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LiveLINK In Person Portal User Guide: Police

Version 8.0_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** (Microsoft Teams, Skype etc), reviewing and managing bookings. Additional user guides can also be obtained **for on-demand remote interpreters Insight or written translation requests**.

Contents:

- Accessing the LLS portals
- Making a remote interpreter booking (using your own platform such as MS Teams, Skype, Google Meets)
- Making a remote interpreter booking
- Making a face-to-face interpreter booking
- What to expect once you've made a booking
- Reviewing and managing a face to face interpreter booking via the 'Job details' screen
 - Activity notes
 - Admin messages
 - Complaints & compliments
 - Viewing your assigned interpreter
 - Editing a booking
 - Duplicating a booking
 - Cancelling a booking
- Closing a job
- LLS Safeguarding reporting procedure
- LLS contact details

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 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 text.
- 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.

The screenshot shows the 'CUSTOMER PORTAL' interface. At the top, there is a navigation bar with 'Home', 'Make a booking', 'Jobs', and a search bar for 'Job Reference'. Below the navigation bar are three main action buttons: 'Make a booking' (highlighted with a red box and a red arrow from the text above), 'Amend a booking', and 'Cancel a booking'. The main content area is titled 'Your interpreter jobs' and contains four summary cards: 'New bookings this month' (0), 'Jobs due this month' (0), 'Jobs completed this month' (0), and 'Jobs requiring closure' (0). Below this is a section for 'Upcoming jobs' with a table header and a row indicating 'No jobs'.

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

Making an interpreter booking

After clicking 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, Google Meets etc. Above the booking form you will see some guidance on the use of remote services, please ensure you have read this carefully before using this service.

CUSTOMER PORTAL

Job Reference

City of Manchester District

Home Make a booking Jobs

Please select a booking form

READ BEFORE YOU BOOK!

The remote assignment service allows you to connect to an interpreter using your own video call platform (MS Teams / Skype etc) and can be used as a cost effective and environmentally friendly alternative to face-to-face interpreting. However, before you book this service, you should consider whether remote services are appropriate for the type of case you are dealing with, ensure you have the technology available to use the service (good WIFI / internet connection) and consult your own organisation's guidelines and those issued by the Police National Account Manager for Language Services, in accordance with the NPCC.

Face to Face Assignment Only - NOT Court Bookings

Remote Assignment

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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 address for a remote booking, please select the relevant billing address from the drop-down menu.

The screenshot shows the 'Remote Assignment' form in the LanguageLine Customer Portal. The form is divided into several sections: 'Billing Address', 'Appointment details', 'Custody cases only', 'Contact details', and 'If relevant'. The 'Billing Address' section is currently active and highlighted with a dark blue header. Below the header is a dropdown menu with a search icon and a list of address options. A red arrow points from the text above to the dropdown menu. A 'Book' button is located at the bottom right of the form.

Making a remote interpreter booking – appointment details

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

CUSTOMER PORTAL

Home Make a booking Jobs Job Reference

Appointment details

Custody cases only

Contact details

If relevant

Your reference number

Offence category Please select...

Assignment type Please select...

Language required* Please select...

Interpreter skills required* Spoken only

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

Estimated duration* 0 hrs 0 mins
Duration is too short

Preferred interpreter gender No Preference

Job notes Please add any notes in here that you need to make the interpreters aware of prior to them accepting the booking. Please note that anything you add into this box will be seen by ALL

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.

A linguist will only see these notes once they are assigned to the booking.
Please enter an invite link and/or dial in details into the 'Notes for the assigned interpreter' field by no later than one hour before the booked start time. Failure to do so will result in non-attendance of the interpreter but your booking will still be processed.

From the drop-down menu select the platform 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 29 and 30. **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 – custody cases

Complete all sections of this form **if creating a booking for a custody case.**

The screenshot shows the 'Remote Assignment' form in the LanguageLine Customer Portal. The navigation bar at the top includes 'CUSTOMER PORTAL', 'Home', 'Make a booking', 'Jobs', and a search bar for 'Job Reference'. The form is divided into sections: 'Billing Address', 'Appointment details', 'Custody cases only' (which is highlighted), 'Contact details', and 'If relevant'. The 'Custody cases only' section contains two input fields: 'Custody log/reference' and 'Custody clock expires at' (with a date format 'dd/mm/yyyy --:--' and a calendar icon). A 'Book' button is located at the bottom right of the form.

Making a remote interpreter booking – contact details

Complete all sections of the contact details page. Please note that these fields are mandatory, including the secondary contact section.

Contact details

Name of requesting officer*	John Smith
Your telephone number*	448000042000
Officer in the case*	
Primary Contact email address*	someone@example.com
OIC collar number*	
OIC phone number*	448000042000
Secondary Contact email address*	someone@example.com

WE DO NOT SHARE CONTACT EMAIL OR TELEPHONE DETAILS WITH THE INTERPRETERS

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’ box are only seen by LLS staff, not by the interpreters.

CUSTOMER PORTAL Home Make a booking Jobs Job Reference

Remote Assignment

Billing Address

Appointment details

Custody cases only

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. Optional notes to Capita Translation and interpreting. These notes are not seen by the interpreters.

Precluded interpreter ID LIN/ABCD/12345 (optional)

Book

Once the form is completed, click the ‘Book’ button.

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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 CAPITA Customer Portal interface. The main heading is 'Face to Face Assignment Only - NOT Court Bookings'. On the left, there is a sidebar with five sections: 'Address', 'Appointment details', 'Custody cases only', 'Contact details', and 'If relevant'. The 'Appointment details' section has a red exclamation mark icon. The main content area features a large blue header labeled 'Address' above a drop-down menu. A red arrow points from the text above to the drop-down menu. A 'Book' button is located at the bottom right of the form.

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

This screenshot is similar to the one above but shows the drop-down menu expanded, displaying a list of address options. A red box highlights the four sections in the left-hand sidebar: 'Address', 'Appointment details', 'Custody cases only', and 'Contact details'. A red arrow points from the text below to this box. The 'Appointment details' section still has the red exclamation mark icon. The main content area shows the expanded drop-down menu with a 'Book' button to its right.

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

Making a face-to-face interpreter

Appointment details

Complete all sections of this form. Note that anything added to the 'Job notes – Notes 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 Only - NOT Court Bookings

- Address
- Appointment details
- Custody cases only
- Contact details
- If relevant

Appointment details

Your reference number:

Offence category*:

Assignment type*:

Language required*:

Interpreter skills required*:

Date and time required*:

Estimated duration*: hrs mins
Duration is too short

Preferred interpreter gender:

Job notes:

Callback required*:

Making a face-to-face interpreter booking – custody cases

Complete all sections of this form if creating a booking for a custody case.

