



Multilingual Certification System (eMultilingual) User Guide

**For Employees, Supervisors, and
Director Designees**



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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 (candidates) 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. The request is routed through the steps below for review and approval.
2. The request is automatically routed to the employee's supervisor for review and approval. (*FOP employee requests are routed directly to OHR. For FOP, skip directly to Step 5.*)
3. The supervisor approves or denies the request (or returns it to the employee for corrections).
4. If the supervisor approves the request, it is routed to the employee's director (or designee) for review and approval.
5. OHR coordinates the testing and rating process.
6. The employee takes the language certification exam(s).
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 multilingual-certified receive a multilingual pay differential. They may be called upon to provide their language skills 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 in 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 to use your VPN.
- Log on with your AccessMCG username and password:

UNAUTHORIZED ACCESS IS PROHIBITED AND PUNISHABLE BY LAW!

Welcome to Montgomery County, Maryland - Single Sign On

Username:

Password:

LOGIN

[Forgot Password?](#) [My Account](#)

[Unlock My Account](#) [Change My Password](#)

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

Multilingual Certification Test Site [Logout](#)

[PLEASE REPORT ANY SYSTEM ISSUES TO #OHR.ITTeam@montgomerycountymd.gov](#)

[CREATE NEW REQUEST](#)

My Dashboard

Requests

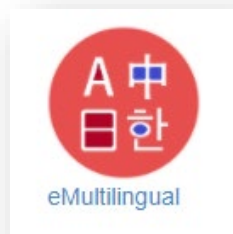
Show 10 entries

Request#	Employee/Applicant Name	Class Title	Department	Division	Is Employee	Current Stage	Updated Date	Updated By
No data available in table								

Showing 0 to 0 of 0 entries [Previous](#) [Next](#)

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.
- 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:

Multilingual Certification Test Site Logout

PLEASE REPORT ANY SYSTEM ISSUES TO #OHR.ITTeam@montgomerycountymd.gov

CREATE NEW REQUEST

My Dashboard

Requests

Show 10 entries

Request#	Employee/Applicant Name	Class Title	Department	Division	Is Employee	Current Stage	Updated Date	Updated By
No data available in table								

Showing 0 to 0 of 0 entries Previous Next

Applying for Multilingual Certification (Employees)

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

The screenshot shows the 'Multilingual Certification Test Site' dashboard. At the top, there is a 'Logout' link and a notification: 'PLEASE REPORT ANY SYSTEM ISSUES TO #OHR.ITTeam@montgomerycountymd.gov'. A yellow button labeled 'CREATE NEW REQUEST' is prominent. Below this is a 'My Dashboard' section with a 'Requests' tab. A table header is visible with columns: Request#, Employee/Applicant Name, Class Title, Department, Division, Is Employee, Current Stage, Updated Date, and Updated By. The table body is empty, displaying 'No data available in table'. At the bottom, it says 'Showing 0 to 0 of 0 entries' with 'Previous' and 'Next' links.

- 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.

The screenshot shows the 'Multilingual Home' page with a 'Multilingual Certification - Request' form. The form contains the following fields and values:

- Employee Number: [Redacted]
- Employee's Name: [Redacted]
- Position Number: [Redacted]
- Department: Human Resources
- Division: Information Technology Team
- Section/Station: OHR 33 Information Technology Team
- Class Title: [Redacted]
- Grade: [Redacted]
- Work/Home Telephone No: [Redacted]
- Work/Home Address: 101 Monroe Street, Rockville, MD 20850
- Language: ----Select----
- Proficiency Level: Select Proficiencies
- Upload Files (You may upload supporting document(s), if any): Choose Files No file chosen

At the bottom of the form are 'Cancel' and 'Submit' buttons. Red asterisks (*) are visible next to the Employee's Name, Department, Language, and Proficiency Level fields, indicating required information. A blue question mark icon (?) is located next to the Upload Files section.

- Select the **Language** to be certified from the drop-down menu. Note: Non-FOP County government employees may only be considered for the 7 languages listed below. FOP employees are not limited to only these 7 languages.

