LanguageLine Solutions

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LiveLINK In Person Portal User Guide - Police

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** using InSight remote interpreting **or written translation requests.**

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Accessing the LLS Portals

You can access any of the LLS portals by visiting https://www.languageline.com/en-gb/public-sector-managed-services and scrolling down to the relevant section. The direct URL 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.

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

Click here to submit a request for a face-to-face or pre-booked remote (MS Teams etc) interpreter.
Your six-digit pin/username & password are required.

Click here to access our on demand remote interpreting platform.
Your six-digit pin code and Authentication code are required on first log in.

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.
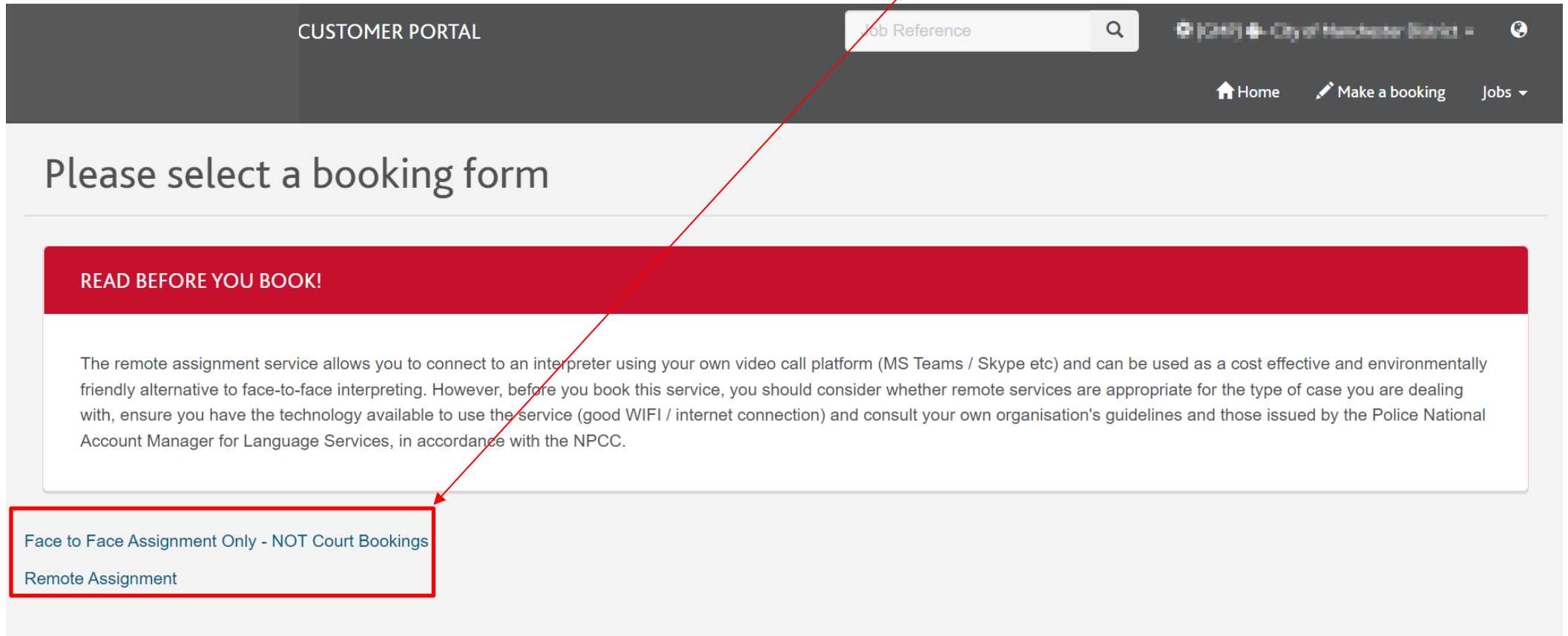
Making an interpreter booking

After 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

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.

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.

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 'Job notes – Notes to the interpreter' box will be seen by ALL interpreters that are sent a job offer.

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**

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

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

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.

'*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.

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.

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".

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.**

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

Making a remote interpreter booking – custody cases

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

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 LLTI*' box are only seen by LLS staff, not by the interpreters.

