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**LanguageLine  
Solution**

1982-2023

# LiveLINK In Person Portal User Guide

Version 7.0 June 2023



# Introduction

This guide offers step by step instructions on how to use the LLS LiveLINK In Person Portal for booking **face-to-face interpreters**, **remote interpreters for bookings using your own platform** (Attend Anywhere, Microsoft Teams, Skype etc), reviewing and managing bookings. Additional user guides can also be obtained **for on-demand remote interpreters** using Insight **or written Translation requests**.

## Contents:

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# Accessing the LLS Face to Face booking Portal

You can access the portal by visiting <https://f2f.languageline.co.uk/app/login>. The direct page to the in-person portal log in page can still be found on the LanguageLine website.

For any pin/password enquiries please contact [enquiries@languageline.co.uk](mailto:enquiries@languageline.co.uk) for assistance and your dedicated Account Manager will get in touch.

- Enter your current username
- On first access, click 'forgotten your log in details'
- Instructions to reset password will be sent the email address used for booking confirmations.
- Follow the steps on screen to reset and verify your password

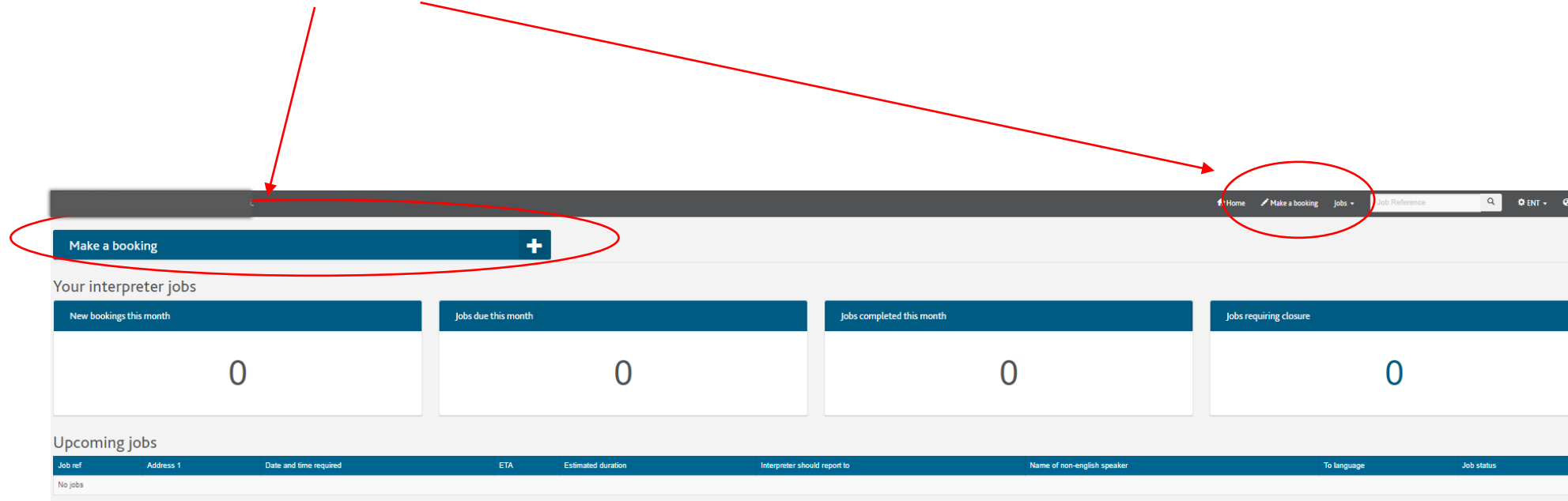
The screenshot shows a login form with the following elements:

- Username**: A text input field with the placeholder text 'Username'.
- Password**: A text input field with the placeholder text 'Password'.
- Login**: A blue button with the text 'Login'.
- Forgotten your login details?**: A blue link.
- Login with SmartMATE**: A blue button with the text 'Login with SmartMATE'.

# Making an interpreter booking

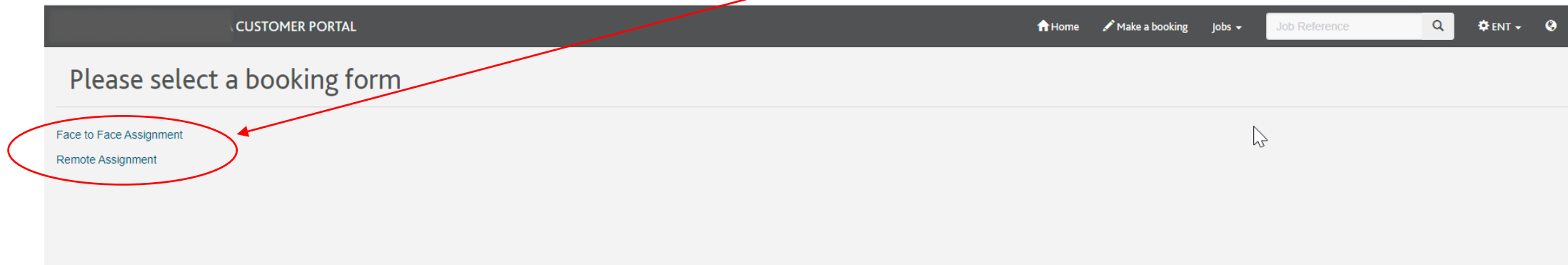
When you first enter the portal you will land on your dashboard. This gives details of new bookings made this month, bookings that are due this month, jobs that have been completed this month, and jobs that require closure. There will also be a list of all upcoming jobs.

You can make a booking by clicking here or here.



# Making an interpreter booking

After you've clicked on 'make a booking' you will be presented with the option of selecting a face to face interpreter or a remote interpreter. A remote interpreter (video or audio) can be booked to deliver services using your own platform such as MS Teams, Skype, Attend Anywhere etc.



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# Remote interpreter booking requests



# Making a remote interpreter booking – billing address

Complete all sections of the booking form. As the interpreter doesn't need to physically attend an actual address for a remote booking, please select the relevant billing address from the dropdown menu.

CUSTOMER PORTAL Home Make a booking Jobs Job Reference Peter Adam

## Pre-Booked Call

- Billing Address
- Appointment details
- Contact details
- If relevant

Billing Address

Lisa Martin, LINE 1, CITY\_NAME, COUNTY\_NAME, SW1H 0XA

Next >>

# Making a remote interpreter booking – appointment details

Complete all fields, any that aren't relevant e.g., cost centre code, reference number etc, please enter N/A.

