



Language Line Ltd (LLUK) LiveLINK In Person Portal User Guide

Introduction

This guide offers step by step instructions on how to use the LLUK 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 LiveLINK remote interpreting **or written Translation requests**.

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- Making a remote interpreter booking (using your own platform such as MS Teams, Skype, Attend Anywhere)
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- Reviewing and managing a face to face interpreter booking via the Job details screen
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Accessing the LLUK Portals

You can access any of the LLUK portals by visiting and scrolling down to the relevant section via this webpage; [Public Sector Managed Services - LanguageLine UK](#)

The direct page to the in-person portal log in page, can be found here: <https://smartmate.co/customer>

For any pin/password enquiries please contact clientaccountmanagers@languageline.co.uk for assistance and your dedicated Account Manager will get in touch.



Log in to any of the below portals to access key information, connect to or book an interpreter, or request a translation project.

Choose your service:

SmartMATE Translation Dashboard

Request, track or retrieve a written translation or transcription project.

[Login to SmartMATE Dashboard](#)

Public sector organisations & Police forces only.

[Submit a Translation Request](#)

LiveLINK In-Person Interpreting Portal

Request, track or retrieve a written translation or transcription project. (using your own platform such as MS Teams / Attend Anywhere).

[Login to Interpreting Portal](#)

InSight Remote Interpreting

Access on-demand audio and video interpreters via the InSight Platform.

[InSight Remote Interpreting](#)

Click here to submit a request for a face-to-face interpreter. Your six digit pin/username & password are required.

Click here to submit a request for a written translation. No login details are required.

Click here to access our on demand remote interpreting platform. Your unique Insight Auth code will be required here.

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 dashboard. A red circle highlights the 'Make a booking' button in the top navigation bar. Another red circle highlights the 'Make a booking' button in the main content area, with a red arrow pointing from the text 'You can make a booking by clicking here or here.' to it. The dashboard displays four summary cards for 'Your interpreter jobs': 'New bookings this month', 'Jobs due this month', 'Jobs completed this month', and 'Jobs requiring closure', all showing a count of 0. Below these is a section for 'Upcoming jobs' with a table header and a 'No jobs' message.

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 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.

CUSTOMER PORTAL

Home Make a booking Jobs Job Reference ENT

Please select a booking form

- Face to Face Assignment
- Remote Assignment

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.

The screenshot shows the 'Pre-Booked Call' form in the 'CUSTOMER PORTAL'. The form has a dark header with navigation links: Home, Make a booking, Jobs, Job Reference, and a user profile for Peter Adam. The main content area is titled 'Pre-Booked Call'. On the left, there is a sidebar with four sections: 'Billing Address', 'Appointment details', 'Contact details', and 'If relevant'. The 'Billing Address' section is circled in red. The main form area has a blue header for 'Billing Address' and a dropdown menu below it. The dropdown menu is open, showing the text 'Lisa Martin, LINE 1, CITY_NAME, COUNTY_NAME, SW1H 0XA'. A red arrow points from the text in the instruction above to the dropdown menu. A 'Next >>' button is located at the bottom right of the form.

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.

The screenshot shows the 'Make a booking' form in the Customer Portal. The form includes the following fields:

- Your reference number (for invoicing purposes)*
- Language required* (dropdown menu)
- Alternative Languages* (dropdown menu)
- Date and time required* (calendar icon)
- Flexibility* (dropdown menu)
- Estimated duration* (1 hrs, 0 mins)
- Remote Option* (dropdown menu)
- Name of non-english speaker (if not applicable put N/A)* (John Smith)
- Preferred interpreter gender (No Preference)
- Reason for booking* (dropdown menu)
- Special instructions to the interpreter (text area)
- Platform for Remote Call* (dropdown menu)
- Notes for the assigned interpreter* (text area)

Red arrows point from the explanatory text on the left to the 'Alternative Languages', 'Flexibility', 'Remote Option', and 'Platform for Remote Call' fields. Red circles highlight the 'Platform for Remote Call' and 'Notes for the assigned interpreter' fields. A red arrow points from the explanatory text on the right to the 'Alternative Languages' field.

Several fields are available within the portal allowing users to provide LL with as much information upfront as possible to be able to broaden our search for an interpreter and handle your request as swiftly as possible.