The screenshot shows a web form with three sections: 'Language', 'Proficiency Level', and 'Upload Files (You may upload supporting document(s), if any)'. The 'Language' dropdown menu is open, displaying a list of languages: Amharic, Chinese, French (highlighted in blue), Korean, Sign Language, Spanish, and Vietnamese. Above the list are two '---Select---' options. To the right of the dropdown are two red asterisks and a blue question mark icon. At the bottom left of the form, the text '20 - MCG OHR Test Site' is visible.

- Select the **Proficiency Level** for the certification.
 - Basic is for Listening/Speaking skills and requires the employee to be in a front-facing position that services Limited English Proficiency (LEP) residents on a high-frequency basis.
 - Advanced is for Written translation skills for employees who are required to translate official County Government documents (flyers, forms, official letters, etc.) into the target language.

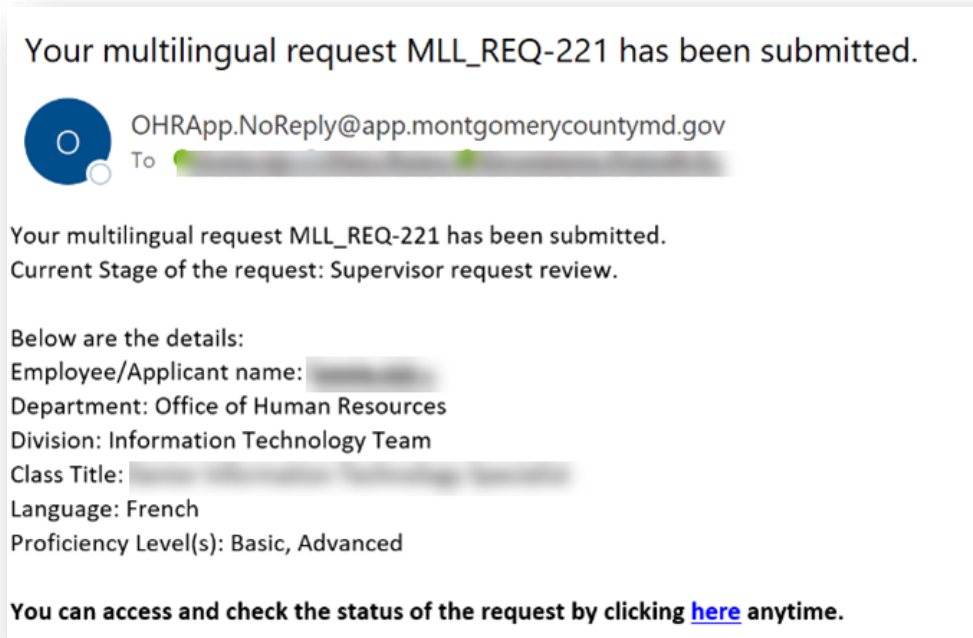
Important: If you already have Basic certification and want to be considered for Advanced, you only need to select Advanced. However, if you want to apply for Advanced certification but do not yet have Basic certification, you will need to select **both the Basic and Advanced Levels** for testing at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

The screenshot shows the same web form as before, but now the 'Language' dropdown is set to 'French' and the 'Proficiency Level' dropdown is set to 'Advanced'. The 'Upload Files' section shows a 'Choose Files' button and the text 'No file chosen'. To the right of the dropdowns are two red asterisks and a blue question mark icon. A red error message is displayed at the bottom of the form: 'You need to have Basic skill certified for the selected language, in order to apply for advanced skill, Please apply both Basic and Advanced skill levels together.' At the bottom of the form are two buttons: 'Cancel' (blue) and 'Submit' (green).

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

do so.