JSTOMER PORTAL Home Make a booking Jobs Job Reference Peter Adam

### Pre-Booked Call

Billing Address

Appointment details

Contact details

If relevant

#### Appointment details

Your reference number\*

Your cost centre code\*

Your reference number (for invoicing purposes)\*

To language\* Please select...

Date and time required\* 2017-07-28 14:00

Estimated duration\* 1 hrs 0 mins

Name of non-english speaker (if not applicable put N/A)\* John Smith

Preferred interpreter gender No Preference

Reason for booking\* Please select...

Special instructions to the interpreter Notes to the interpreter

Platform for Remote Call\* Please select...

Notes for the assigned interpreter\* Invitation link and/or call details. A linguist will only see these notes once they are assigned to the booking.

Next >>

Select the Platform, from the dropdown menu, on which the booking is due to take place i.e. Skype, MS Teams etc.

**'Notes for the assigned interpreter'** are notes that only the interpreter that is assigned to the booking can see. This section is editable even after the booking has been made via the edit/amend feature shown on page 26 and 27. **This field is mandatory** and should be used to enter the link for the interpreter to join your call/conference. **Please note that the assigned interpreter does NOT receive your contact details, so you must include links/details on how they can join your call.**



# Making a remote interpreter booking – contact details

**Please ensure that you always include a secondary email address, so there is somebody we can make contact with should we need to discuss the booking in your absence**

CUSTOMER PORTAL Home Make a booking Jobs Job Reference Peter Adam

## Pre-Booked Call

Billing Address

Appointment details

Contact details

If relevant

### Contact details

Name of requester\* John Smith

Confirmation email address\* someone@example.com

Your telephone number\* 448000042000

Secondary email address someone@example.com

Next >>

# Making a remote interpreter booking – additional information

In this section you can add a preferred or precluded interpreter ID. All interpreters are identified by a LIN (Linguist identification number), this can be found in the details of any previous bookings or can be obtained directly from the interpreter.

**Any details added into the ‘additional notes to LLS TI box’ are only seen by LLS staff, and not by the interpreters.**

CUSTOMER PORTAL

Home Make a booking Jobs Job Reference Peter Adam

## Pre-Booked Call

Billing Address

Appointment details

Contact details

If relevant

**If relevant**

**Preferred interpreter ID** LIN/ABCD/12345 (optional)

**Additional notes to Capita TI** Notes to Capita Translation and interpreting (optional). These notes are not seen by the interpreter.

**Precluded interpreter ID** LIN/ABCD/12345 (optional)

**Book**

Once the form is completed, please click on the ‘book’ button

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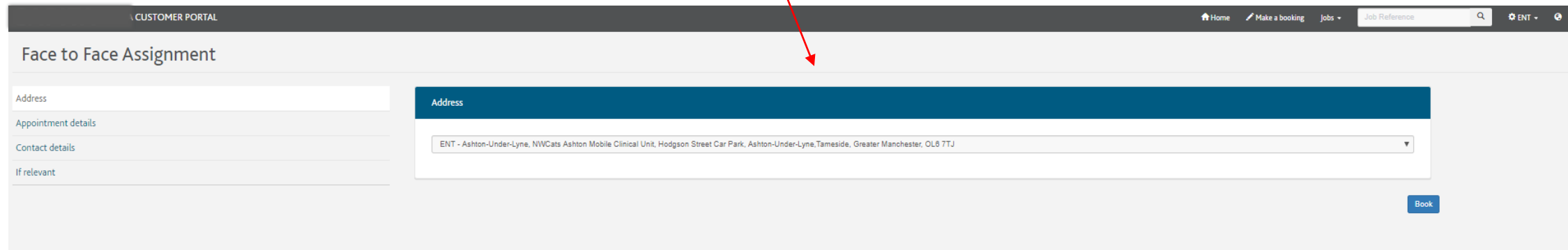
1982-2023

## Face to Face interpreter booking requests



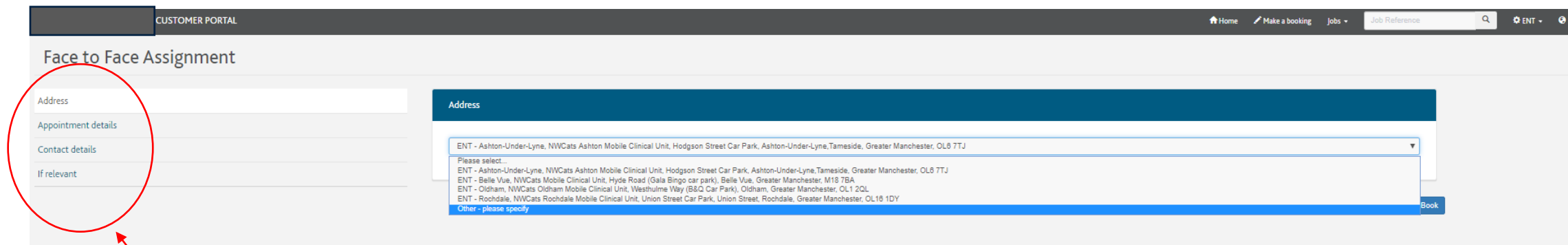
# Making a face to face interpreter booking - address

Select the address where the booking will take place from the drop down menu.



The screenshot shows the 'Face to Face Assignment' form in a customer portal. The form has a sidebar on the left with sections: Address, Appointment details, Contact details, and If relevant. The main area has a large 'Address' dropdown menu. A red arrow points to the dropdown menu. The dropdown menu is currently open, showing a single address: 'ENT - Ashton-Under-Lyne, NWCats Ashton Mobile Clinical Unit, Hodgson Street Car Park, Ashton-Under-Lyne, Tameside, Greater Manchester, OL6 7TJ'. A 'Book' button is visible at the bottom right of the form.