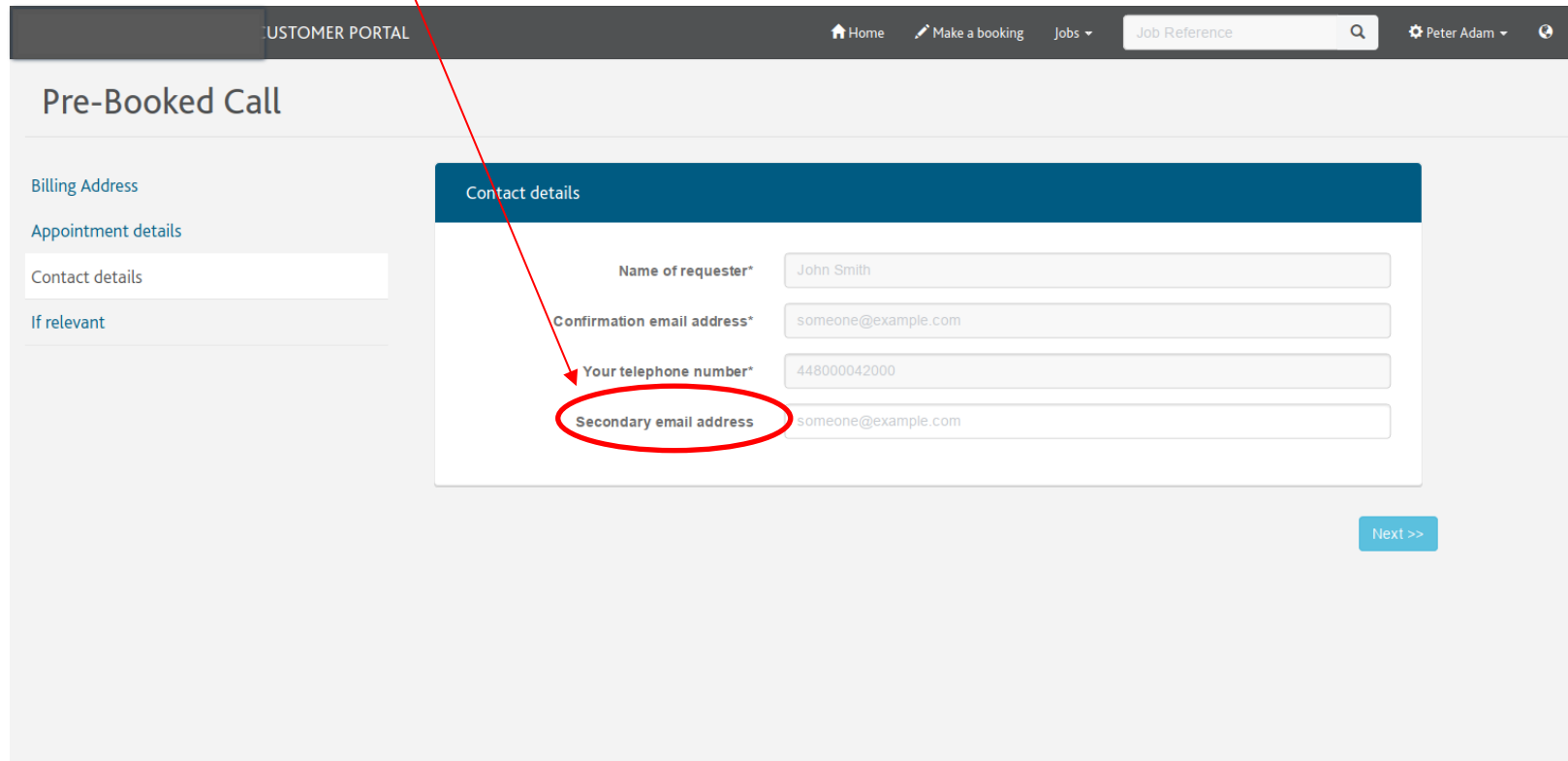
- Alternative languages spoken by limited English person
- Flexibility on day and time
- Whether any remote options may be suitable

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



The screenshot shows the 'Customer Portal' interface for a 'Pre-Booked Call'. The main form is titled 'Contact details' and contains the following fields:

- Name of requester***: John Smith
- Confirmation email address***: someone@example.com
- Your telephone number***: 448000042000
- Secondary email address**: someone@example.com

A red arrow points from the text above to the 'Secondary email address' field, which is also circled in red. A 'Next >>' button is located at the bottom right of the form.

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 LLUK TI box’ are only seen by LLUK staff, and not by the interpreters.

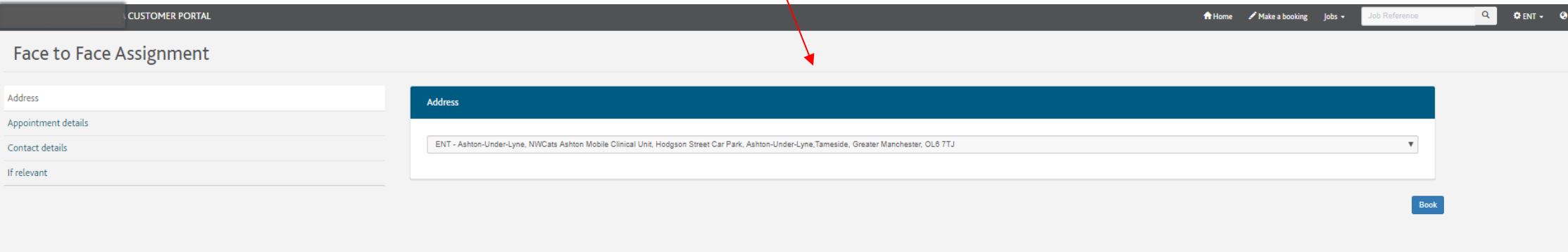
The screenshot shows the 'Pre-Booked Call' form in the Customer Portal. The form has a sidebar on the left with links: 'Billing Address', 'Appointment details', 'Contact details', and 'If relevant'. The main form area has a blue header 'If relevant'. Below this header, there are three input fields: 'Preferred interpreter ID' (circled in red with an arrow pointing to it from the text above), 'Additional notes to Capita TI' (with a placeholder text 'Notes to Capita Translation and interpreting (optional). These notes are not seen by the interpreter.'), and 'Precluded interpreter ID'. At the bottom right of the form, there is a blue 'Book' button (circled in red with an arrow pointing to it from the text below). The top navigation bar includes 'CUSTOMER PORTAL', 'Home', 'Make a booking', 'Jobs', 'Job Reference' search bar, and 'Peter Adam' user profile.