The screenshot shows a web interface for a customer portal. At the top, there is a navigation bar with the text 'CUSTOMER PORTAL' on the left, and links for 'Home', 'Make a booking', and 'Jobs' on the right. A search bar labeled 'Job Reference' is also present. Below the navigation bar, the main heading reads 'Face to Face Assignment Only - NOT Court Bookings'. On the left side, there is a vertical menu with the following items: 'Address', 'Appointment details', 'Custody cases only' (which is highlighted), 'Contact details', and 'If relevant'. The main content area features a dark blue header for 'Custody cases only'. Below this header, there are two input fields: 'Custody log/reference' and 'Custody clock expires at' (with a date format 'dd/mm/yyyy --:--' and a calendar icon). A blue 'Book' button is located at the bottom right of the form.

Making a face-to-face interpreter booking – contact details

Complete all sections of the contact details page. Please note that these fields are mandatory, including the secondary contact section.

Interpreter should report to*	Reception
Name of requesting officer*	John Smith
Your telephone number*	448000042000
Officer in the case*	
Primary Contact email address*	someone@example.com
OIC collar number*	
OIC phone number*	448000042000
Secondary Contact email address*	someone@example.com

Making a face-to-face interpreter booking – if relevant

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, not by the interpreters.

The screenshot shows a web form titled "Face to Face Assignment Only - NOT Court Bookings" within a "CUSTOMER PORTAL". The form has a sidebar on the left with navigation options: "Address", "Appointment details", "Custody cases only", "Contact details", and "If relevant". The main form area is titled "If relevant" and contains four sections:

- Preferred interpreter ID:** A text input field with the placeholder "LIN/ABCD/12345 (optional)".
- Additional notes to LLS:** A text area with the placeholder "Notes to Language Line Translation and interpreting (optional). These notes are not seen by the interpreter." Below it, smaller text reads: "Optional notes to Language Line Translation and interpreting. These notes are not seen by the interpreters."
- Precluded interpreter ID:** A text input field with the placeholder "LIN/ABCD/12345 (optional)".
- Notes for the assigned interpreter:** A text area with the placeholder "Notes for the assigned interpreter only. A linguist will only see these notes once they are assigned to the booking." Below it, smaller text reads: "A linguist will only see these notes once they are assigned to the booking. Please contact LLTI if the booking's venue or date/time needs to be altered. Does the NES have any additional needs that the interpreter should be aware of?"

A blue "Book" button is located at the bottom right of the form.

'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 29 and 30.

Once the form is completed, click the 'Book' button.

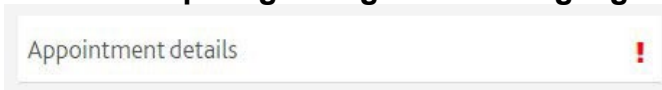
Making a face-to-face interpreter booking – processing

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 be taken to the 'Job details' page. This is the page from which you can 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 re-submitting the form. The sections requiring changes will be highlighted as shown 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 within an hour of the booking being made
- Half-hourly updates from the assigning team
- 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 within two hours of the booking being made
- Regular updates within timescales agreed between the assigner and the officer
- An automated email confirming that an interpreter has been assigned

Bookings due over 24 hours

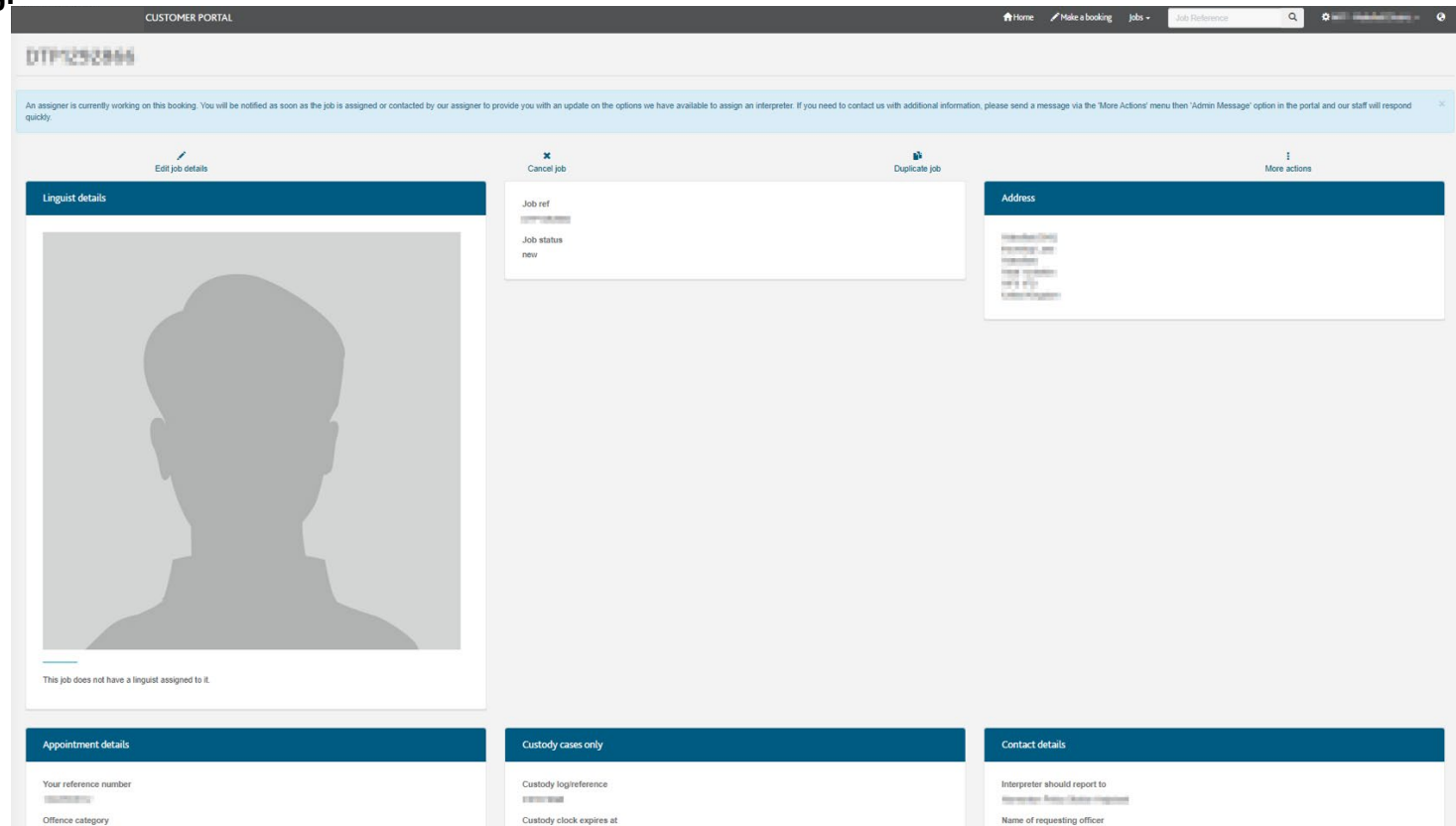
- An automated email confirming we have received the booking
- A call/email from a member of the assigning team up to 48 hours before the job is due (if it hasn't already been assigned by this time)
- An automated email confirming that an interpreter has been assigned

Email 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 be taken to the 'Job details' page.