If the address doesn't appear in the drop down menu, then please select 'Other' and enter the address manually. The interpreter will be sent to this address, so please ensure it is correct



The screenshot shows the 'Face to Face Assignment' form with the dropdown menu open. The dropdown menu lists several addresses and an 'Other - please specify' option. A red circle highlights the left sidebar, and a red arrow points to it. The sidebar sections are: Address, Appointment details, Contact details, and If relevant. The dropdown menu is currently open, showing a list of addresses: 'ENT - Ashton-Under-Lyne, NWCats Ashton Mobile Clinical Unit, Hodgson Street Car Park, Ashton-Under-Lyne, Tameside, Greater Manchester, OL6 7TJ', 'Please select...', 'ENT - Ashton-Under-Lyne, NWCats Ashton Mobile Clinical Unit, Hodgson Street Car Park, Ashton-Under-Lyne, Tameside, Greater Manchester, OL6 7TJ', 'ENT - Belle Vue, NWCats Mobile Clinical Unit, Hyde Road (Gala Bingo car park), Belle Vue, Greater Manchester, M18 7BA', 'ENT - Oldham, NWCats Oldham Mobile Clinical Unit, Westhulme Way (B&Q Car Park), Oldham, Greater Manchester, OL1 2QL', 'ENT - Rochdale, NWCats Rochdale Mobile Clinical Unit, Union Street Car Park, Union Street, Rochdale, Greater Manchester, OL16 1DY', and 'Other - please specify'. A 'Book' button is visible at the bottom right of the form.

All four sections on the left hand side need to be completed

# Making a face to face interpreter booking – appointment details

Complete all sections of this form. Note that anything added to the 'special instructions to the interpreter' box will be seen by ALL interpreters that are sent a job offer

CUSTOMER PORTAL

Home Make a booking Jobs Job Reference

## Face to Face Assignment

Address

Appointment details

Contact details

If relevant

### Appointment details

Your reference number\*

Your cost centre code\*

Your reference number (for invoicing purposes)\*

To language\* Please select...

Date and time required\* dd/mm/yyyy --:--

Estimated duration\* 1 hrs 0 mins

Name of non-english speaker (if not applicable put N/A)\* John Smith

Preferred interpreter gender No Preference

Reason for booking\* Please select...

Special instructions to the interpreter

Additional venue information parking details, opening hours, etc.

Book

# Making a face to face interpreter booking – contact details

Please ensure that you always include a secondary email address, so there is somebody we can make contact with should we need to discuss the booking in your absence

CUSTOMER PORTAL

Home Make a booking Jobs Job Reference

## Face to Face Assignment

Address

Appointment details

Contact details

If relevant

### Contact details

Interpreter should report to (department and name)\*

Name of requester\* John Smith

Confirmation email address\* someone@example.com

Your telephone number\* 44800042000

Secondary email address someone@example.com

Book

# Making a face to face interpreter booking – additional information

In this section you can add a preferred or precluded interpreter ID. All interpreters are identified by a LIN (Linguist identification number), this can be found in the details of any previous bookings or can be obtained directly from the interpreter.

**Any details added into the ‘additional notes to LLS box’ are only seen by LLS staff, and not by the interpreters.**

The screenshot shows the 'Face to Face Assignment' form in the Customer Portal. The form is titled 'Face to Face Assignment' and has a sidebar with links for 'Address', 'Appointment details', 'Contact details', and 'If relevant'. The main form area is titled 'If relevant' and contains the following fields:

- Preferred interpreter ID**: LIN/ABCD/12345 (optional)
- Additional notes to Capita TI**: Notes to Capita Translation and interpreting (optional). These notes are not seen by the interpreter.
- Precluded interpreter ID**: LIN/ABCD/12345 (optional)
- Notes for the assigned interpreter**: Notes for the assigned interpreter only. A linguist will only see these notes once they are assigned to the booking.

A blue 'Book' button is located at the bottom right of the form. Red circles and arrows highlight the 'Additional notes to Capita TI', 'Notes for the assigned interpreter', and 'Book' button.

'Notes for the assigned interpreter' are notes that only the interpreter that is assigned to the booking can see. This section is editable even after the booking has been made via the edit/amend feature shown on page 26 and 27

Once the form is completed, please click on the 'book' button

# Making a face to face interpreter booking – processing

Your booking is now being processed, please **do not close or refresh your web browser** during this stage.

**If the booking is successful, you will then be taken to the Job details page. This is the page from which you will track the progress or manage your booking and communicate with the LLS team for help and support.**



**If anything needs correcting you will be taken back to the booking form to make any changes required before resubmitting the form. The sections requiring changing will be highlighted as below**





# What to expect after you have made a booking

## **Bookings due within 3 hours**

- An automated email confirming we have received the booking
- A call from a member of the assigning team with any verbal updates
- Timescales for regular updates from the assigning team agreed with the customer
- An automated email confirming that an interpreter has been assigned

## **Bookings due within 24 hours**

- An automated email confirming we have received the booking
- A call from a member of the assigning team with any verbal updates
- Timescales for regular updates from the assigning team agreed with the customer
- An automated email confirming that an interpreter has been assigned

## **Bookings due over 24 hours**

- An automated email confirming we have received the booking
- A call/email from a member of the assigning team up to 48 hours before the job is due (if it hasn't already been assigned by this time)
- An automated email confirming that an interpreter has been assigned

Digests will also be sent out daily, summarising all the upcoming jobs that are assigned and unassigned

# Reviewing and managing a booking - 'Job details'

Once the booking request has been received by, LLS you will then be taken to the 'Job details' page with the job reference as the title. **This page will be used to track the progress or manage your booking, communicate with LLS for help and support or submit feedback about a booking.**

**For new bookings / those that have not yet been assigned to an interpreter, one of two messages (as seen below) will be displayed underneath the job reference on this page detailing the progress of assigning an interpreter.**

CUSTOMER PORTAL

Home Make a booking Jobs Job Reference (SBS) DCHS - Derby Community Health Service

We are currently issuing job offers to interpreters and are working to get this job assigned as quickly as possible. You will be notified as soon as the job is assigned or contacted by our assigner to provide you with an update on the options we have available to assign an interpreter. If you need to contact us with additional information, please send a message via the 'More Actions' menu then 'Admin Message' option in the portal and our staff will respond quickly.

FTF1392181

**Linguist details**

This job does not have a linguist assigned to it.