- Click Submit.
- Click Logout at the top-right of the screen.
- The request will be routed to the employee's immediate supervisor listed in Oracle, who will receive an email notification that a request has been received in the system. *(For FOP employees, the request is routed directly to OHR.)*
- You will also receive an email confirmation that your request has been sent (sample below):



How to Check the Status of Your Request (Employees)

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

Multilingual Certification Test Site Logout

PLEASE REPORT ANY SYSTEM ISSUES TO #OHR.ITTeam@montgomerycountymd.gov

CREATE NEW REQUEST

My Dashboard

Requests

Show 10 entries

Request#	Employee/Applicant Name	Class Title	Department	Division	Is Employee	Current Stage	Updated Date	Updated By
ML-REQ-221			Office of Human Resources	Information Technology Team	<input checked="" type="checkbox"/>	Supervisor request review	7/6/2020 10:57:47 AM	

Showing 1 to 2 of 2 entries Previous 1 Next

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

<p>Employee Number</p> <p>Employee's Name</p> <p>Position Number</p> <p>Department Human Resources</p> <p>Division Information Technology Team</p> <p>Section/Station OHR 33 Information Technology Team</p> <p>Class Title</p> <p>Grade</p> <p>Work/Home Telephone No</p> <p>Work/Home Address 101 Monroe Street, Rockville, MD 20850</p> <p>Language Spanish</p> <p>Proficiency Level Basic</p> <p>Upload Files (You may upload supporting document(s), if any) Browse...</p> <p>Action Details</p> <p>Action ---Select---</p> <p>Action Comments</p>	<p>File Name By Date</p> <p>No documents available</p> <p>Request Workflow History</p> <p>Collapse</p> <table border="1"> <thead> <tr> <th>Action</th> <th>By</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>Request created</td> <td></td> <td>12/21/2020 09:42AM</td> </tr> <tr> <td>Request approved by Supervisor.</td> <td></td> <td>12/21/2020 09:42AM</td> </tr> </tbody> </table> <p>Comments</p> <p>Collapse</p> <table border="1"> <thead> <tr> <th>Comments</th> <th>By</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>Approved by Supervisor</td> <td></td> <td>12/21/2020 09:42AM</td> </tr> </tbody> </table>	Action	By	Date	Request created		12/21/2020 09:42AM	Request approved by Supervisor.		12/21/2020 09:42AM	Comments	By	Date	Approved by Supervisor		12/21/2020 09:42AM
Action	By	Date														
Request created		12/21/2020 09:42AM														
Request approved by Supervisor.		12/21/2020 09:42AM														
Comments	By	Date														
Approved by Supervisor		12/21/2020 09:42AM														

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/>.

ACTION REQUIRED: New multilingual request MLL_REQ-221 has been created.



OHRApp.NoReply@app.montgomerycountymd.gov

To

Current Stage of the request: Supervisor request review.

New multilingual request MLL_REQ-221 has been created and assigned to you for review and action.

Below are the details:

Employee/Applicant name:

Department: Office of Human Resources

Division: Information Technology Team

Class Title:

Language: French

Proficiency Level(s): Basic, Advanced

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

- Once logged on, click on the Request# (highlighted in blue) in the first column to open the request.

Multilingual Certification Test Site

PLEASE REPORT ANY SYSTEM ISSUES TO #OHR.ITTeam@montgomerycountymd.gov

CREATE NEW REQUEST

My Dashboard

Requests

Show 10 entries

Request#	Employee/Applicant Name	Class Title	Department	Division	Is Employee	Current Stage	Updated Date	Updated By
ML-REQ - 221			Office of Human Resources	Information Technology Team		Supervisor request review	7/6/2020 10:57:47 AM	

Showing 1 to 2 of 2 entries

Previous 1

- You will see the request submitted by the employee, including the desired Language and Proficiency Level.
- You can modify the Proficiency Level if needed.

Important: If the employee already has Basic certification and wants to be considered for Advanced, only Advanced should be selected. However, if the employee is applying for Advanced certification but does not yet have Basic certification, **both the Basic and Advanced Levels** must be selected for testing at the same time or you will receive an error message.