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.



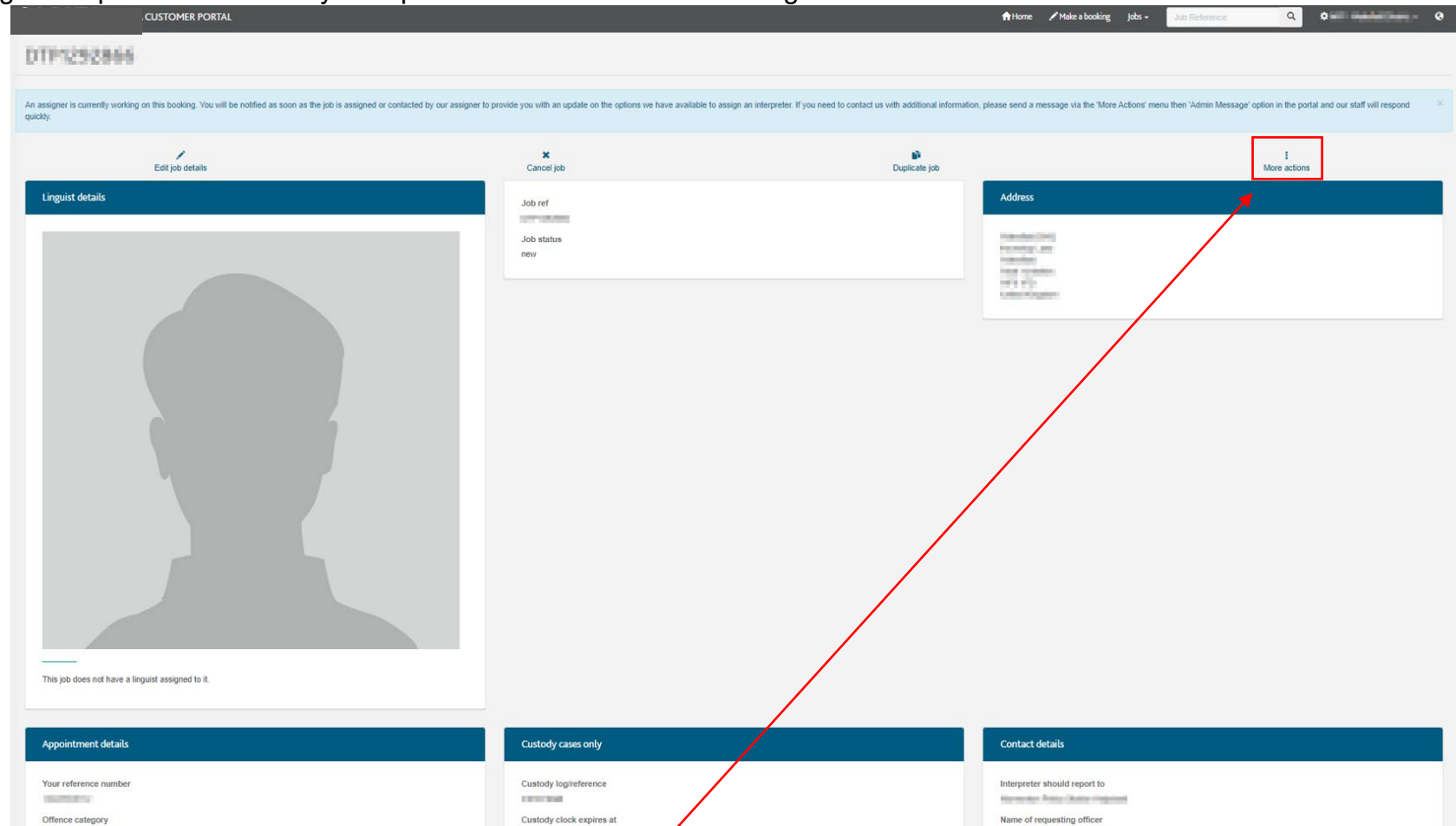
For new bookings / those that have not yet been assigned to an interpreter, one of two messages (as seen below) will be displayed underneath the job reference on this page, detailing the progress of assigning an interpreter.

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**

Reviewing a booking – ‘Activity Notes’

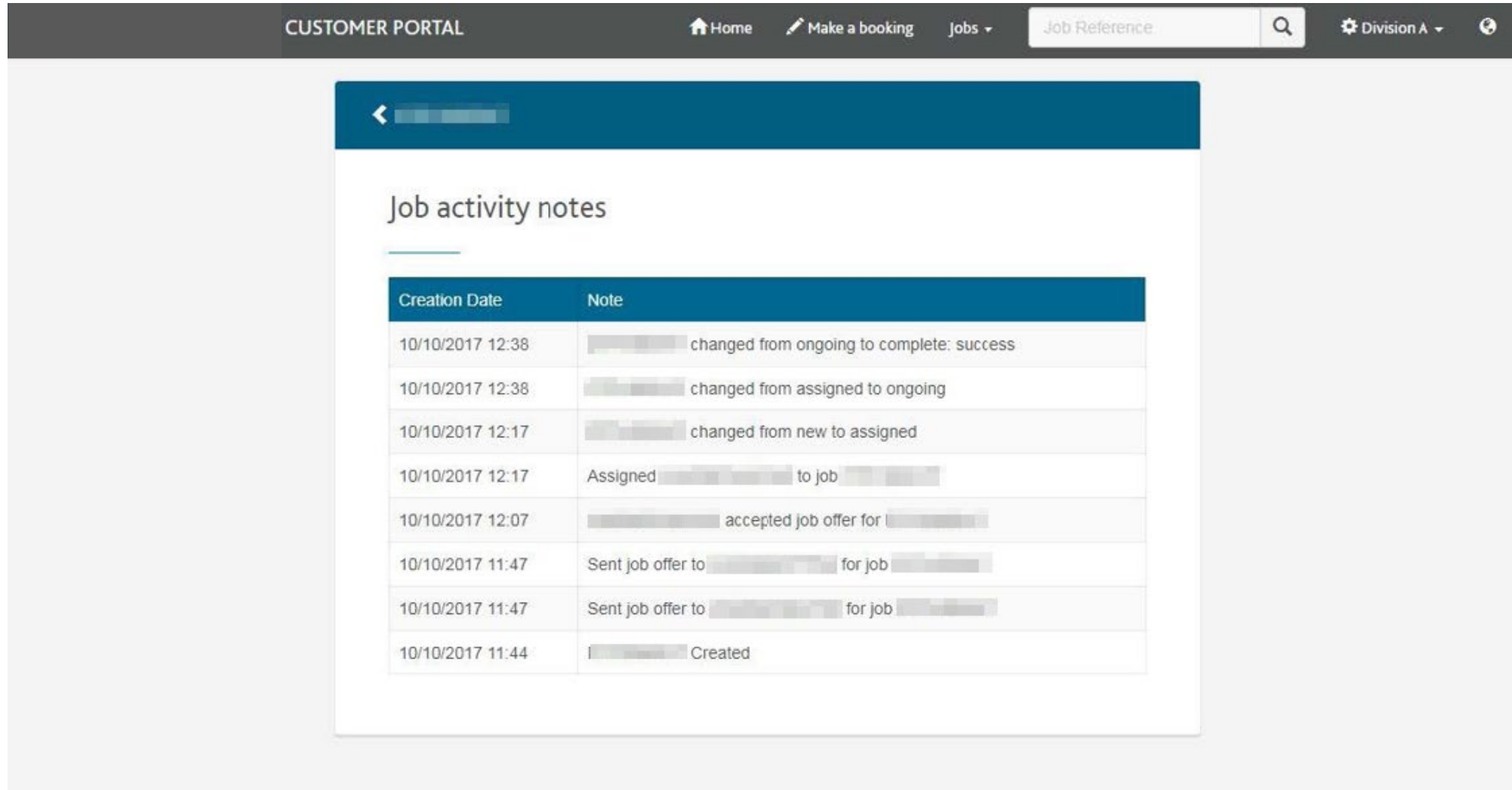
Every action taken with regards to the booking is ‘stamped’ with an ‘activity note’. **Any information you require about your booking should be identifiable through these notes.**