**Job details**

Job ref	FTF1392181
Job status	new
Date and time required	10/06/2020 15:00
To language	Arabic (Modern Standard)
Job creation date/time	05/06/2020 13:56

Duplicate job More actions

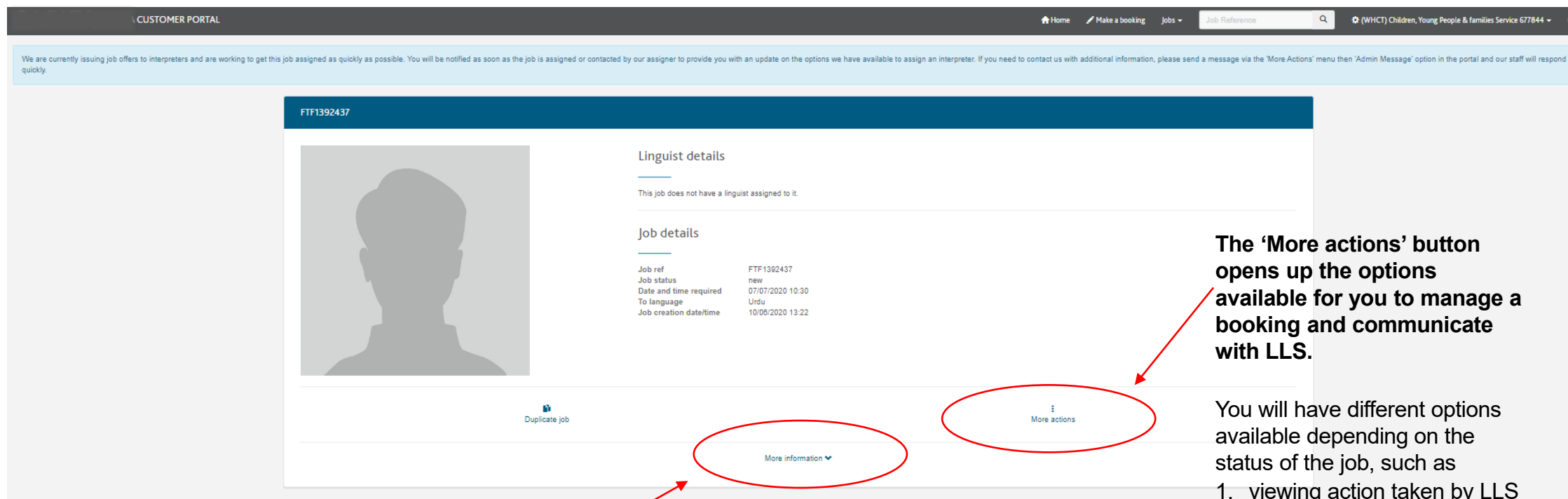
More information

We are currently issuing job offers to interpreters and are working to get this job assigned as quickly as possible. You will be notified as soon as the job is assigned or contacted by our assigner to provide you with an update on the options we have available to assign an interpreter. If you need to contact us with additional information, please send a message via the 'More Actions' menu then 'Admin Message' option in the portal and our staff will respond quickly.

An assigner is currently working on this booking. You will be notified as soon as the job is assigned or contacted by our assigner to provide you with an update on the options we have available to assign an interpreter. If you need to contact us with additional information, please send a message via the 'More Actions' menu then 'Admin Message' option in the portal and our staff will respond quickly.

# Reviewing and managing a booking - 'Job details'

From the 'Job details' screen, you can communicate with LLS to manage a booking that has been made or view further information about a booking. The options available to you depend on the status of the booking.



The 'More actions' button opens up the options available for you to manage a booking and communicate with LLS.

You will have different options available depending on the status of the job, such as

1. viewing action taken by LLS to get an interpreter assigned to a new booking via **Activity Notes**
2. communicating with LLS via **Admin Messages**
3. submitting **Complaints** or **Compliments**

Clicking the 'More information' link at the bottom of the section will provide more detailed information related to the booking and allow you to **view the assigned interpreter**.

# Reviewing a booking – ‘Activity Notes’

Every action taken with regards to the booking is ‘stamped’ with an ‘activity note’. **Any information you require about your booking should be identifiable through these notes.** An example of the activity notes and their meaning can be found on the following page

The screenshot shows a customer portal interface for a booking with reference number FT1392437. The page is titled 'A CUSTOMER PORTAL' and includes navigation links for Home, Make a booking, Jobs, and Job Reference. A search bar and a user profile indicator (WHCT) Children, Young People & families Service 677844 are also visible. A blue banner at the top provides a notice about job offers and contact procedures. The main content area is divided into sections: 'Linguist details' (stating no linguist is assigned), 'Job details' (listing job ref, status, date, language, and creation time), and a 'More actions' menu. The 'More actions' menu is open, showing options like 'Activity Notes', 'Complaints', 'Compliments', 'Admin Messages', and 'More actions'. The 'Activity Notes' option is circled in red, and a red arrow points to it from the text above.

Job details	
Job ref	FT1392437
Job status	new
Date and time required	07/07/2020 10:30
To language	Urdu
Job creation date/time	10/06/2020 13:22

# Reviewing a booking – ‘Activity Notes’

The below is an example of the activity notes that have taken place on the job to date. **The oldest activity is displayed at the bottom of the list with the latest activity at the top of the list.** The following page gives a brief explanation as to what each note means

The screenshot displays the 'CUSTOMER PORTAL' interface. At the top, there is a navigation bar with 'Home', 'Make a booking', 'Jobs', a search bar containing 'Job Reference', and 'Division A'. Below this, a breadcrumb trail shows 'DTP1005917'. The main content area is titled 'Job activity notes' and contains a table with the following data:

Creation Date	Note
10/10/2017 12:38	DTP1005917 changed from ongoing to complete: success
10/10/2017 12:38	DTP1005917 changed from assigned to ongoing
10/10/2017 12:17	DTP1005917 changed from new to assigned
10/10/2017 12:17	Assigned LIN/E96F/MHYX2 to job DTP1005917
10/10/2017 12:07	LIN/E96F/MHYX2 accepted job offer for DTP1005917
10/10/2017 11:47	Sent job offer to LIN/EA66/377RH for job DTP1005917
10/10/2017 11:47	Sent job offer to LIN/E96F/MHYX2 for job DTP1005917
10/10/2017 11:44	DTP1005917 Created

# Reviewing a booking – ‘Activity Notes’

Below is an example of detailed activity stamps, with an explanation of their meaning (written in red). **The job activity stamps show everything you need to know about the booking and its activity. They should always be viewed on the portal before making any contact to LLS.**

**The oldest activity is displayed at the bottom of the list with the latest activity at the top of the list. The most important activity notes are in bold below.**

## Creation Date Note

01/05/2020 13:18 FTF1389466 changed from ongoing to complete: success – **the status will change to ‘success’ once the interpreter has accepted the start and finish times**