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

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. On the left is a sidebar with four sections: 'Address', 'Appointment details', 'Contact details', and 'If relevant'. The main area has a blue header 'Address' and a dropdown menu. A red arrow points from the text above to the dropdown menu. The dropdown menu is open, showing a list of addresses. A 'Book' button is at the bottom right.

CUSTOMER PORTAL

Home Make a booking Jobs Job Reference ENT

Face to Face Assignment

Address

Appointment details

Contact details

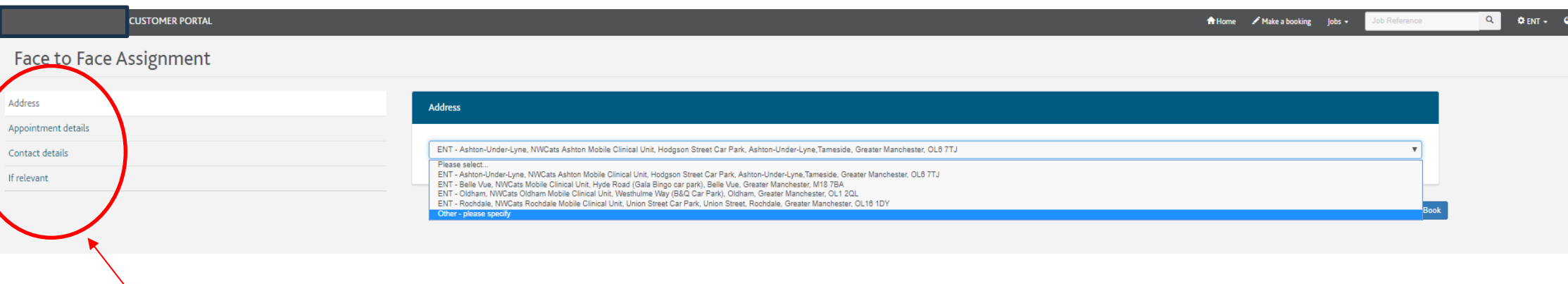
If relevant

Address

ENT - Ashton-Under-Lyne, NWCats Ashton Mobile Clinical Unit, Hodgson Street Car Park, Ashton-Under-Lyne, Tameside, Greater Manchester, OL6 7TJ

Book

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. On the left is a sidebar with four sections: 'Address', 'Appointment details', 'Contact details', and 'If relevant'. The main area has a blue header 'Address' and a dropdown menu. A red circle highlights the left sidebar, and a red arrow points from the text below to it. The dropdown menu is open, showing a list of addresses. A 'Book' button is at the bottom right.

CUSTOMER PORTAL

Home Make a booking Jobs Job Reference ENT

Face to Face Assignment

Address

Appointment details

Contact details

If relevant

Address

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

Other - please specify

Book

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 Test Customer Level 1

Address

Appointment details

Contact details

If relevant

Several fields are available within the portal allowing users to provide LL with as much information upfront as possible to be able to broaden our search for an interpreter and handle your request as swiftly as possible.

- Alternative languages spoken by limited English person
- Flexibility on day and time
- Whether any remote options may be suitable

Appointment details

Your reference number*

Your cost centre code*

Your reference number (for invoicing purposes)*

Language required* Please select...

Alternative Languages Please select...

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

Flexibility Please select...

Estimated duration* 1 hrs 0 mins

Remote Option Please select...

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

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 interpreters that are sent a job offer. Do not include any sensitive data. Preferred or precluded interpreters should be added to the 'If Relevant' section of this form.

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 interpreters that are sent a job offer. Do not include any sensitive data. Preferred or precluded interpreters should be added to the 'If Relevant' section of this form.

Additional venue information parking details, opening hours, etc.