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

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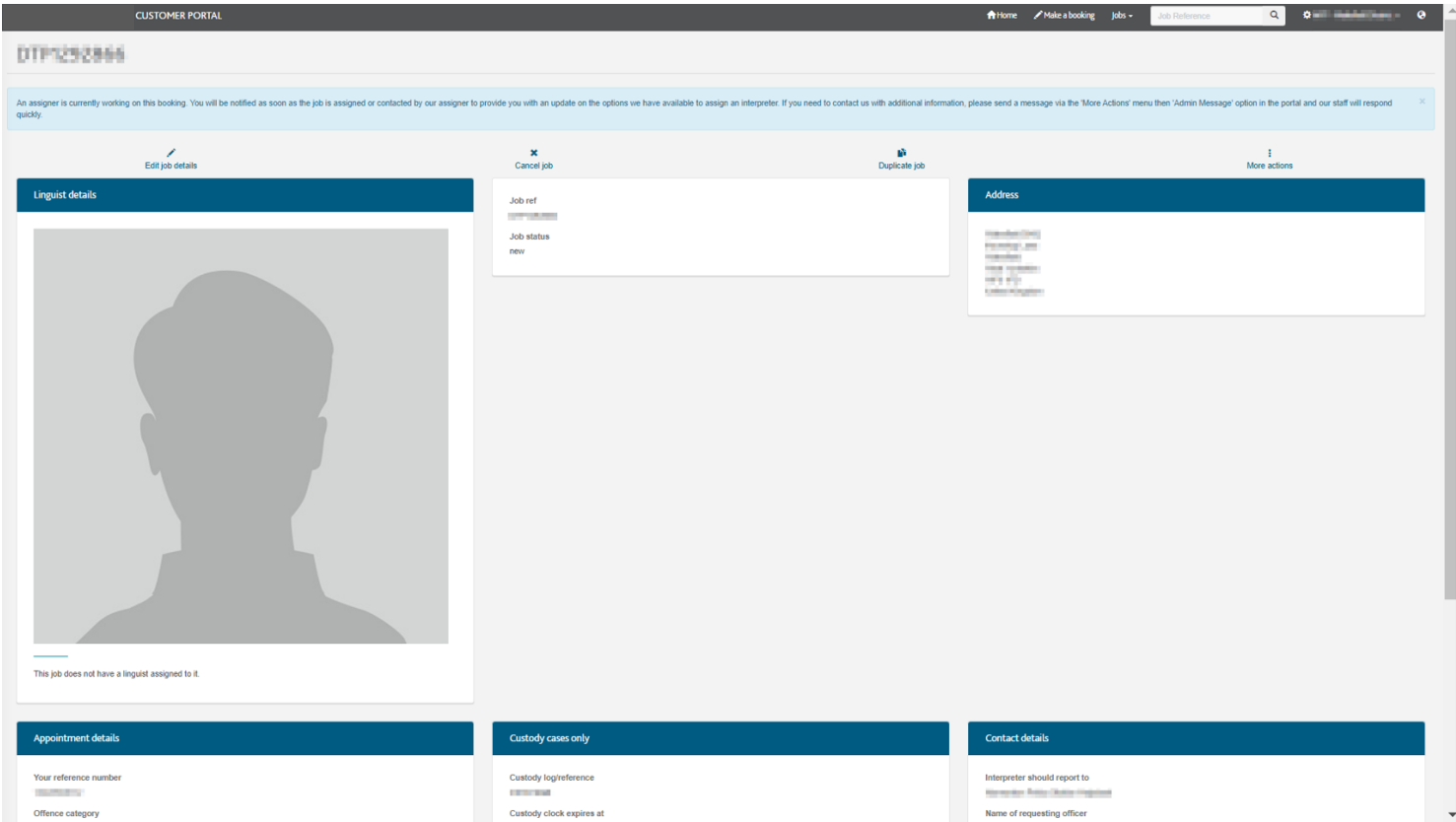
For new bookings / those that have not yet been assigned to an interpreter, one of two messages (as seen below) will be displayed underneath the job reference on this page, detailing the progress of assigning an interpreter.

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**.

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.