The screenshot displays the 'CUSTOMER PORTAL' interface. At the top, there is a navigation bar with 'Home', 'Make a booking', 'Jobs', and a search bar for 'Job Reference'. Below the navigation bar, a blue notification banner states: '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.' The main content area is divided into several sections: 'Linguist details' (with a placeholder image and the text 'This job does not have a linguist assigned to it.'), 'Appointment details' (with fields for 'Your reference number' and 'Offence category'), 'Custody cases only' (with fields for 'Custody log/reference' and 'Custody clock expires at'), and 'Contact details' (with fields for 'Interpreter should report to' and 'Name of requesting officer'). A 'More actions' menu is open on the right, listing 'Activity Notes', 'Complaints', 'Compliments', and 'Admin Messages'. A red arrow points from the text in the introductory paragraph to the 'Activity Notes' option in the menu.

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 screenshot shows the 'CUSTOMER PORTAL' interface. At the top, there are navigation links for 'Home', 'Make a booking', and 'Jobs'. A search bar contains 'Job Reference'. 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	changed from ongoing to complete: success
10/10/2017 12:38	changed from assigned to ongoing
10/10/2017 12:17	changed from new to assigned
10/10/2017 12:17	Assigned to job
10/10/2017 12:07	accepted job offer for
10/10/2017 11:47	Sent job offer to for job
10/10/2017 11:47	Sent job offer to for job
10/10/2017 11:44	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 it’s activity. They should always be viewed on the portal before contacting 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 DTP1389466 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 DTP1389466 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 DTP1389466 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 DTP1389466 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 DTP1389466 – **the interpreter has been assigned**

25/03/2020 10:34 LIN/5466/5J71X accepted job offer for DTP1389466 – a new interpreter has now confirmed they are available for the booking

24/03/2020 18:04 DTP1389466 changed from assigned to new – as there is no interpreter assigned, the status of the booking is reverted to ‘new’, and the process of assigning an interpreter will resume

24/03/2020 18:04 Unassigned LIN/5455/5J71Y from job DTP1389466 – **the interpreter has confirmed they are no longer available, therefore they have been removed from the booking**

24/03/2020 15:59 DTP1389466 changed from new to assigned

24/03/2020 15:59 Assigned LIN/5455/5J71Y to job DTP1389466 – **the interpreter has been assigned to the booking**

24/03/2020 15:58 LIN/5455/5J71Y accepted job offer for DTP1389466 – an interpreter has confirmed they are available for the booking

24/03/2020 15:48 Sent job offer to LIN/5455/5J71Y for job DTP1389466

24/03/2020 15:47 Revoked job offer to LIN/5455/5J71Y for job DTP1389466 – 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

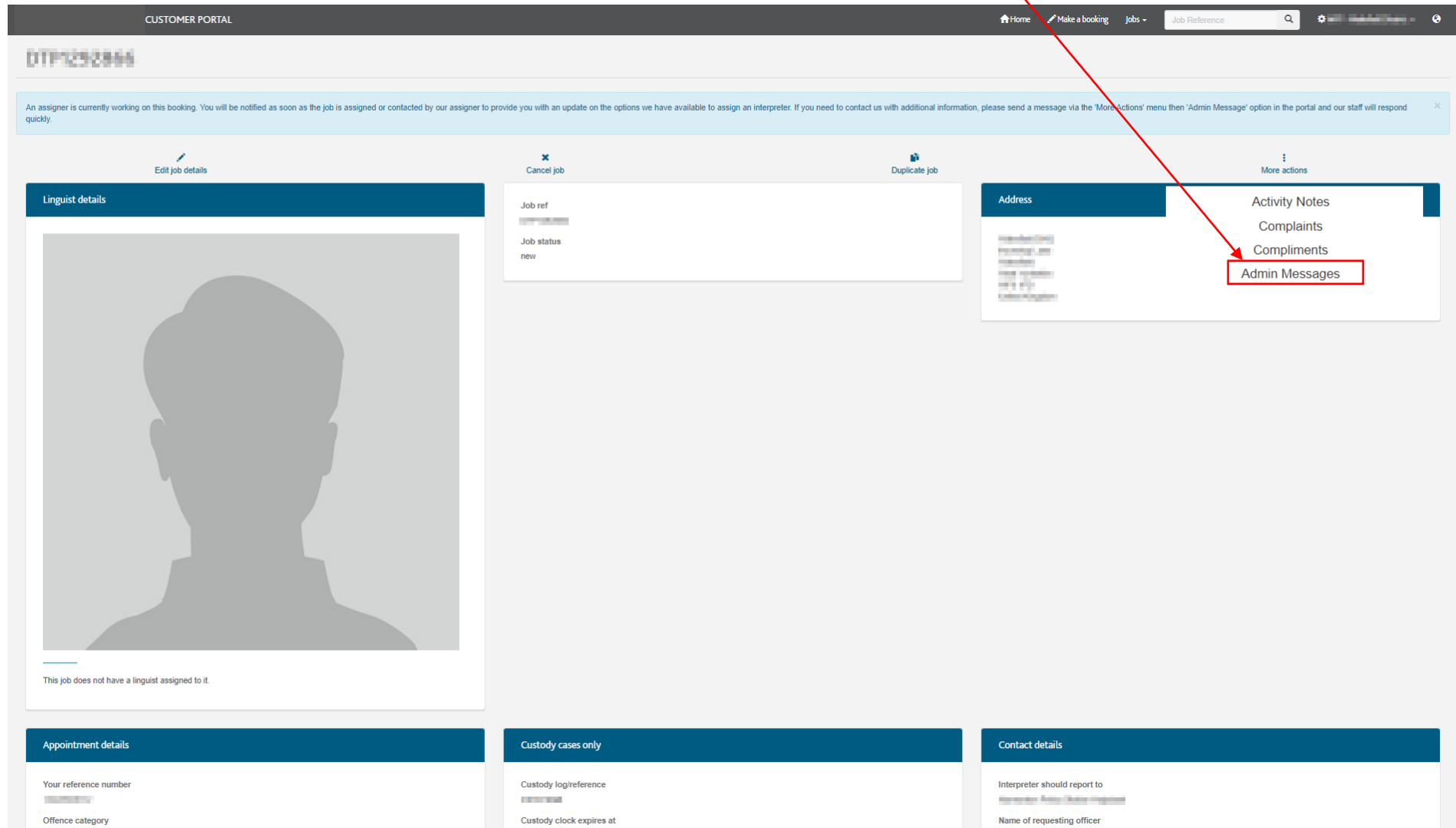
24/03/2020 15:47 Sent job offer to LIN/5455/5J71Y for job DTP1389466