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 ENT

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* 448000042000

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 'CUSTOMER PORTAL' interface. On the left is a sidebar with links: Address, Appointment details, Contact details, and 'If relevant' (which is selected). The main content area is titled 'If relevant' and contains the following fields:

- Preferred interpreter ID:** A text input field with the placeholder 'LIN/ABCD/12345 (optional)'.
- Additional notes to LLS:** A large text area with the placeholder 'Notes to LanguageLine Solutions (optional). These notes are not seen by the interpreter.' This section is circled in red.
- Precluded interpreter ID:** A text input field with the placeholder 'LIN/ABCD/12345 (optional)'.
- Notes for the assigned interpreter:** A large 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.' This section is also circled in red.

Below the 'Notes for the assigned interpreter' field, there is a small disclaimer: 'A linguist will only see these notes once they are assigned to the booking. Please contact LLS 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?' At the bottom right of the form is a blue 'Book' button, which is circled in red.

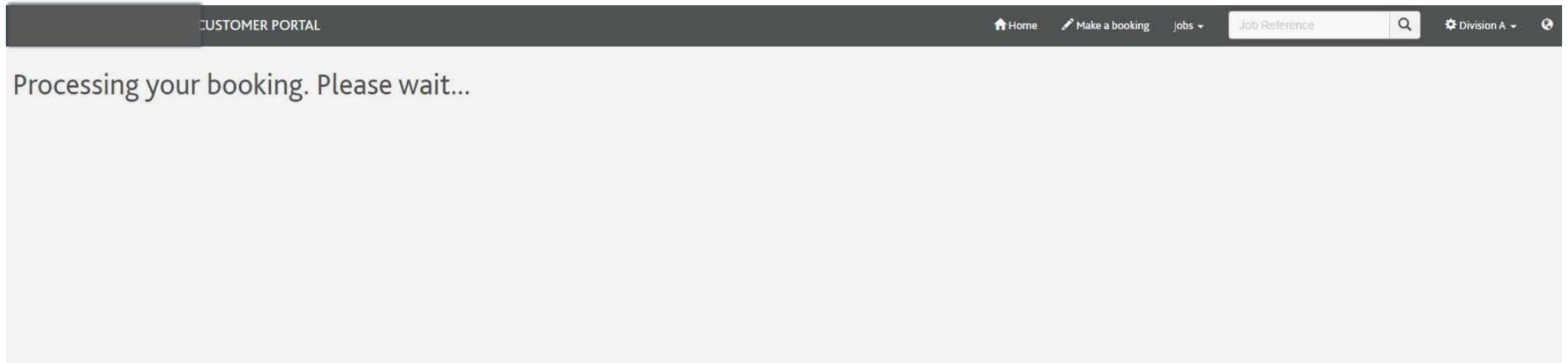
‘Notes for the assigned interpreter’ are notes that only the interpreter that is assigned to the booking can see. This section is editable even after the booking has been made via the edit/amend feature shown on page 26 and 27

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 LLUK 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, LLUK 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 LLUK 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 LLUK 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.

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 information

More actions

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

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

1. viewing action taken by LLUK to get an interpreter assigned to a new booking via **Activity Notes**
2. communicating with LLUK 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 displays the 'A CUSTOMER PORTAL' interface. At the top, there's a navigation bar with links for Home, Make a booking, Jobs, and a search bar. A status message at the top indicates that job offers are being issued to interpreters. The main content area shows details for booking FTF1392437. It includes a placeholder for a linguist's profile picture, a 'Duplicate job' button, and sections for 'Linguist details' (stating no linguist is assigned) and 'Job details' (listing job reference, status, date, time, language, and creation date). A 'More actions' dropdown menu is open, showing options: Activity Notes, Complaints, Compliments, Admin Messages, and More actions. A red arrow points from the text 'these notes' in the introductory paragraph to the 'Activity Notes' option in this menu.

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	10/08/2020 13:22

Duplicate job

More actions

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

[More information](#)

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

CUSTOMER PORTAL

[Home](#) [Make a booking](#) [Jobs](#) [Division A](#)

[DTP1005917](#)

Job activity notes

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 it's activity. They should always be viewed on the portal before making any contact to LLUK.**