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

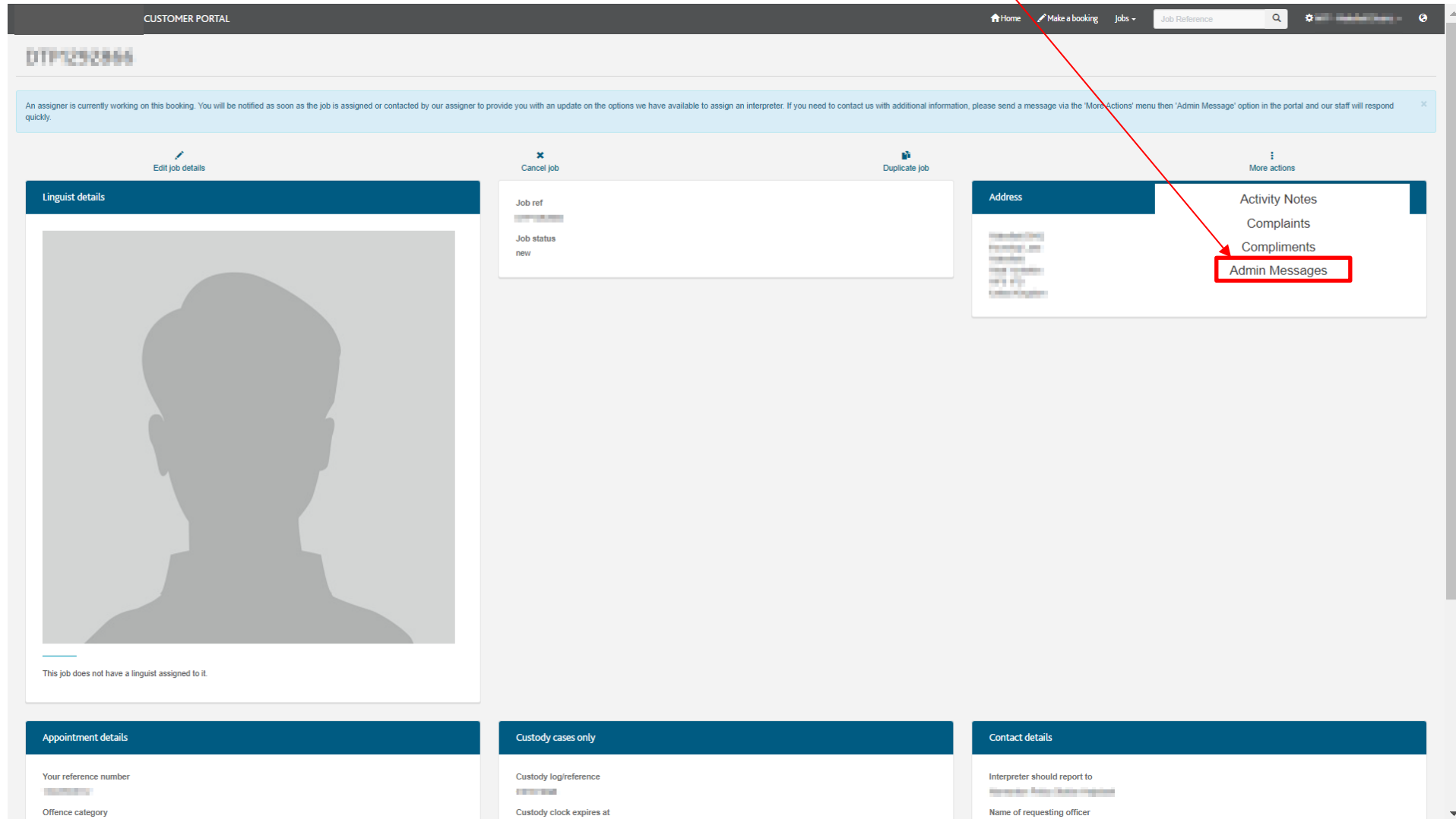24/03/2020 15:47 Sent job offer to LIN/5455/5J71Y for job DTP1389466

