

Online Access to Account Information - Client Portal

Our proprietary reporting platform, MyLanguageLineSM, provides daily insight into your LanguageLine Solutions® phone and video interpreting accounts any day, any time. Easy to use, this secure, online portal offers your organization accessibility to monitor your usage, review calls placed, create, download and schedule analysis reports, and view your invoices, to help you increase productivity and manage expenses. Access the portal directly at <https://my.languageline.com> or click “MyLanguageLine” at the top of any page at www.languageline.com.

REQUEST ACCESS FOR AUTHORIZED CONTACTS ON AN ACCOUNT

- Click “Sign Up” on the MyLanguageLine homepage. Complete all Account Information fields. All entries are kept confidential.
- You must use an email address already associated with this account(s).
- Enter a password with a minimum of six characters including one number and one character for security.
- Enter a Customer Number or Client ID associated with this account.
- Review the license agreement, click the box to agree, and submit. Once you complete the request, you will receive an email to confirm the email address. Click on the link in the email to confirm.
- Customer Service will verify and approve then email your account authorization within 48 hours.
- Once authorized, login with your email address, password and account number.

HOME PAGE

- Dashboard of your account usage updated in real time
- View calls, minutes and average connect time
- Choose all or one of your accounts
- Call Volume by time with comparison
- Top 5 languages called with duration and connect time
- Solutions Summary for audio and video calls

RATINGS RESULTS

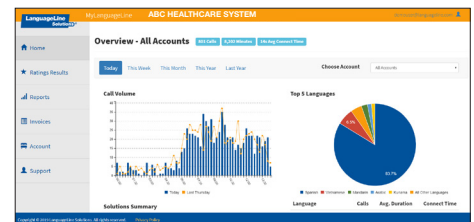
- “How Did We Do?” ratings results dashboard updated in real time
- Choose all or one of your accounts
- Average ratings over time
- Rating Activity
- Rating Count summary
- View and export call ratings and comments

REPORTS

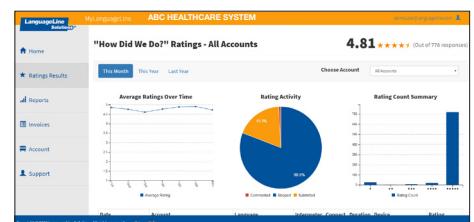
- Reporting can be accessed at the Customer, Bill Account, and Client levels
- Access to the reports is dependent on your set up and permissions
- Click the desired account name to access reporting for that account
- Click “Show More Clients” to view any additional accounts



Login



Home Page



Ratings Results

Account	ID	Bill Account	Account Code
LanguageLine Bank Client 99990	99990	99999999	99990
LanguageLine Bank Client 99991	99991	99999999	99991

Reports

Continued on page 2 >

AVAILABLE REPORTS

- View current data up to the previous day
- View historical Call Detail up to six months and Summary Data up to 12 months
- Click a report, choose desired parameters and Run Report
- Click [Change]-change parameters of current report
- Click the report title to run the report
- Sort alpha or numerical by clicking on the column title

REPORT OPTIONS

- Go Back to the previous page
- Save Report as Excel®, XML or CSV files to your computer
- Print Report opens in a new window for printing
- View current data up to the previous day
- Schedule a Report to be emailed to you

SCHEDULING A REPORT

- Schedule reports you select to run automatically daily, weekly, monthly, quarterly, or annually and set via email with an attached spreadsheet
- Choose your options and Save Schedule
- Cancel scheduled reports directly from the email

FAVORITES

- Your Favorite Reports are listed on this page to run or delete
- To save a Favorite, create a new report and click the Favorite icon
- Enter your name for the report and click Save

INVOICES

- View a summary of the last full month's invoice
- Invoices are updated before the 10th of each month
- Access to both current and past invoices up to 24 months

ACCOUNT

- LanguageLine contact information
- Data Availability details for your account

SUPPORT

- Contact information for support
- Forms to complete for invoice or service issues
- Language list

NOTES

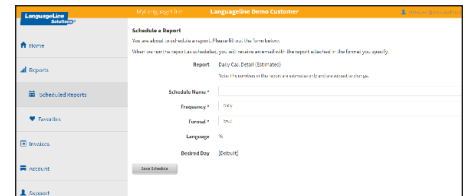
- Call reports are updated daily at 4am PST
- Password Retrieval - click on "Request a new one" on the Sign In page
- Resets are emailed as a secure link
- Password Change - click on your email address at top right of the screen after you have logged in
- Please ensure that MyLanguageLine@LanguageLine.com is in your address book or white list and that emails with attached Excel® files are allowed to be delivered

FOR MORE INFORMATION OR ASSISTANCE

Contact your Account Executive or Customer Service at 1-800-752-6096 / MyLLSHelp@LanguageLine.com



Available Reports



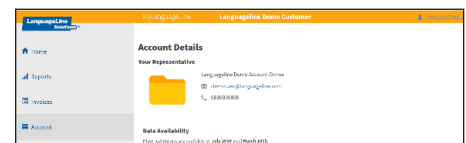
Schedule a Report



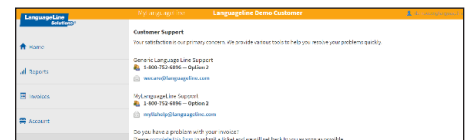
Favorites



Invoices



Account Details



Customer Support