Multilingual Certification System (eMultilingual) User Guide
For Supervisors and Employees

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Overview

This user guide provides the following information regarding the Multilingual Certification System (eMultilingual):

- How employees can apply for approval to take a language exam and become language certified.
- How supervisors and directors/designees can approve/deny an employee’s request to become language certified.

Note: Requests for job applicants (new hires) whose positions require multilingual language skills will be completed by the OHR Recruiter managing the recruitment.

How It Works at-a-Glance

1. The employee logs on and completes a request via the online system.
2. The request is automatically routed to the employee’s supervisor for review and approval.
3. The supervisor approves or denies the request (or returns it to the employee for corrections).
4. If approved by the supervisor, the request is then routed to the employee’s director (or designee) for review and approval.
5. If approved by the director, OHR coordinates the scheduling, testing and rating processes.
6. The employee takes the language certification exam at a scheduled date and time.
7. Once the exam has been completed and reviewed, the employee and supervisor are notified of the results and effective date.

Employees who pass the exam and become language-certified receive a multilingual pay differential. They may be called upon to provide their language skills inside or outside of their service area or department.

For Program Details

For details about how the Multilingual Certification Program including who can apply, approved languages, language levels, pay differentials and other resources, please visit:

www.montgomerycountymd.gov/multilingual
Accessing the System

The Multilingual Certification System (eMultilingual) can be accessed two ways:

Access the System via a Direct Link

- Go to https://eportal.montgomerycountymd.gov/goto/OHRMultilingual/. This special URL provides direct access to the system without having use your VPN.

- Log on to with your AccessMCG username and password:

![Login Screen](image1.png)

The following page will appear, which means you have accessed the system:

![System Dashboard](image2.png)
Access the System via AccessMCG

- To access the system via AccessMCG, log on to AccessMCG at https://eportal.montgomerycountymd.gov/eportal/?noslider=true with your AccessMCG username and password MCG user name and password. If you are teleworking, you must first connect to a secure network using VPN. (If you have any questions or need help connecting to VPN contact the IT Help Desk at 240-777-2828 option 2 or send an email to HELPIT@montgomerycountymd.gov.)

- Select HR on the top menu.

- Select HR Workforce Management.

- Select “Click here to go to HR Workforce Management.”

- Select HR Case Management Suite. Depending on your access permissions, you will see the eMultilingual and other applications:

  - Click the eMultilingual icon above and the following page will appear, which means you have accessed the system:
Applying for Multilingual Certification (Employees)

- Select **Create New Request** to apply for Multilingual Certification.

- The Multilingual Certification Request will be displayed (“Create New Request”). The employee information will be pre-populated from Oracle. If any of this information is inaccurate, please contact your departmental HR Liaison to correct it in Oracle.
Select the **Language** to be certified from the drop-down menu. Note: General County government employees may only be considered for the 7 languages listed below. Police FOP are not limited to only these 7 languages.

![Language Selection]

Select the **Proficiency Level** for the certification.

**Important:** If you already have Basic certification and want to be considered for Advanced, you only need to select Advanced. However, if you want to apply for Advanced certification but do not yet have Basic certification, you will need to select **both the Basic and Advanced Levels** for testing at the same time or you will receive the message shown in red text below. Note: Police FOP has an additional level – Expert.

![Proficiency Level Selection]

There is no need to upload supporting documents, but the option is available to you should you wish to do so.

Click Submit to send the request to your immediate supervisor.
• Click Logout at the top-right of the screen.

• The request will be routed to the employee’s immediate supervisor, who will receive an email notification that a request has been received in the system. The employee will also receive an email confirmation that your request has been sent (sample below):

Your multilingual request MLL_REQ-221 has been submitted.

To: \[Email Address\]

Your multilingual request MLL_REQ-221 has been submitted.
Current Stage of the request: Supervisor request review.