01/05/2020 13:17 FTF1389466 changed from assigned to ongoing – **the customer has entered the start/finish times into the portal. The status will remain as ‘ongoing’ until the interpreter ‘accepts’ these times as accurate**

15/04/2020 08:40 FTF1389466 ETA has changed to 26/03/2020 16:00:00 – **if the interpreter is available at a different time/date than originally requested, and this is agreed with the customer, a new ETA will be added**

25/03/2020 10:40 FTF1389466 changed from new to assigned – **the status of the booking is changed to ‘assigned’**

25/03/2020 10:40 Assigned LIN/5466/5J71X to job FTF1389466 – **the interpreter has been assigned**

25/03/2020 10:34 LIN/5466/5J71X accepted job offer for FTF1389466 – **a new interpreter has now confirmed they are available for the booking**

24/03/2020 18:04 FTF1389466 changed from assigned to new – **as there is no interpreter assigned, the status of the booking is back as ‘new’, and the process of assigning an interpreter will resume**

24/03/2020 18:04 Unassigned LIN/5455/5J71Y from job FTF1389466 – **the interpreter has confirmed they are no longer available, therefore they have been removed from the booking**

24/03/2020 15:59 FTF1389466 changed from new to assigned

24/03/2020 15:59 Assigned LIN/5455/5J71Y to job FTF1389466 – **the interpreter has been assigned to the booking**

24/03/2020 15:58 LIN/5455/5J71Y accepted job offer for FTF1389466 – **an interpreter has confirmed they are available for the booking**

24/03/2020 15:48 Sent job offer to LIN/5455/5J71Y for job FTF1389466

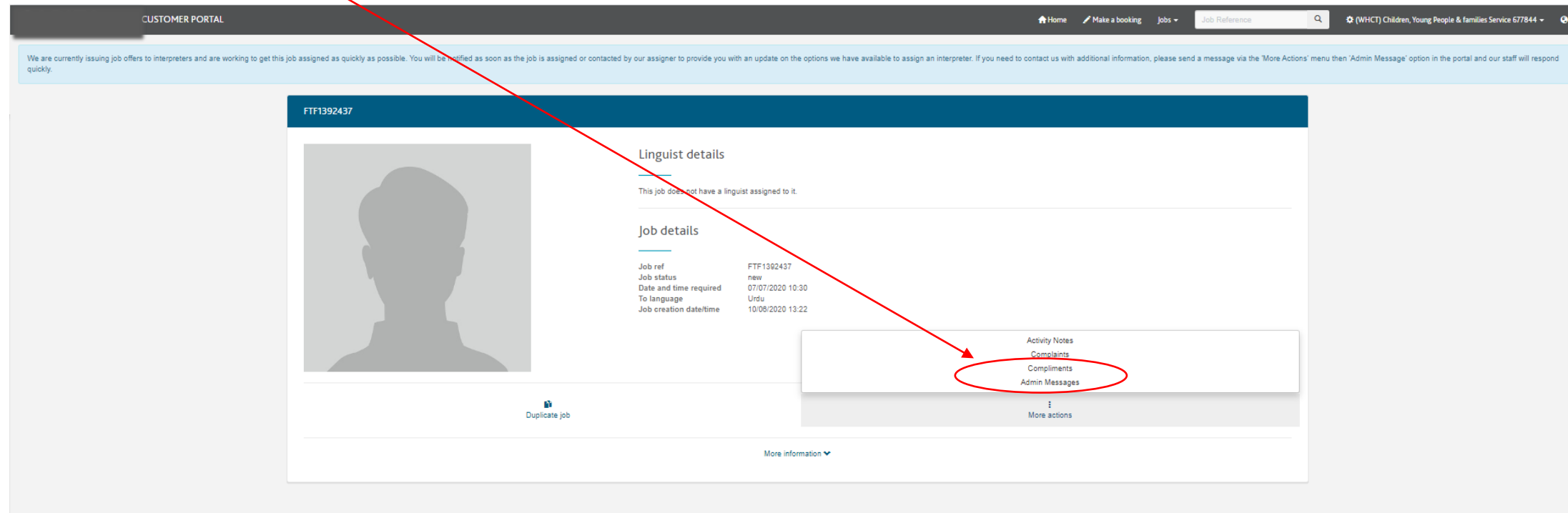
24/03/2020 15:47 Revoked job offer to LIN/5455/5J71Y for job FTF1389466 – **a job offer to an interpreter may be revoked if the details of the booking change, or if the interpreter has confirmed they are not available**

24/03/2020 15:47 Sent job offer to LIN/5455/5J71Y for job FTF1389466

24/03/2020 15:46 FTF1389466 Created – **when the booking was created, and it’s allocated job ref number**

# Managing a booking – ‘Admin Messages’

**Admin Messages are the primary contact channel with LLS for help and support with your booking.** The ‘Admin Messages’ section of the ‘More actions’ button should be used to make any amends to your booking, to notify us of anything you may have missed in your booking request or to request information.



The screenshot displays the LLS Customer Portal interface for a specific booking. At the top, the header includes 'CUSTOMER PORTAL', navigation links for 'Home', 'Make a booking', and 'Jobs', a search bar for 'Job Reference', and a user profile for '(WHCT) Children, Young People & families Service 677844'. A light blue banner below the header contains a message about interpreter availability and instructions to use the 'Admin Messages' option. The main content area shows the booking ID 'FTF1392437' and a placeholder for a linguist's profile picture. To the right, the 'Linguist details' section states 'This job does not have a linguist assigned to it.' Below this, the 'Job details' section lists: Job ref: FTF1392437, Job status: new, Date and time required: 07/07/2020 10:30, To language: Urdu, and Job creation datetime: 10/08/2020 13:22. At the bottom of the job details, there is a 'Duplicate job' button and a 'More information' dropdown. A dropdown menu is open, showing options: 'Activity Notes', 'Complaints', 'Compliments', 'Admin Messages' (which is circled in red), and 'More actions'. A red arrow points from the text in the introductory paragraph to the 'Admin Messages' option in the dropdown menu.

# Reviewing a booking – ‘Complaints & Compliments’

From the job details page, you can **provide feedback on any job by clicking on the ‘Complaints’ or ‘Compliments’ button** from the **‘More actions’ tab**.