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.
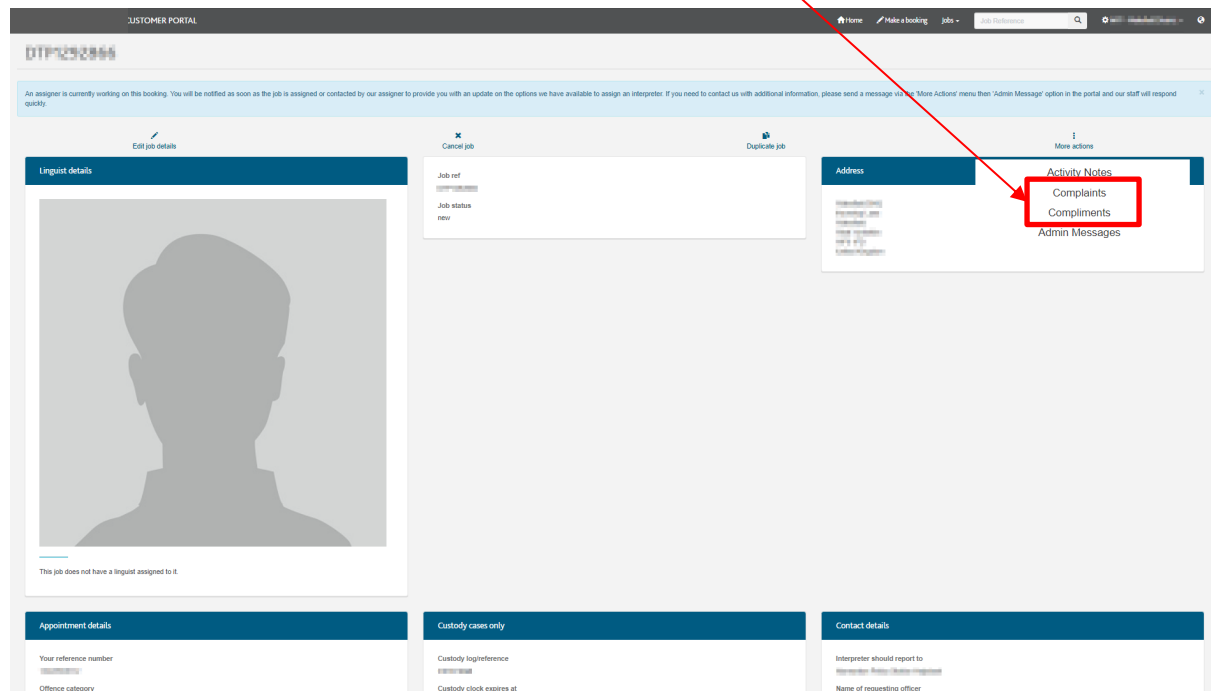
Managing a booking – 'Complaints & Compliments'