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

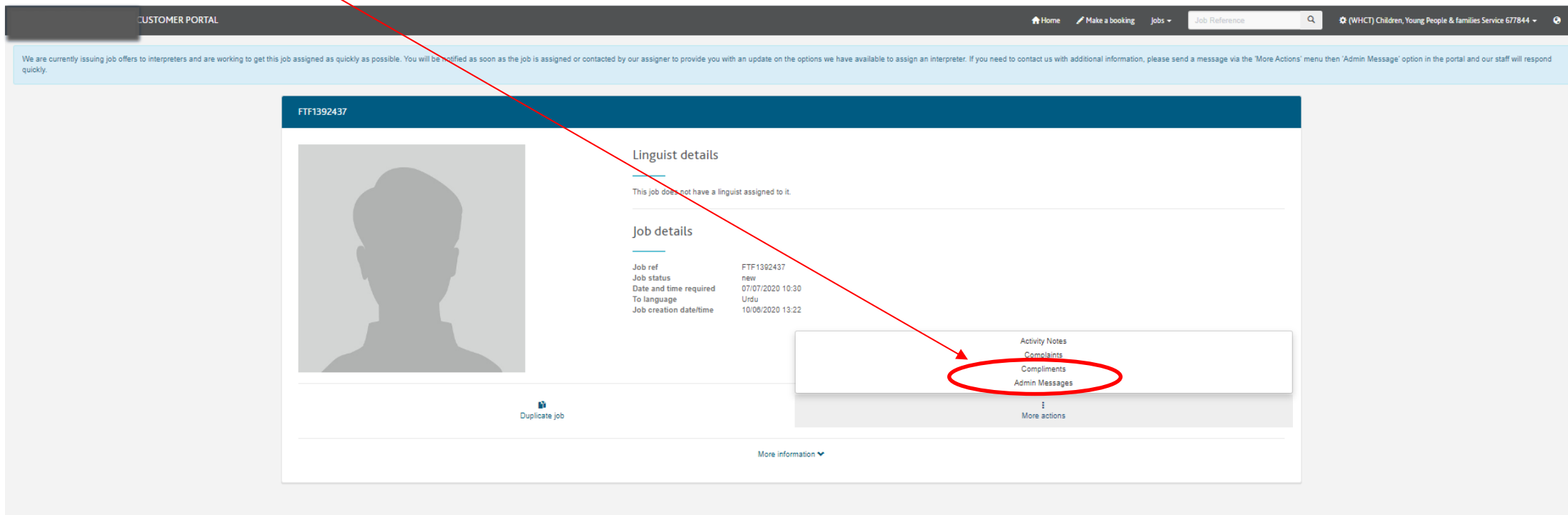
24/03/2020 15:47 Revoked job offer to LIN/5455/5J71Y for job FTF1389466 – a job offer to an interpreter may be revoked if the details of the booking change, or if the interpreter has confirmed they are not available

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 LLUK 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 Customer Portal interface. At the top, a dark header bar contains the text 'CUSTOMER PORTAL' on the left and navigation links for 'Home', 'Make a booking', 'Jobs', and a search bar on the right. Below the header, a light blue banner provides a notice about job offers to interpreters. The main content area features a job card for 'FTF1392437'. The card includes a placeholder profile picture, 'Linguist details' (stating no linguist is assigned), and 'Job details' (listing job ref, status, date, language, and creation time). At the bottom of the card is a 'Duplicate job' button. To the right of the card, a 'More actions' dropdown menu is open, showing options: 'Activity Notes', 'Complaints', 'Compliments', 'Admin Messages' (highlighted with a red circle), and 'More actions'. A red arrow points from the text in the introductory paragraph to the 'Admin Messages' option in the menu.

Reviewing a booking – ‘Complaints & Compliments’

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

The screenshot shows the 'CUSTOMER PORTAL' header with navigation links: Home, Make a booking, Jobs, and a search bar. A blue banner at the top contains a message about job offers to interpreters. The main content area is for job FTF1392437, featuring a placeholder profile picture, 'Linguist details' (stating no linguist is assigned), and 'Job details' (listing job ref, status, date, language, and creation time). A 'Duplicate job' button is at the bottom left. On the right, a 'More actions' dropdown menu is open, with 'Complaints' and 'Compliments' highlighted by a red circle. A red arrow points from the text above to this circle.

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 LLUK staff

The screenshot shows the 'Compliments' section for job FTF1000693. It features a table with the following data:


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

A red circle highlights the 'Compliment reference' column, and a red arrow points from the text above to it. A 'Raise Compliment' button is located at the bottom right.