A CUSTOMER PORTAL

Home Make a booking Jobs Job Reference (WHCT) Children, Young People & families Service 677844

We are currently issuing job offers to interpreters and are working to get this job assigned as quickly as possible. You will be notified as soon as the job is assigned or contacted by our assigner to provide you with an update on the options we have available to assign an interpreter. If you need to contact us with additional information, please send a message via the 'More Actions' menu then 'Admin Message' option in the portal and our staff will respond quickly.

FTF1392437

Linguist details

This job does not have a linguist assigned to it.

Job details

Job ref FTF1392437  
Job status new  
Date and time required 07/07/2020 10:30  
To language Urdu  
Job creation date/time 10/06/2020 13:22

Duplicate job

More actions

- Activity Notes
- Complaints
- Compliments
- Admin Messages
- More actions

More information

After raising your complaint/compliment, you will now see that your feedback has been allocated a unique reference number. Any complaints will be fully investigated and a detailed response provided. Any compliments will be passed on to the interpreter/member of LLS staff

FTF1000693

Compliments

Created	Compliment reference	Compliment status	Compliment category	Compliment description
11/10/2017 10:47	JCM1000040	New	Quality of interpreter supplied	Lorem ipsum

Raise Compliment



# Reviewing a booking – ‘Viewing your assigned interpreter’

Once an interpreter has been assigned to your booking, from the ‘More information’ button on the ‘Job details’ screen, you will be able to view a passport style photograph of your interpreter so you can identify them in person.

FTF1011844

**Linguist details**

Lisa Hughes (LIN/8895/SQVUF) is assigned to this job. [More details >>](#)

**Job details**

Job ref	FTF1011844
Job status	assigned
Date and time required	01/04/2020 00:21
To language	Punjabi, Eastern (India)
Job creation date/time	14/02/2020 08:16

Confirm timesheet Duplicate job More actions

More information

By clicking the ‘More details’ button you can view their security clearance details.

For pre-booked remote interpreting bookings, you will also see the interpreters contact details (telephone and email address) on this screen.

FTF1011844

**Linguist's Languages**

Language	Tier
Hindi	2
Punjabi, Eastern (India)	2
Urdu	2

**Security Clearance**

Clearance Type	Issuing Authority	Issue Date
CRB Enhanced Disclosure	Disclosure and Barring Services	20/06/2017 00:00

# Managing a booking – ‘Editing a booking’

There are certain parts of the booking form that are editable after the booking has been made. Click the ‘edit job details’ tab and, you will see from the list on the next page, the sections that are editable

CUSTOMER PORTAL

Home Make a booking Jobs Job Reference Peter Adam

## FTF1013389

**Edit job details** Cancel job Duplicate job More actions

### Linguist details

Bob Smith (LIN54555J71Y) is assigned to this job. [More details >>](#)

### Appointment details

Your reference number: 12345  
Your cost centre code: 12345  
Your reference number (for invoicing purposes): 12345  
To language: Achol  
Tier: Rare  
Date and time required: 18/09/2020 10:00  
Estimated duration: 1 Hour  
Name of non-english speaker (if not applicable put N/A): John  
Reason for booking: Interview  
Job creation date/time: 15/09/2020 11:06

### Contact details

Interpreter should report to (department and name): Reception  
Name of requester: Me  
Confirmation email address: fake@capita-6.com  
Your telephone number: +44701710959

### Address

Somewhere  
Manchester  
Greater Manchester  
M1 7EP  
United Kingdom  
Home Based

### If relevant

Notes for the assigned interpreter  
Cannot be seen unless assigned

### Timesheets

Start	End	Duration
No Timesheets		

# Managing a booking – ‘Editing a booking’

Below is a list of all sections that are editable after the booking has been made.

CUSTOMER PORTAL [Home](#) [Make a booking](#) [Jobs](#)  [Peter Adam](#)