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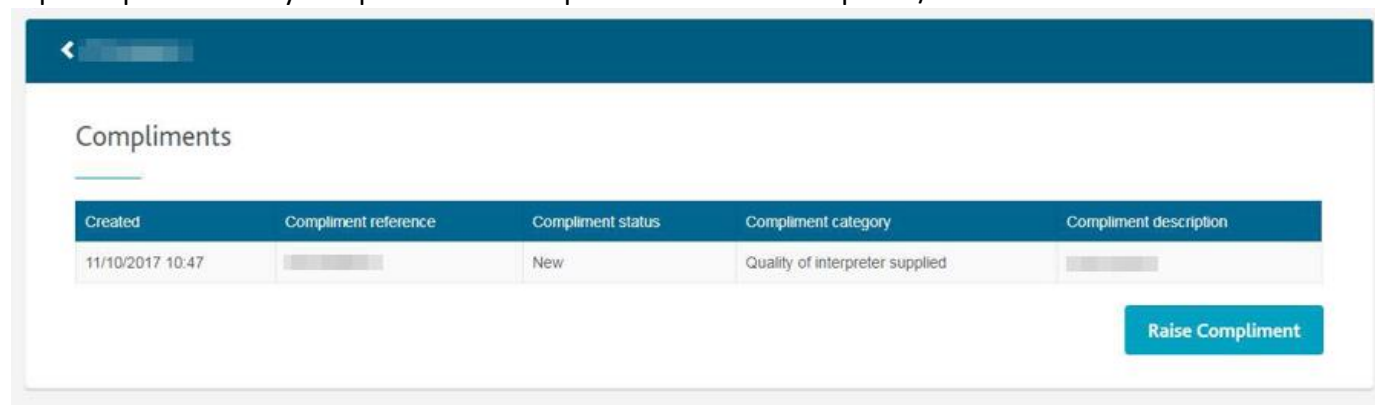
Managing a booking – 'Viewing your assigned interpreter'
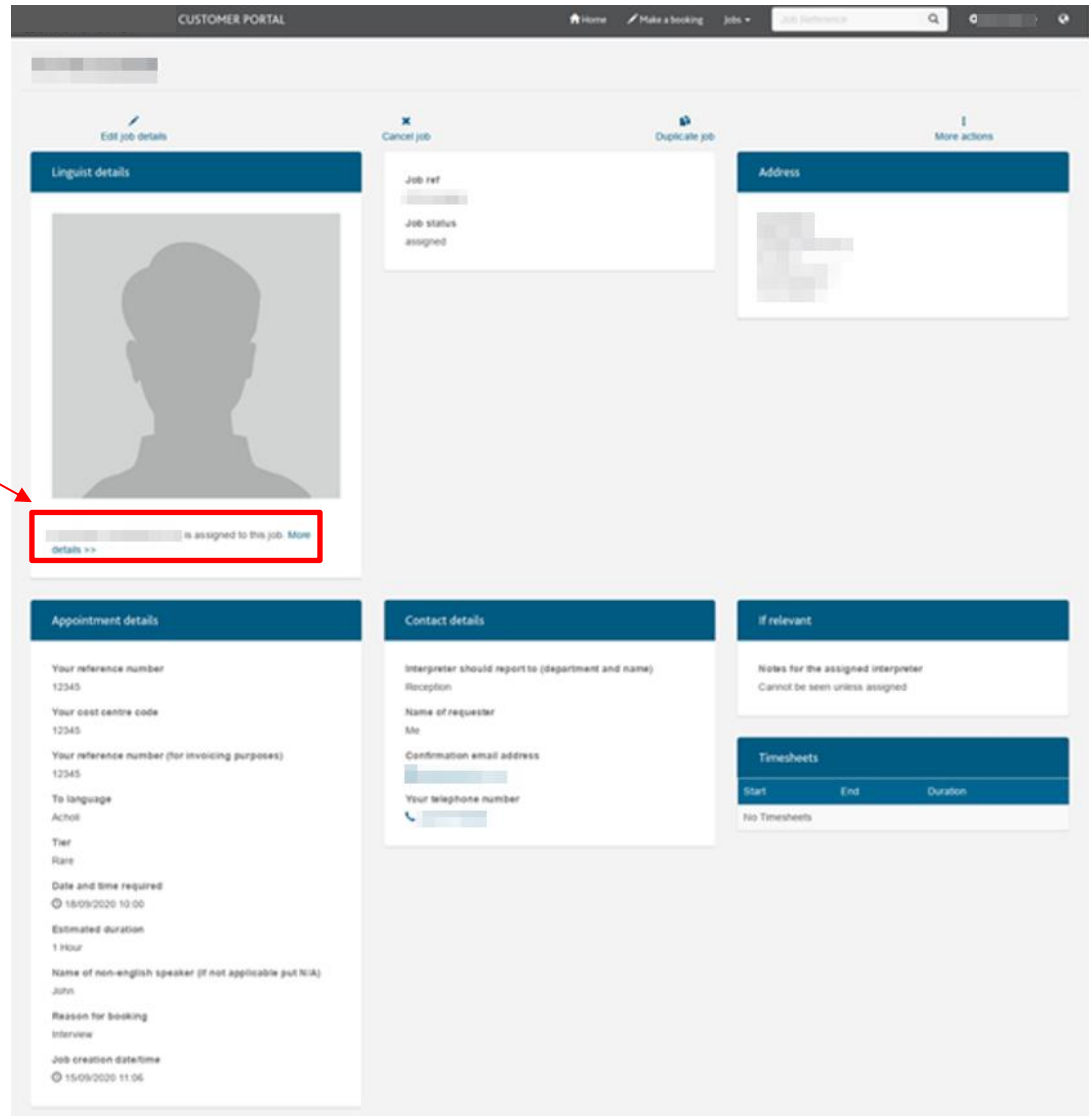
Once an interpreter has been assigned to your booking, you will be able to view a passport style photograph of the interpreter on the 'Job details' page so you can identify them in person.

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.

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.

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.