- Write a justification of language need in the text box. This justification should give details on what governmental services the employee will be providing access to by utilizing their multilingual skill and speak to the volume of LEP residents that require service at the employee's location.
- Select Yes or No for each of the multiple-choice questions. If the request is for Basic certification, two questions will be listed. If the request includes Advanced certification, four questions will be listed.

Proficiency Level*

Justification of Language Need*

Is the employee's position front-facing, interacting with County residents on a daily basis? *

☐ Yes ☐ No

Will the employee be providing multilingual services to County residents who have Limited English Proficiency, at least weekly, to provide access to government services? *

☐ Yes ☐ No

Will the employee be working, for at least an hour every week, on translating official government documents into the target language? *

☐ Yes ☐ No

Is the volume of translation work unable to be supported by the CEC Translations Unit? *

☐ Yes ☐ No

- There is no need to upload supporting documents, but the option is available to you should you wish to do so.
- Select the appropriate action from the Action Drop-down menu. You can also include comments in the Comment section. See more details on the following page.

Select Next Level Approver

----Select----

Action Details

Action

----Select----

Action Comments

Approve Request

Reject Request

Request Corrections

Cancel Submit

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 processes for Police (Non-FOP), Fire, Sheriff, and Corrections are slightly different. In these cases, the supervisor will select the “Next Level of Approver” when they approve an application.

Select Next Level Approver

----Select----

Action Details

Action

----Select----

Last name, first name

Last name, first name

Cancel Submit

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/>.

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

Below are the details:

Employee/Applicant name: [REDACTED]
Department: Office of Human Resources
Division: Information Technology Team
Class Title: [REDACTED]
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.

My Dashboard

Requests

Show 10 entries

Request#	Employee/Applicant Name	Class Title	Department	Division	Is Employee	Current Stage
ML-REQ-221	[REDACTED]	[REDACTED]	Office of Human Resources	Information Technology Team	<input checked="" type="checkbox"/>	Department Director/Head/Designee request review

- You will see the request submitted by the employee and the supervisor. On the righthand side in the Comments section, you will see a record of any changes made by the supervisor to the employee's original request.
- You can modify the Proficiency Level if needed.

Important: If the employee already has Basic certification and wants to be considered for Advanced, only Advanced should be selected. However, if the employee is applying for Advanced certification but does not yet have Basic certification, **both the Basic and Advanced Levels** must be selected for testing at the same time or you will receive an error message.

- You also can modify the justification of language need as well as the multiple-choice responses. These fields were completed by the supervisor. The justification should give details on what governmental services the employee will be providing access to by utilizing their multilingual skill and speak to the volume of LEP residents that require service at the employee's location.

Note: If the request is for Basic certification, two questions will be listed. If the request includes Advanced certification, four questions will be listed.

Language*

Spanish

Proficiency Level*

Basic Advanced

Justification of Language Need*

Justification

Is the employee's position front-facing, interacting with County residents on a daily basis? *

☒ Yes
 ☐ No

Will the employee be providing multilingual services to County residents who have Limited English Proficiency, at least weekly, to provide access to government services? *

☒ Yes
 ☐ No

Will the employee be working, for at least an hour every week, on translating official government documents into the target language? *

☒ Yes
 ☐ No

Is the volume of translation work unable to be supported by the CEC Translations Unit? *

☒ Yes
 ☐ No

- There is no need to upload supporting documents, but the option is available to you should you wish to do so.
- Select the appropriate action from the Action Drop-down menu. You can also include comments in the Comment section. See more details on the following page.

The screenshot shows a web form with the following elements:

- Select Next Level Approver**: A label above a dropdown menu.
- Action Details**: A section header for the form content.
- Action**: A dropdown menu with the following options:
 - Select---
 - Select---
 - Approve Request (highlighted in blue)
 - Reject Request
 - Request Corrections
- Action Comments**: A text area for providing details.
- Buttons**: 'Cancel' (blue) and 'Submit' (green) buttons at the bottom.

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. Re-submission 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.

If you have questions about the Multilingual Certification Program, please contact 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.

Revised 03/04/2025