24/03/2020 15:46 DTP1389466 Created – when the booking was created, and it’s allocated job reference number

Managing a booking – ‘Admin Messages’

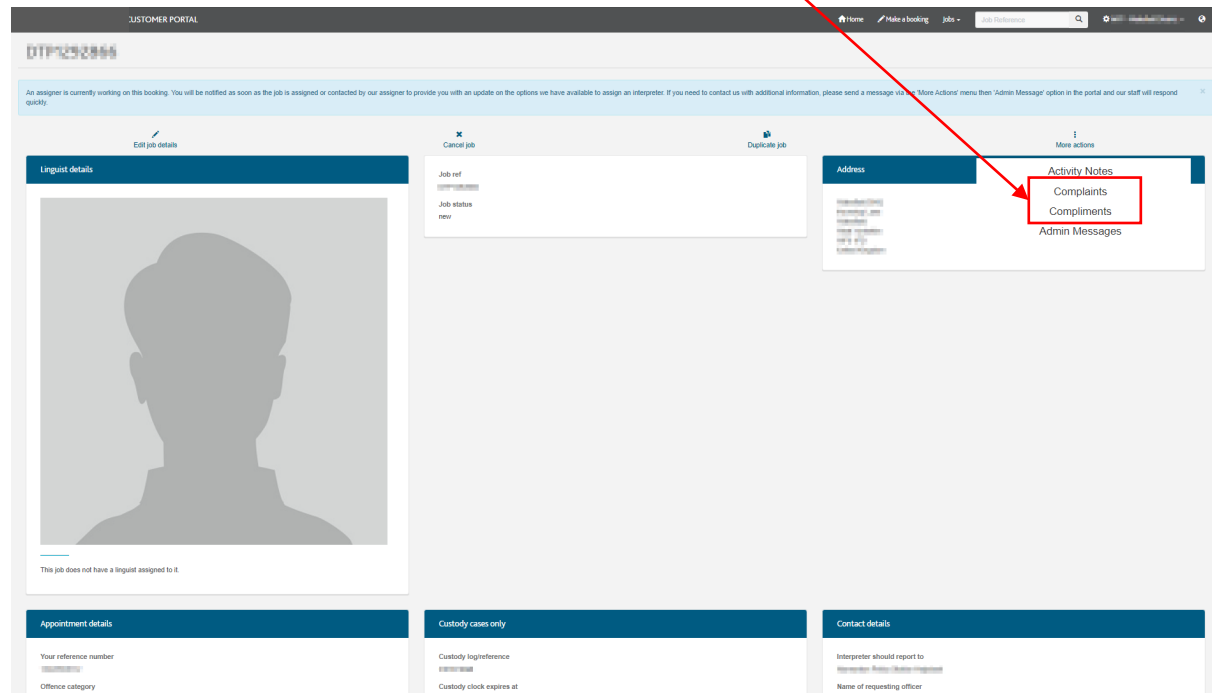
Admin Messages are the primary contact channel with LLS for help and support with your booking.

The ‘Admin Messages’ section of the ‘More actions’ button should be used to make any amends to your booking that you are not able to make yourself through the portal, to notify us of anything you may have missed in your booking request or to request information.

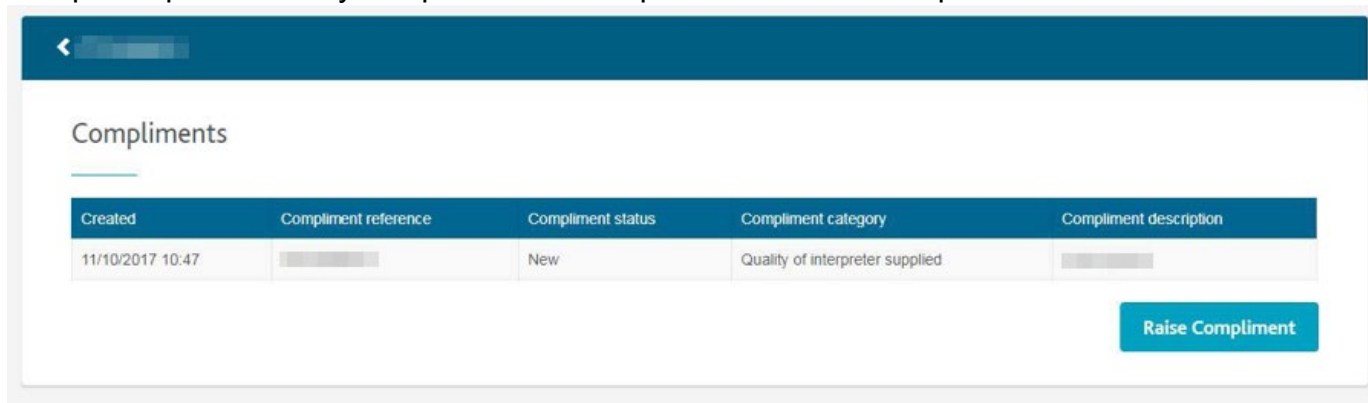


Managing a booking – ‘Complaints & Compliments’

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



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.