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

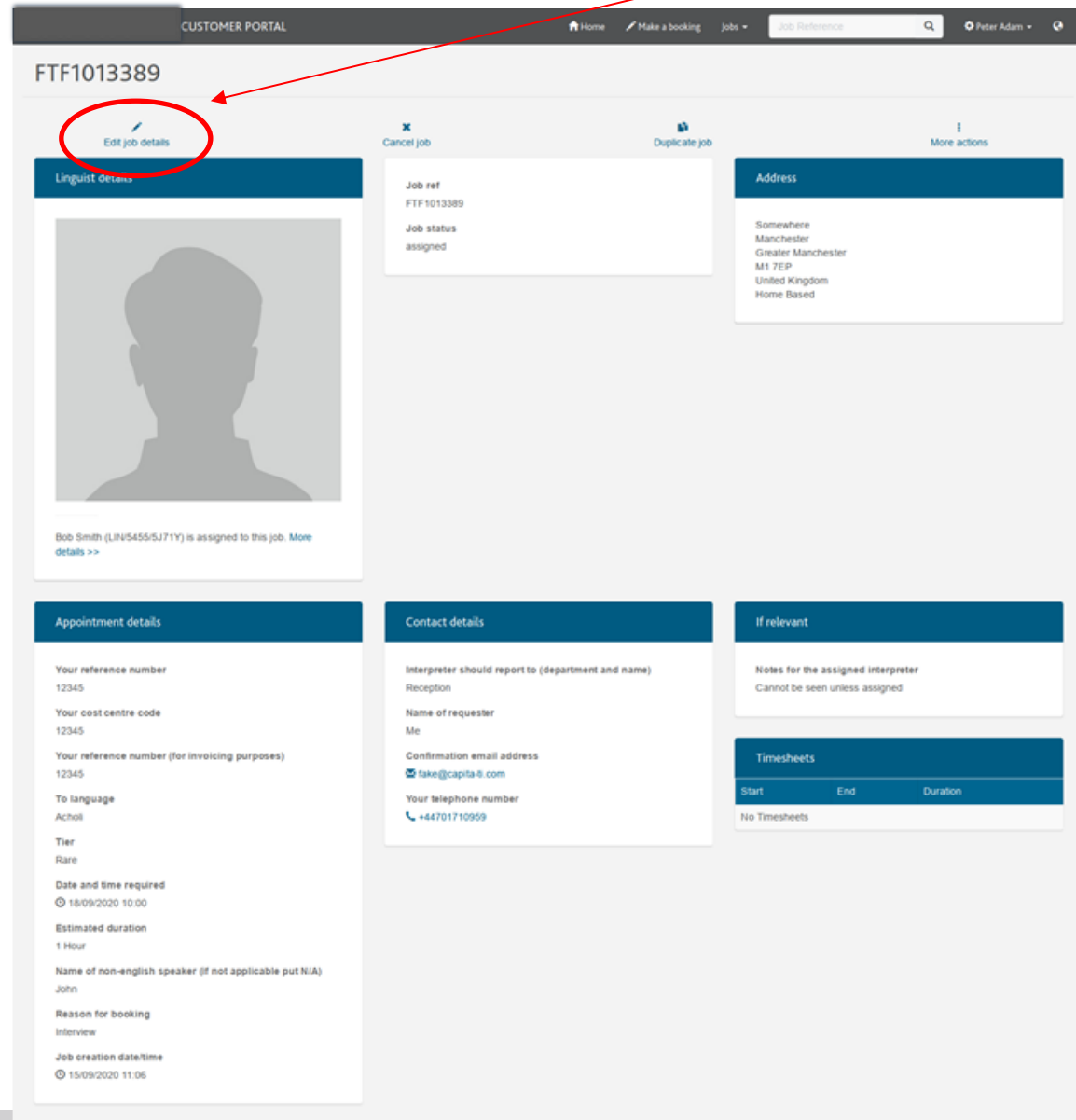
Language	Tier
Hindi	2
Punjabi, Eastern (India)	2
Urdu	2

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 (LIR/5455/SJ71Y) is assigned to this job. [More details >>](#)

Job ref
FTF1013389

Job status
assigned

Address

Somewhere
Manchester
Greater Manchester
M1 7EP
United Kingdom
Home Based

Appointment details

Your reference number
12345

Your cost centre code
12345

Your reference number (for invoicing purposes)
12345

To language
Acholi

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

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*

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

Additional venue information

parking details, opening hours, etc.

Contact details

Interpreter should report to (department and name)*

Reception

Name of requester*

Me

Confirmation email address*

fake@capita-ti.com

Your telephone number*

44777710959

Secondary email address

someone@example.com

If relevant

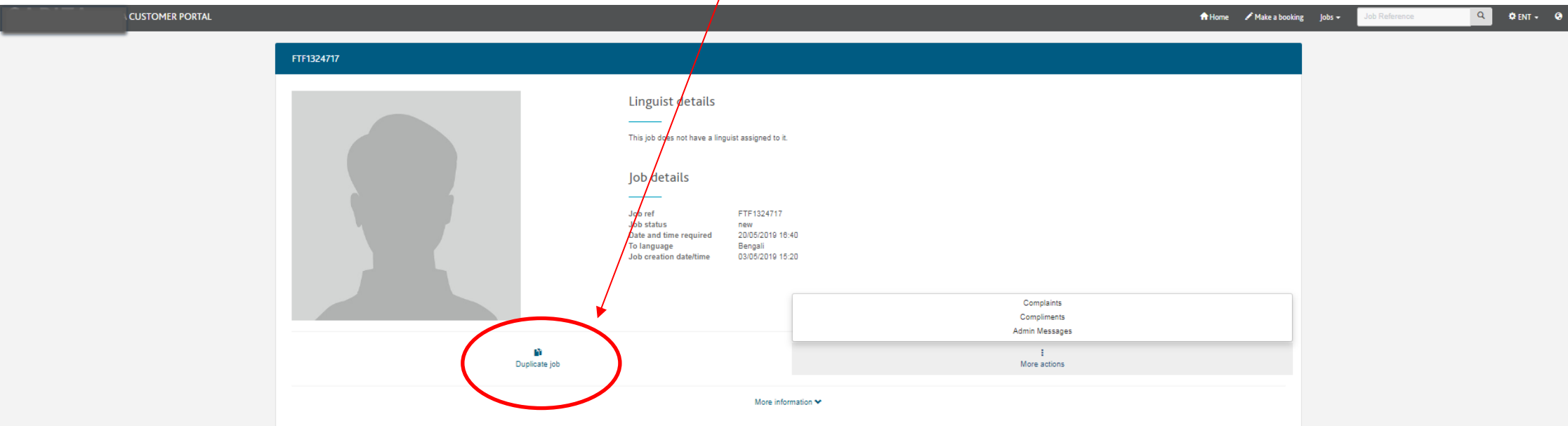
Notes for the assigned interpreter

Notes for the assigned interpreter only. A linguist will only see these notes once they are assigned to the booking.