← FTF1013389

### Appointment details

Your reference number\*

Your cost centre code\*

Your reference number (for invoicing purposes)\*

Name of non-english speaker (if not applicable put N/A)\*

Reason for booking\*

Additional venue information

### Contact details

Interpreter should report to (department and name)\*

Name of requester\*

Confirmation email address\*

Your telephone number\*

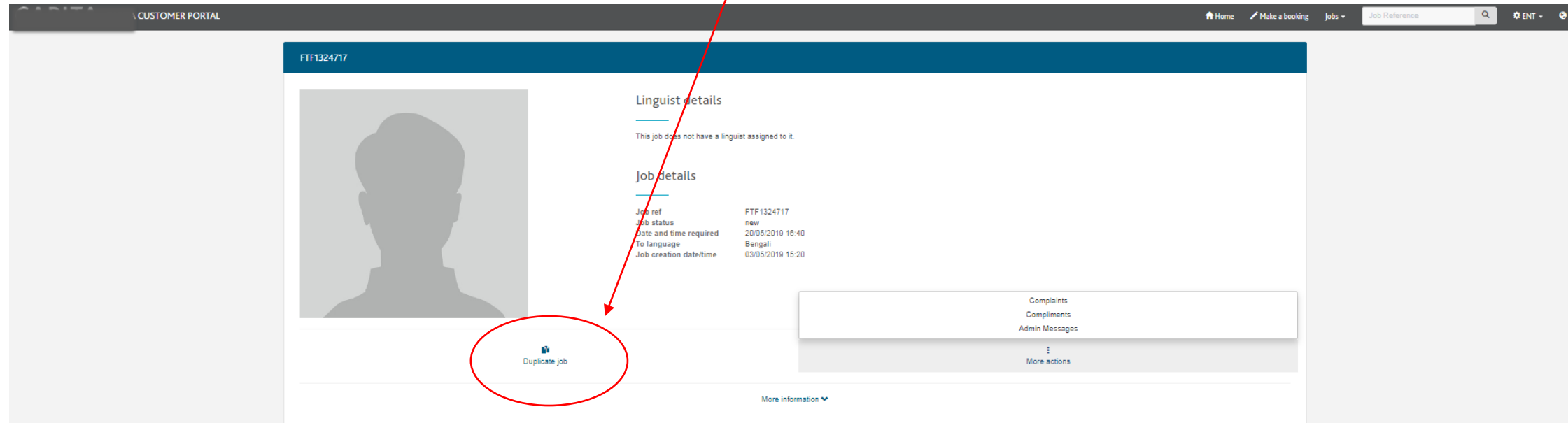
Secondary email address

### If relevant

Notes for the assigned interpreter

# Reviewing a booking – ‘Duplicating a booking’

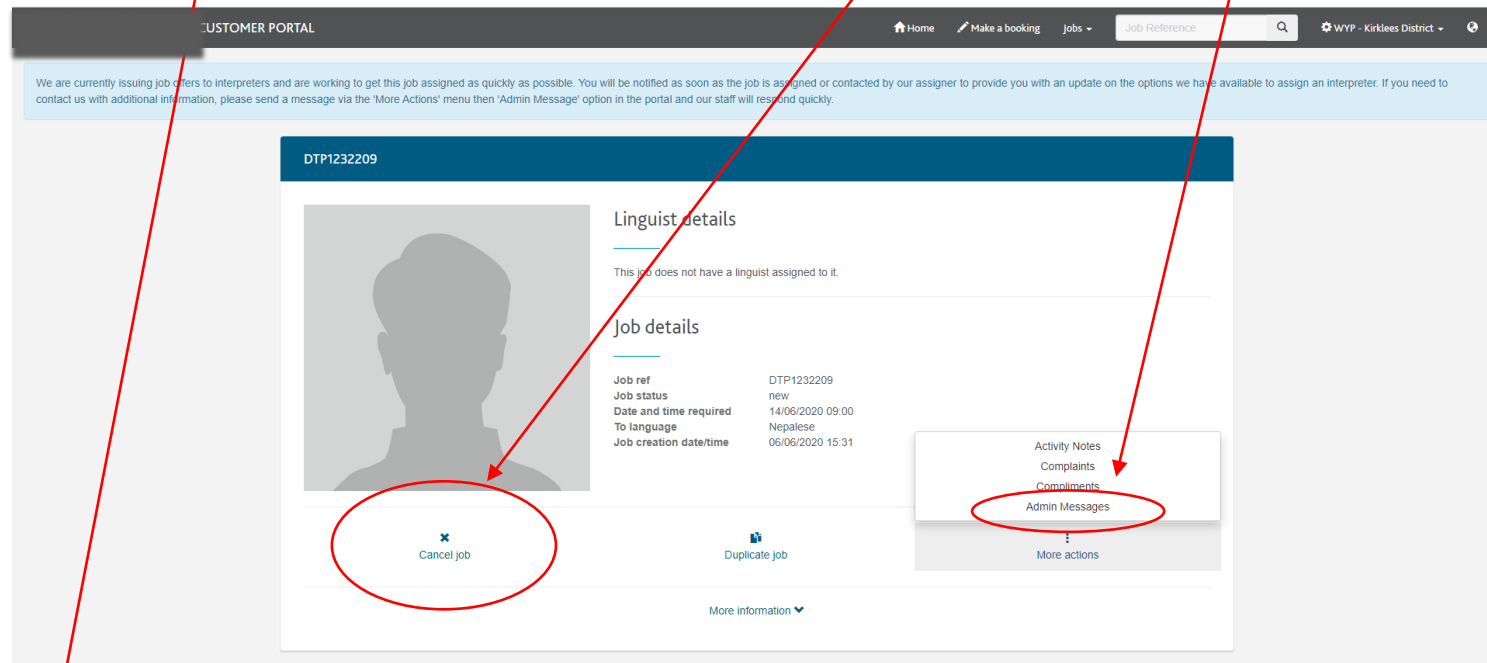
To duplicate all the details of a previous booking into a new one, click on the **‘Duplicate job’** button on the job details page. Please ensure you **update the date and time** to reflect the requirements of the new booking.



# Managing a booking – ‘Cancelling a booking’

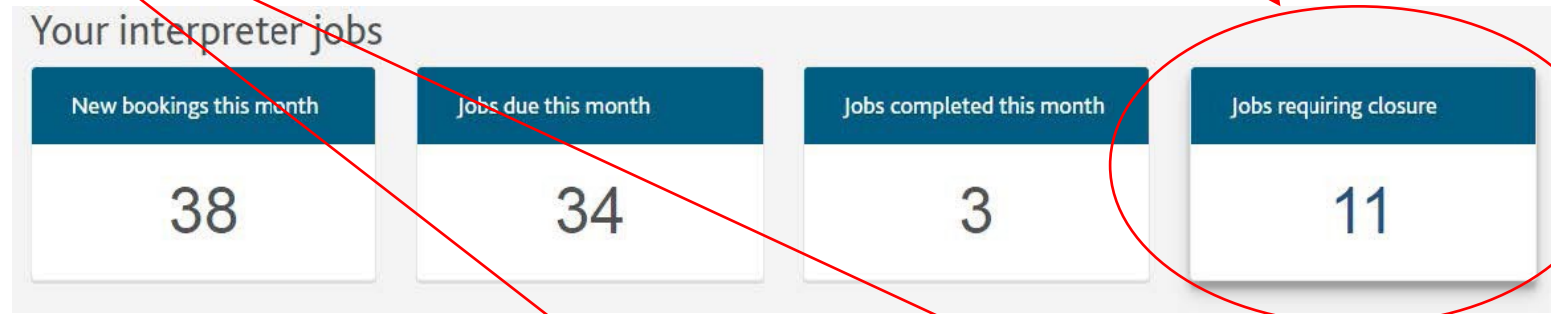
You may have the function to cancel a booking there is more than 72 hours left before the start time. Click on the ‘cancel job’ tab, then to confirm that the job should be **cancelled**, enter your name and click on the ‘Cancel job’ button.

**If your booking is due within the next 72 hours, or the ‘cancel job’ function doesn’t appear on your portal, please raise an admin message to inform our team that you wish to cancel the booking.**



# Closing a job

When a job has been completed, it will require closure with the start and finish times. These jobs can be accessed via the 'jobs requiring closure' tab on your dashboard, or by clicking on the 'jobs' dropdown



MER PORTAL

Home Make a booking Jobs

Make a booking +

Your interpreter jobs

New bookings this month	Jobs due this month	Jobs completed this month	Jobs requiring closure
0	0	0	

Upcoming jobs

Job ref	Address 1	Date and time required	ETA	Estimated duration	Interpreter should report to	Name of non-english speaker	To
No jobs							

Home Make a booking Jobs

- Unassigned jobs
- Assigned jobs
- Jobs for today
- Upcoming Jobs
- In progress Jobs
- Jobs requiring closure
- Completed jobs

# Closing a job

All of the jobs requiring closure will be presented in table format as shown in the screenshot below. Clicking on any of the rows will select that specific job.