Managing a booking – ‘Viewing your assigned interpreter’

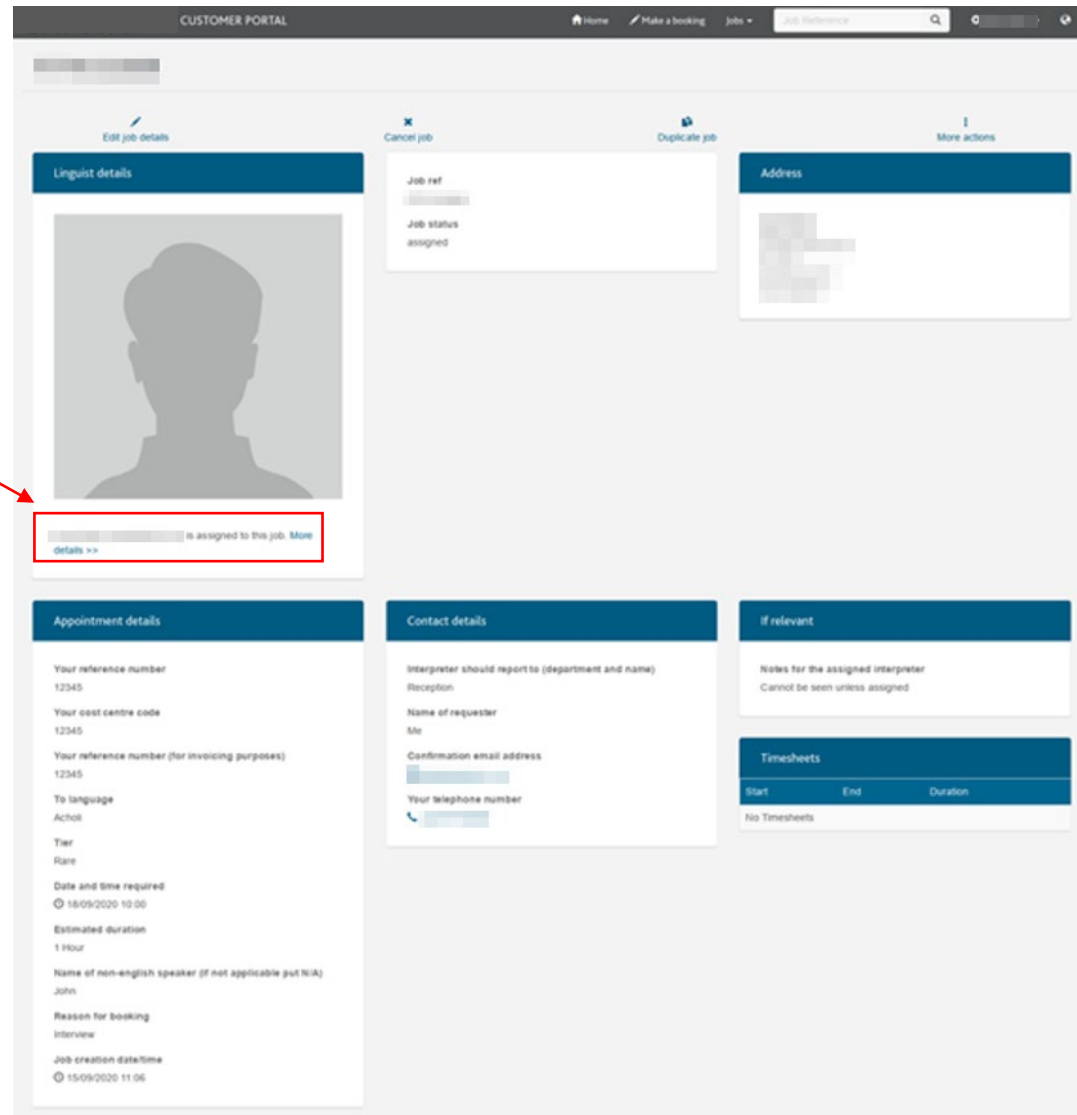
Once an interpreter has been assigned to your booking, you will be able to view a passport style photograph of the interpreter on the ‘Job details’ page so you can identify them in person.

Underneath the interpreter photo, you will see the interpreter’s name and linguist ID.

is assigned to this job. More details >>

Click ‘More details’ to can view the interpreter’s security clearance details and PAIT ID reference.

For pre-booked remote interpreting bookings, you will also see the interpreter’s contact details on this screen.



Managing a booking – ‘Editing a booking’

There are certain parts of the booking form that are editable after the booking has been made. Click *‘Edit job details’* to make updates.

The screenshot displays the 'CUSTOMER PORTAL' interface. At the top, there are navigation links for 'Home', 'Make a booking', and 'Jobs', along with a search bar. The main content area is divided into several sections:

- Top Bar:** Includes 'Cancel job', 'Duplicate job', and 'More actions' buttons.
- Linguist details:** Features a placeholder profile picture and a note: 'is assigned to this job. More details >>'. A red box highlights the 'Edit job details' button in this section, with a red arrow pointing to it from the text above.
- Job Information:** Displays 'Job ref' and 'Job status assigned'.
- Address:** Shows a blurred address field.
- Appointment details:** Lists fields such as 'Your reference number', 'Your cost centre code', 'Your reference number (for invoicing purposes)', 'To language', 'Tier', 'Rate', 'Date and time required', 'Estimated duration', 'Name of non-english speaker (if not applicable put N/A)', 'Reason for booking', and 'Job creation date/time'.
- Contact details:** Includes 'Interpreter should report to (department and name)', 'Name of requester', 'Confirmation email address', and 'Your telephone number'.
- If relevant:** Contains a field for 'Notes for the assigned interpreter'.
- Timesheets:** A table with columns for 'Start', 'End', and 'Duration', showing 'No Timesheets'.

Managing a booking – ‘Editing a booking’

Below is a list of all sections that are editable after the booking has been made. After making any changes, click the ‘Update’ button.

The screenshot shows a web form titled 'CUSTOMER PORTAL' with a navigation bar containing 'Home', 'Make a booking', 'Jobs', and a search bar for 'Job Reference'. The form is divided into three main sections:

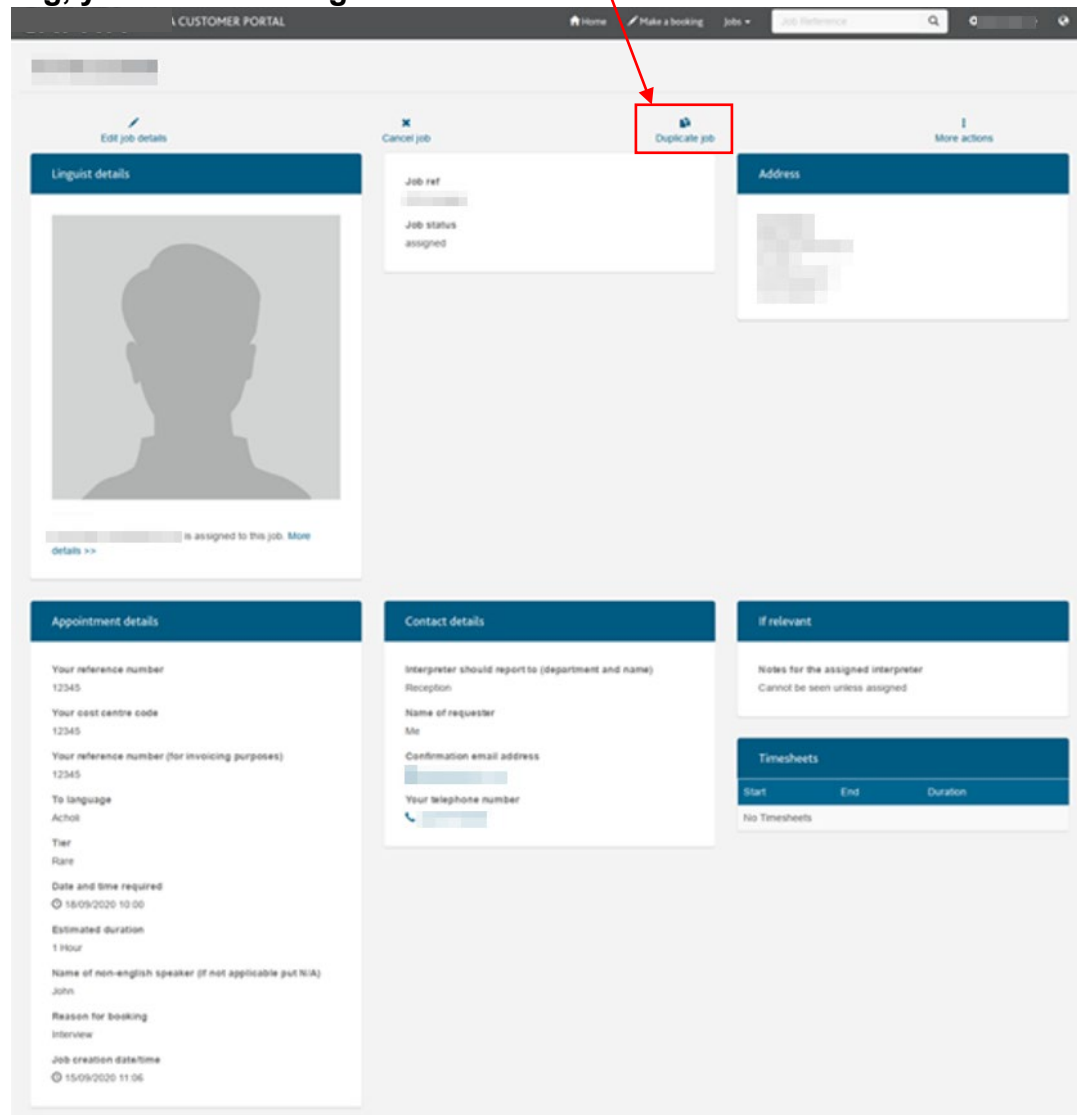
- Appointment details:** Includes fields for 'Your reference number' (12345), 'Your cost centre code' (12345), 'Your reference number (for invoicing purposes)' (12345), 'Name of non-english speaker (if not applicable put N/A)' (John), 'Reason for booking' (Interview), and 'Additional venue information' (parking details, opening hours, etc.).
- Contact details:** Includes fields for 'Interpreter should report to (department and name)' (Reception), 'Name of requester' (Me), 'Confirmation email address', 'Your telephone number', and 'Secondary email address' (someone@example.com).
- if relevant:** Includes a text area for 'Notes for the assigned interpreter' with a placeholder: 'Notes for the assigned interpreter only. A linguist will only see these notes once they are assigned to the booking.'

An 'Update' button is located at the bottom right of the form.

Managing a booking – ‘Duplicating a booking’

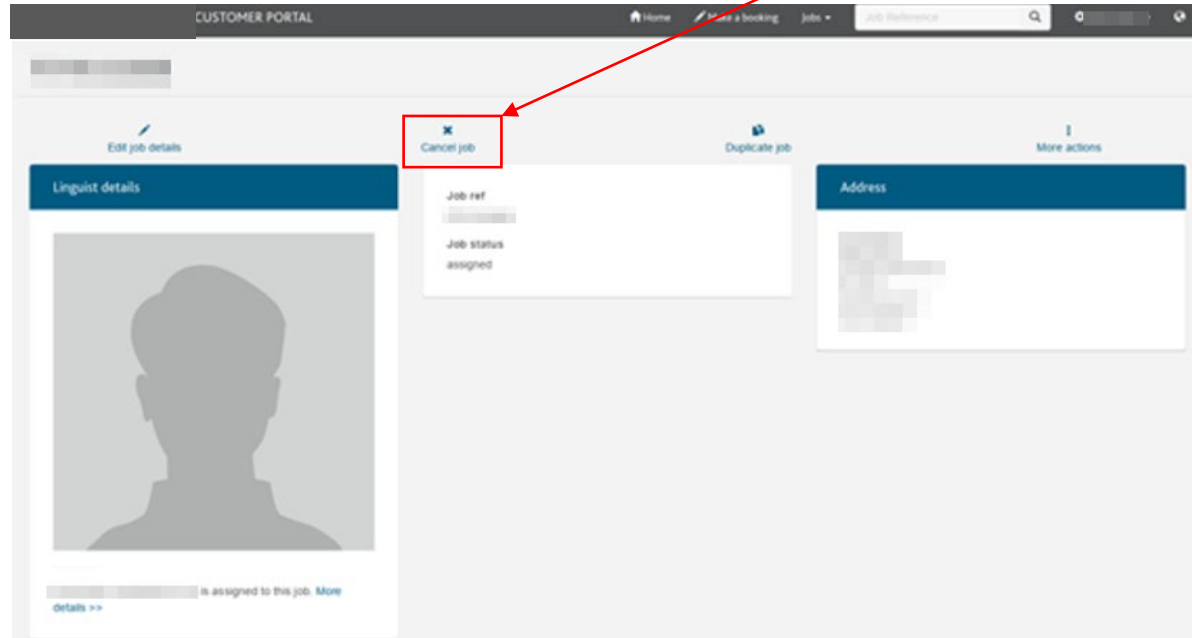
To create a new booking using the same details from a previous booking, click ‘*Duplicate job*’ on the ‘Job details’ page. This is to be used for block bookings and where the same interpreter is required.

Note: When duplicating a booking, you cannot change the address.



