activity Date Type	Approval Number	Title of Activity	Ethics Credits	General Credits	Status	Actions	Attachments
10/23/2020	CE Ethics Quiz	1	LTC Gateway CE Ethics Quiz	1.00		Approved		
10/23/2020	Ongoing	437	Practice the Modes of Interpreting		2.00	Pending		

Total Records: 2





Pending General Credits: 2.00; Pending Ethics Credits: 0
Approved General Credits: 0; Approved Ethics Credits: 1.00


Note: If you want to delete the CE activity from your “Renewals” tab, click the trash bin icon below “Actions”.

- (10) Once LTC reviews and approves the submitted credits, the status of the activity will be shown as “Approved”, and the number of your total credits will be updated in the credit summary line.

Activity Date	Activity Date Type	Approval Number	Title of Activity	Ethics Credits	General Credits	Status	Actions	Attachments
10/23/2020	CE Ethics Quiz	1	LTC Gateway CE Ethics Quiz	1.00		Approved		
10/23/2020	Ongoing	437	Practice the Modes of Interpreting		2.00	Approved		
Total Records: 2								
Pending General Credits: 0; Pending Ethics Credits: 0								
Approved General Credits: 2.00; Approved Ethics Credits: 1.00								

- (11) Upon approval of your CE credits, you will also receive an Email notification.

 Reply
  Reply All
  Forward
  IM


 LTC Customer Support

LTC Continuing Education Credits Approved


Thank you for completing DSHS Language Testing and Certification (LTC) Program Continuing Education (CE) credit(s).

The following activity and credit(s) you added have been approved:

CE Activity Approval #: 437
 Activity Date: 10/23/2020
 Title of Activity: Practice the Modes of Interpreting
 General Credits: 2.00
 Ethics Credits:


To view your continuing education activities, please log in to your profile in the [LTC Gateway](#) and select the Renewals tab.



For questions and assistance, please contact dshsct@dshs.wa.gov.

Should be mailed to: 

D. View CE credits for individual certificates

If you have two or more credentials, the number of credits you have earned for each of them may be different if these credentials have different expiration dates. **It is important that you keep track of the status of each credential and make sure that you fulfill renewal requirements for them in time.**

- (1) Go to the “**Credentials**” tab, and click the magnifying glass icon () at the end of the line where a credential is listed.

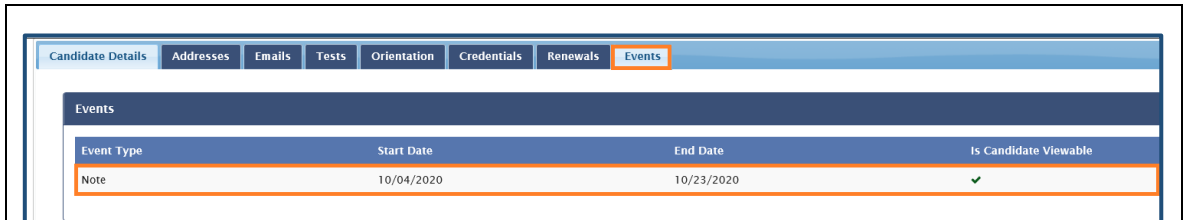
Candidate Details	Addresses	Emails	Tests	Orientation	Credentials	Renewals	Events
Credentials							Request Credential
Credential Date	Credential Status	Credential	Language	Expiration Date	Actions		
11/02/2020	Active	Social Service Interpreter - Certified	Spanish	11/02/2024	View Applicable Approved CE Activities		
10/01/2020	Active	Translator - Certified	Korean	10/01/2024	<div></div>		
Total Credentials: 2							

- (2) You will see the details of credits applicable to this credential. The name of the credential and the duration of its valid term are listed at the top. Below that are listed the details of the CE activities and the credits you have earned, including the activity dates, approval numbers, activity titles, and numbers of General and Ethics Credits.

View Applicable Approved CE Activities				
Candidate CE Activities for Credential: Translator - Certified; 10/1/2020 - 10/1/2024				
Credentials expire every four years unless the continuing education requirement is met, including 16 general credits, earned any time in the four year cycle; and 4 ethics credits, earned one credit per year of the Credential.				
Activity Date	Approval Number	Activity Title	General Credits	Ethics Credits
10/15/2020	2	LTC Gateway Admin CE Activity	2.00	1.00
Approved General Credits: 2.00				
Approved Ethics Credits from 10/1/2020 - 9/30/2021: 1.00				
Approved Ethics Credits from 10/1/2021 - 9/30/2022: 0				
Approved Ethics Credits from 10/1/2022 - 9/30/2023: 0				
Approved Ethics Credits from 10/1/2023 - 9/30/2024: 0				
Cancel				

4.8 Events

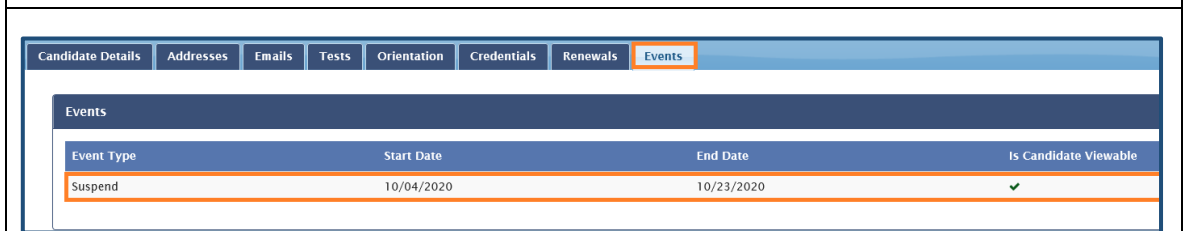
You will see an “Events” tab in Gateway if LTC has posted any actions on your credential(s) and made them visible to you. If there are no events on your profile, this tab will not be visible. The types of events include Appeal, Complaint, Note, Revoke, and Suspend.



The screenshot shows the 'Events' tab selected in the Gateway interface. The 'Events' section contains a table with the following data:

Event Type	Start Date	End Date	Is Candidate Viewable
Note	10/04/2020	10/23/2020	✓

(a) A Sample “Note” Event



The screenshot shows the 'Events' tab selected in the Gateway interface. The 'Events' section contains a table with the following data:

Event Type	Start Date	End Date	Is Candidate Viewable
Suspend	10/04/2020	10/23/2020	✓

(b) A Sample “Suspend” Event

5. LTC customer support

For questions and assistance, please contact DSHS LTC: <dshsct@dshs.wa.gov>.

<END>