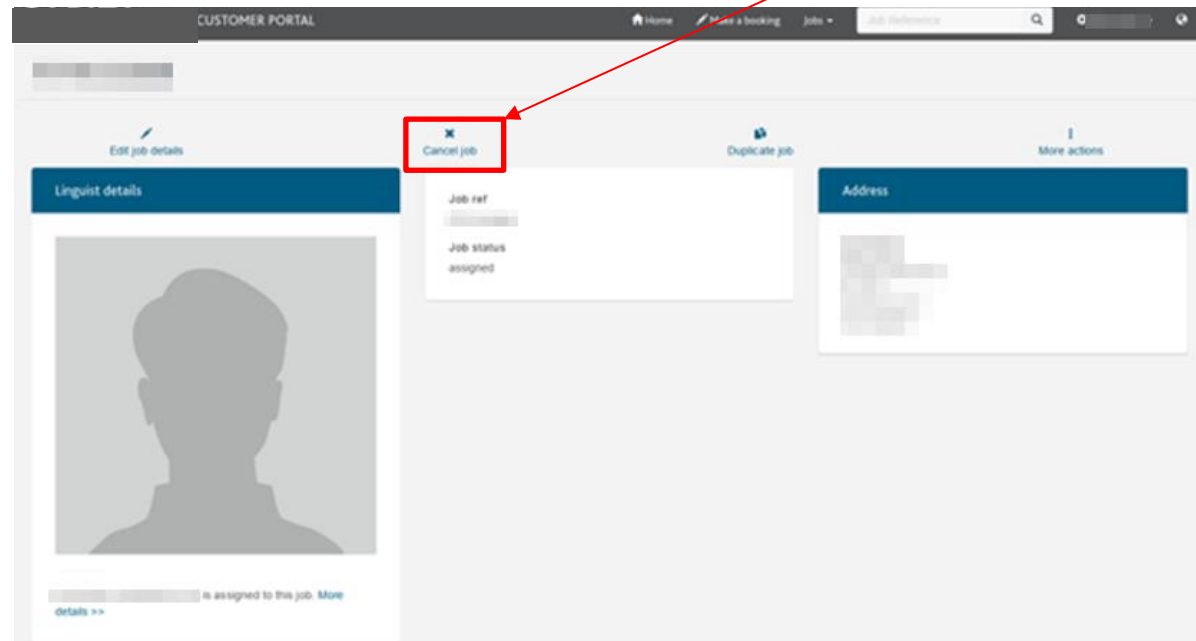**Note: When duplicating a booking, you cannot change the address.**

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.

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.

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.

Closing a job

After selecting a job, click on **'*Confirm timesheet*'**.
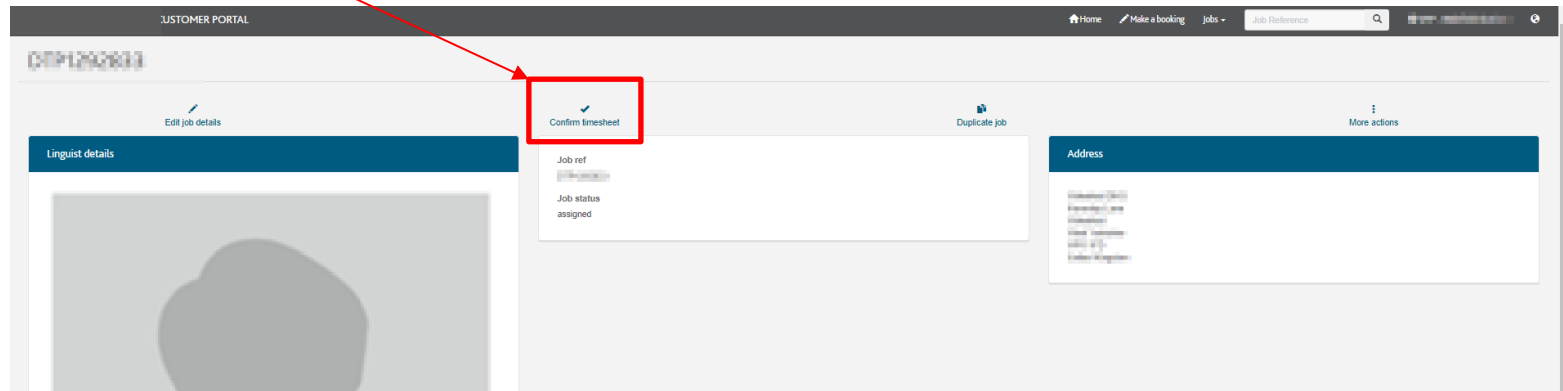
Enter the timesheet information related to the job and click on the '*Submit Timesheets*' button.

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; 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 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
- Manage 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: clientaccountmanagers@languageline.co.uk

- Direct number to telephone interpreting: 0800 029 4505 (English) or 0808 175 3370 (Welsh)

- Access to 24/7 support team for all services (face to face booking enquires, written translation enquiries, telephone interpreting): 0800 953 4351

- Document translation order form; https://workflow.smartmate.co/dashboard/web2trans/guest/

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https://www.languageline.com/en-gb/public-sector-managed-services

clientaccountmanagers@languline.co.uk

Face to Face booking urgent escalations: 0161 880 2101

Telephone Interpreting: 0800 029 4505 (English) or 0808 175 3370 (Welsh)

LLS Support Team Contact: 0800 953 4351