Managing a booking – ‘Cancelling a booking’

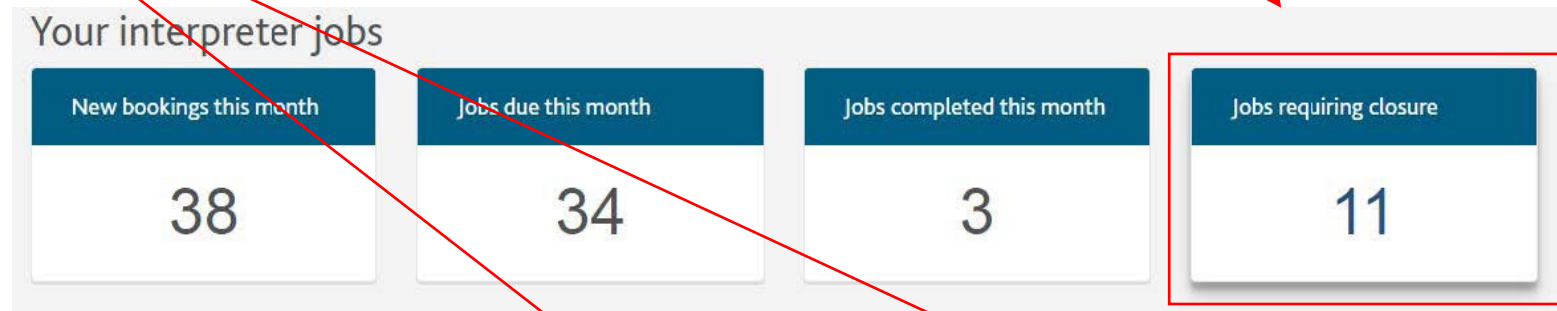
You may have the function to cancel a booking there is more than 72 hours left before the start time. Click ‘*Cancel job*’ to confirm that the job should be **cancelled**, enter your name and click on the ‘*Cancel Job*’ button.

A screenshot of the 'Cancel job' confirmation form. The form has a dark blue header with a back arrow and the job ID 'DTP1210264'. Below the header, the title 'Cancel job' is followed by a horizontal line. The instructions state: 'To cancel this job, please enter your name and press the 'Cancel Job' button.' There is a text input field labeled 'Authorised By' and a blue 'Cancel Job' button below it.

If your booking is due within the next 72 hours, or the ‘Cancel job’ function doesn’t appear on your portal, please submit an Admin Message to inform the LLS team that you wish to cancel the booking.

Closing a job

When a job has been completed, it will need to be closed 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' drop-down menu.



CUSTOMER PORTAL

Home Make a booking Jobs Job Reference

Make a booking +

Your interpreter jobs

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

Upcoming jobs

Job ref	Address 1	Date and time required	ETA	Estimated duration	Interpreter should report to	Name of non-english speaker	To L
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. Click on a row to select a job.

CUSTOMER PORTAL

Home Make a booking Jobs Job Reference Division A

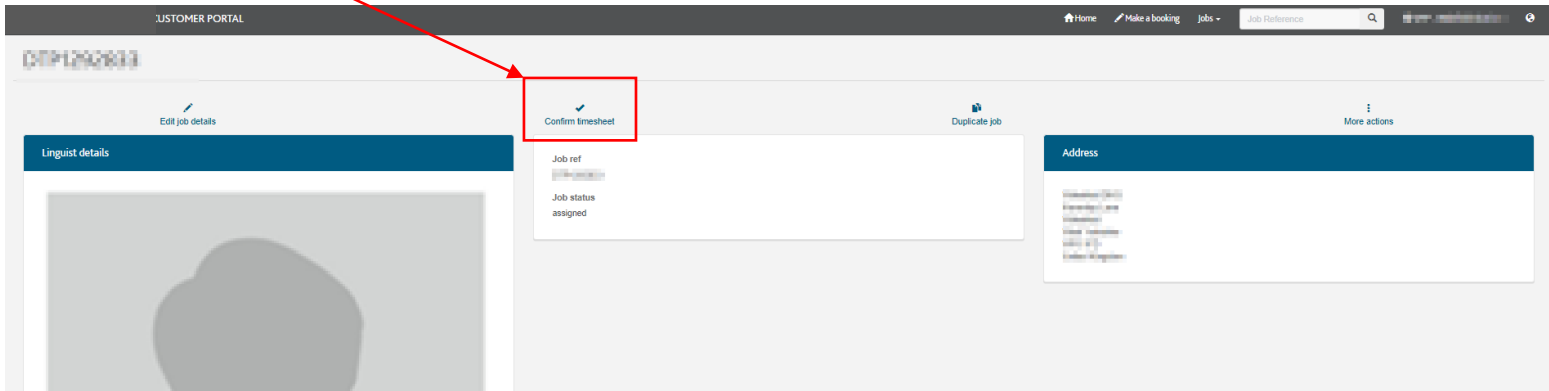
Jobs requiring closure

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
		14/06/2016 11:55		3 Hours	Reception		Polish	assigned
		06/10/2016 10:00		1 Hour	Reception		Polish	assigned
		19/10/2016 10:00		1 Hour	Reception		Polish	assigned
		24/10/2016 04:00		3 Hours	Reception		Urdu	assigned
		28/10/2016 10:00		1 Hour	Reception		Polish	new
		28/10/2016 10:00		1 Hour	Reception		Polish	new
		28/10/2016 10:00		1 Hour	Reception		Polish	assigned
		28/10/2016 10:00		1 Hour	Reception		Polish	assigned
		28/10/2016 10:00		1 Hour	Reception		Polish	new
		31/10/2016 17:30		3 Hours	Reception		Urdu	new
		03/11/2016 10:00		1 Hour	Reception		Polish	new
		17/11/2016 10:00		1 Hour	Reception		Polish	assigned
		02/03/2017 12:10		1 Hour	Reception		French	assigned
		03/03/2017 12:00		1 Hour	Reception		French	new
		03/04/2017 16:00		3 Hours	Reception		Urdu	new

Closing a job

After selecting a job, click on 'Confirm timesheet'.



← DTP1005886

Timesheets

Job ref DTP1005886
Date and tim... 17/08/2017 14:00
Estimated d... 1 hour

Start	End
17/08/2017 14:00	17/08/2017 15:00
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 --:--
dd/mm/yyyy --:--	dd/mm/yyyy --:--

Submit Timesheets

Enter the timesheet information related to the job and click on the 'Submit Timesheets' button.

You will need to enter separate blocks for the start and finish times the interpreter worked within the booking period, excluding any unpaid breaks.

If there is more than a 4 hour break in between blocks, you will need to create a continuation booking i.e. duplicate the booking.

LLS Safeguarding reporting procedure

An officer witnesses a safeguarding incident involving a LLS freelance interpreter:

1. The officer should send the details of the incident by email, with the subject line 'Safeguarding Incident Report', to; 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's Safeguarding Officer for tracking purposes.
4. LLS's Safeguarding Officer will forward the Safeguarding Report to the LLS 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 officer 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
- 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

Support Team Contact: 0800 169 2879 (option 5)