Below are the details:
Employee/Applicant name: \[Name\]
Department: Office of Human Resources
Division: Information Technology Team
Class Title: \[Title\]
Language: French
Proficiency Level(s): Basic, Advanced

You can access and check the status of the request by clicking here anytime.
How to Check the Status of Your Request (Employees)

- Employees can log in any time to view their request status in the **Current Stage** column. In the example below, the employee has submitted a request and it has been sent to the immediate supervisor for review.

![Image of request status](image)

- You can then click on the blue link in the Request# column to see status details. Here is a sample:

![Image of request details](image)
Approving/Denying Certification Requests (Supervisors)

- The supervisor will receive an email notification when an employee submits an application through the system. The supervisor should click on the link at the bottom of the email and then log on.

  Important: If you accidentally deleted the email, log on directly through this special link: https://eportal.montgomerycountymd.gov/goto/OHRMultilingual/.

- Once logged on, click on the Request # (highlighted in blue) that appears in the first column and open the request.
The supervisor will see the request submitted by the employee (including desired Language and Proficiency Level). Select the appropriate action from the Action Drop down menu. The supervisor can also include comments in the Comment section (see page 7).

**Approve Request** – If the supervisor chooses this action, please also select the next approver from the drop-down list and then click Submit (see screenshot below).

**Important:** For most departments, approvals are a two-step process. The immediate supervisor approves first, followed by the department director/designee. However, the approval process for Police, Fire, Sheriff and Corrections is slightly different. In that case, the supervisor will select the “Next Level of Approver” when they approve an application.

**Reject Request** – If the supervisor chooses this action, the request will be closed. The employee will receive a rejected email notification.

**Request Corrections** – If the supervisor chooses this action, the request will be sent back to the employee for corrections. Once corrected, the employee can re-submit the request.

• Click Logout at the top-right of the screen.
Approving/Denying Certification Requests (Directors/Designees)

- The director (or director’s designee) will receive an email notification when a supervisor approves an application through the system. The director/designee should click on the link at the bottom of the email and then log on.

  **Important:** If you accidentally deleted the email, log on directly through this special link without having to use your VPN: [https://eportal.montgomerycountymd.gov/goto/OHRMultilingual/](https://eportal.montgomerycountymd.gov/goto/OHRMultilingual/).

  
  Current Stage of the request: Department Director/Head/Designee request review.
  The multilingual request MLL_REQ-221 has been approved by [name].

  Below are the details:
  Employee/Applicant name: [name]
  Department: Office of Human Resources
  Division: Information Technology Team
  Class Title: [position]
  Language: French
  Proficiency Level(s): Basic, Advanced

  Please click [here](#) for further details.

- Once logged on, the director/designee should click on the Request # (highlighted in blue) that appears in the first column to open the request.
• The director/designee will see the request submitted by the employee (including desired Language and Proficiency Levels), and should select the appropriate action from the Action Drop down menu. The director/designee can also include comments in the Comments section (see page 7).

![Action Drop down menu]

**Approve Request** – If this action is selected, the request will be finalized and sent to OHR for further processing.

**Reject Request** – If this action is selected, the request will be closed. The employee will receive a rejection email notification that the action is not approved.

**Request Correction** – If this action is selected, the request will be sent back to the employee for corrections via an email notification. Once corrected, the employee can resubmit the request. Resubmission will follow the same approval process.

• Click Logout at the top-right of the screen.

**Resources**

For details about how the Multilingual Certification Program works and who can apply, please visit [www.montgomerycountymd.gov/multilingual](http://www.montgomerycountymd.gov/multilingual).

If you have questions about the Multilingual Certification Program, please contact [ohr.languagetesting@montgomerycountymd.gov](mailto:ohr.languagetesting@montgomerycountymd.gov).

*This document provides general information about Montgomery County Government’s Multilingual Certification Program. If there is an inconsistency between the content of this document and any other documents, the applicable document will prevail (e.g., the law, regulation, procedure, or collective bargaining agreement). Please consult appropriate references, such as the Montgomery County Personnel Regulations and collective bargaining agreements for additional information.*

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