Update

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.



The screenshot displays the 'CUSTOMER PORTAL' interface. At the top, there is a navigation bar with links for 'Home', 'Make a booking', 'Jobs', and a search bar. The main content area is titled 'FTF1324717'. It features a placeholder image for a linguist on the left. To the right, under 'Linguist details', it states 'This job does not have a linguist assigned to it.' Below this, the 'Job details' section lists the following information:

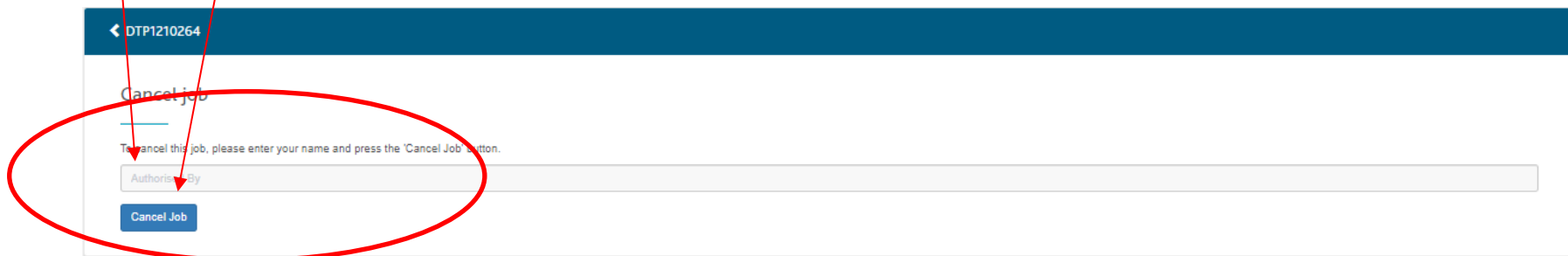
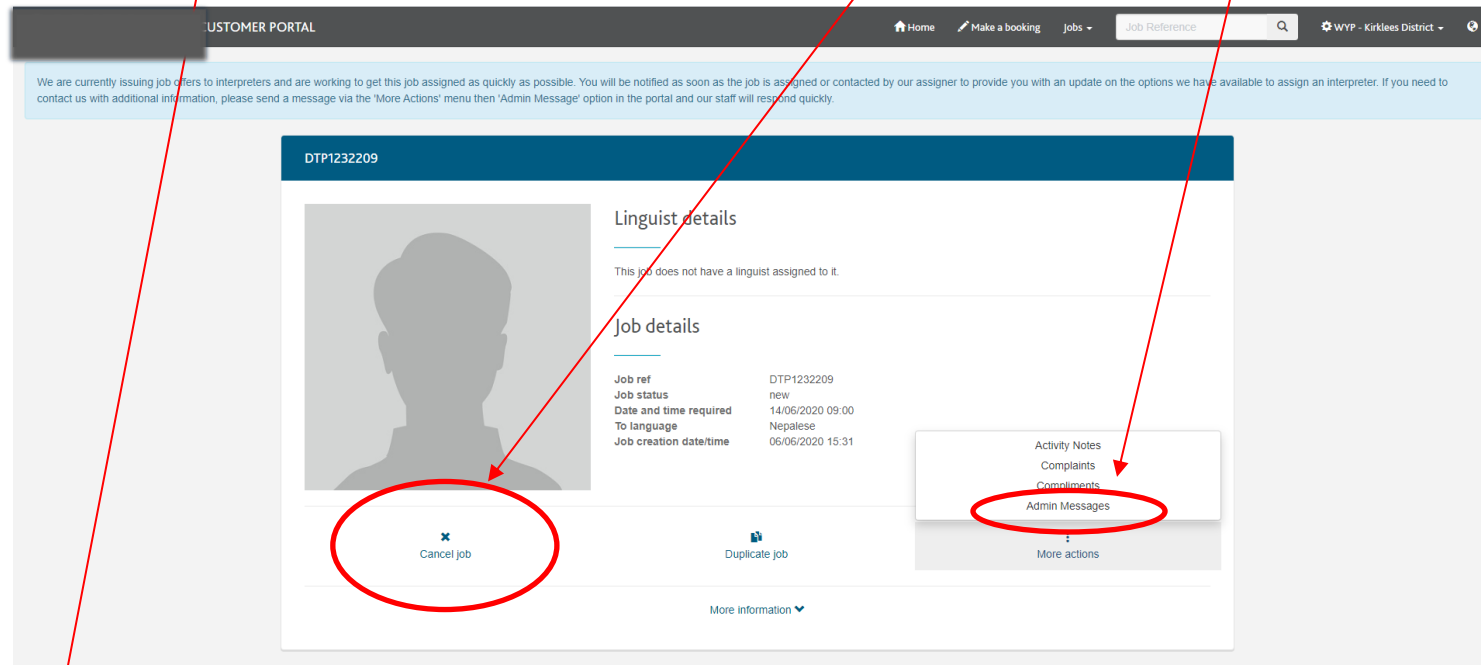
Job ref	FTF1324717
Job status	new
Date and time required	20/05/2019 16:40
To language	Bengali
Job creation date/time	03/05/2019 15:20