CUSTOMER PORTAL								
Jobs requiring closure								
Displaying 1 to 30 of 98.								
Job ref	Address 1	Date and time required	ETA	Estimated duration	Interpreter should report to	Name of non-english speaker	To language	Job status
FTF1000429	1 Riverside Court, Huddersfield Road, Oldham, OL3 5FZ	14/06/2016 11:55		3 Hours	dfdfdfdfdfdfdf	dfdsfdfdfd	Polish	assigned
FTF1000526	Riverside Court, Huddersfield Road, Oldham, OL3 5FZ	06/10/2016 10:00		1 Hour	Reception	Andrezey Kaminski	Polish	assigned
FTF1000534	1 Riverside Court, Huddersfield Road, Oldham, OL3 5FZ	19/10/2016 10:00		1 Hour	Reception	Andrezey Kaminski	Polish	assigned
FTF1000552	Riverside Court, Huddersfield Road, Delph., OL3 5FZ	24/10/2016 04:00		3 Hours	Reception	Marie Ntumba	Urdu	assigned
FTF1000560	Riverside Court, Huddersfield Road, Oldham, OL3 5FZ	28/10/2016 10:00		1 Hour	Reception	Andrezey Kaminski	Polish	new
FTF1000561	Riverside Court, Huddersfield Road, Oldham, OL3 5FZ	28/10/2016 10:00		1 Hour	Reception	Andrezey Kaminski	Polish	new
FTF1000553	Riverside Court, Huddersfield Road, Oldham, OL3 5FZ	28/10/2016 10:00		1 Hour	Reception	Andrezey Kaminski	Polish	assigned
FTF1000555	Riverside Court, Huddersfield Road, Oldham, OL3 5FZ	28/10/2016 10:00		1 Hour	Reception	Andrezey Kaminski	Polish	assigned
FTF1000564	Riverside Court, Huddersfield Road, Oldham, OL3 5FZ	28/10/2016 10:00		1 Hour	Reception	Andrezey Kaminski	Polish	new
FTF1000565	Riverside Court, Huddersfield Road, Delph., OL3 5FZ	31/10/2016 17:30		3 Hours	Reception	Marie Ntumba	Urdu	new
FTF1000558	Riverside Court, Huddersfield Road, Oldham, OL3 5FZ	03/11/2016 10:00		1 Hour	Reception	Andrezey Kaminski	Polish	new
FTF1000569	1 Riverside Court, Huddersfield Road, Oldham, OL3 5FZ	17/11/2016 10:00		1 Hour	Reception	Andrezey Kaminski	Polish	assigned
FTF1000577	123 Morning Road, Atherton, M46 0SU	02/03/2017 12:10		1 Hour	Some Guy on reception	Tony French	French	assigned
FTF1000578	123 Morning Road, Atherton, M46 0SU	03/03/2017 12:00		1 Hour	Some Guy on reception	Tony French	French	new
FTF1000581	Riverside Court, Huddersfield Road, delph, OL3 5FZ	03/04/2017 16:00		3 Hours	reception	Marie Ntumba	Urdu	new

# Closing a job

Having selected a job, you will now see the job details as shown. On this page click on the **'Confirm timesheet'** button. Lastly, **enter the timesheet information** related to the job and click on **the 'Submit Timesheet's'** button at the bottom of the form. If your booking lasted longer than 8 hours, then you will need to split it into two blocks, for example 1-9pm and 9-11pm. If there is more than a 4 hour break in between the two blocks you will need to create a second booking

DTP1232558

### Linguist details

Lisa Hughes (LIN/5363/9A113) is assigned to this job. [More details >>](#)

### Job details

Job ref	DTP1232558
Job status	assigned
Date and time required	11/05/2020 09:00
To language	Punjabi, Eastern (India)
Job creation date/time	10/05/2020 13:03

[Confirm timesheet](#) [Duplicate job](#) [More actions](#)

[More information](#)

FTF1390986

### Timesheets

Job ref: FTF1390986  
Date and time required: 04/05/2020 11:00  
Estimated duration: 1 hour

Start	End
04/05/2020 11:00	04/05/2020 12:00
dd/mm/yyyy --:--	dd/mm/yyyy --:--
dd/mm/yyyy --:--	dd/mm/yyyy --:--
dd/mm/yyyy --:--	dd/mm/yyyy --:--
dd/mm/yyyy --:--	dd/mm/yyyy --:--
dd/mm/yyyy --:--	dd/mm/yyyy --:--

[Submit Timesheets](#)



# LLS Safeguarding reporting procedure

## **A customer witnesses a safeguarding incident involving a LLS freelance interpreter:**

1. The customer should send the details of the incident by email, with the subject line 'Safeguarding Incident Report' to [safeguarding@languageline.co.uk](mailto:safeguarding@languageline.co.uk)
2. Once an incident has been received, it will be dealt with within four hours during core business hours, which are Monday to Sunday 08.00-16:30. Should we receive a report for example at 18.00, it will be dealt with by 12:00 the following day
3. The incident is logged by LLS Safeguarding Officer for tracking purposes
4. LLS's Safeguarding Officer will forward the Safeguarding Report to the CLLS Complaints Team for investigation where appropriate, liaising with any external Safeguarding bodies if required
5. The Complaints Team will investigate the case and advise the customer and LLS's Safeguarding Officer of the outcome
6. Appropriate action will be taken with the freelance interpreter if necessary under the LLS Quality Assurance and Behaviour Management Policy



# LLS Contact Details

**The online portal should be utilised, where possible, to**

- Make face to face interpreter bookings
- Review the progress of bookings being assigned to interpreters
- Communicate with LLS for help and support with your booking or provide additional information about your booking via the Admin Message feature
- Managing bookings you have already made - amend and cancel them, duplicate and close bookings
- Review the interpreter assigned to your booking
- Provide feedback about your booking – positive or constructive.

**If you require any further assistance, please use the contact details:**

- Pin/Account Management enquiries: [enquiries@languageline.co.uk](mailto:enquiries@languageline.co.uk)
- Access to 24/7 support team for all services (face to face booking enquires, written translation enquiries, remote interpreting): (0800 169 2879)

LanguageLine Solutions

[Enquiries@languageline.co.uk](mailto:Enquiries@languageline.co.uk)

Support Team Contact: 0800 169 2879 (Option 5)