At the bottom of the job details section, there is a 'Duplicate job' button, which is circled in red. A red arrow points from the text 'Duplicate job' button in the introductory paragraph to this button. To the right of the 'Duplicate job' button, there is a 'More actions' dropdown menu with options: 'Complaints', 'Compliments', 'Admin Messages', and 'More actions'.

Managing a booking – ‘Cancelling a booking’

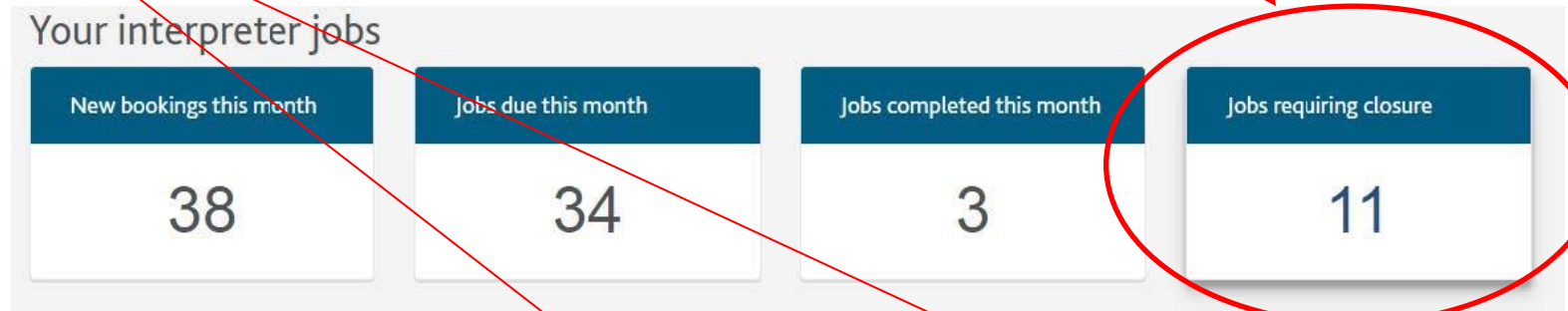
You may have the function to cancel a booking there is more than 72 hours left before the start time. Click on the ‘cancel job’ tab, then to confirm that the job should be **cancelled**, enter your name and click on the ‘Cancel job’ button.

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

[Home](#) [Make a booking](#) [Jobs](#) [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
FTF1000429	1 Riverside Court, Huddersfield Road, Oldham, OL3 5FZ	14/06/2016 11:55		3 Hours	dfdfdfdfdfdfdf	dfdsfdfdfdfd	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

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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

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 --:--
dd/mm/yyyy --:--	dd/mm/yyyy --:--

Submit Timesheets

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 10/06/2020 13:03

Confirm timesheet

Duplicate job

More actions

More information

LLUK Safeguarding reporting procedure

A customer witnesses a safeguarding incident involving a LLUK freelance interpreter:

1. The customer should send the details of the incident by email, with the subject line 'Safeguarding Incident Report' to interpreting@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 LLUK Safeguarding Officer for tracking purposes
4. LLUK's Safeguarding Officer will forward the Safeguarding Report to the LLUK 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 LLUK's Safeguarding Officer of the outcome
6. Appropriate action will be taken with the freelance interpreter if necessary under the LLUK Quality Assurance and Behaviour Management Policy

LLUK 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 LLUK 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 below details:

- Pin/Account Management enquiries: clientaccountmanagers@languageline.co.uk
- Direct number to telephone interpreting: 0800 496 1508
- Access to 24/7 support team for all services (face to face booking enquires, written translation enquiries, remote interpreting): 0800 169 2879 / 0800 004 2000
- Document translation order form; <https://workflow.smartmate.co/dashboard/web2trans/guest/>

Language Line Limited
Public Sector Managed Services - LanguageLine UK
clientaccountmanagers@languageline.co.uk
Direct Telephone Interpreting Line; 0800 496 1508
Support Team Contact: 0800 169 2879 / 0800 004 2000