

# 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**.

## 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
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  - Editing a booking
  - Duplicating a booking
  - Cancelling a booking
- Closing a job
- LLS Safeguarding reporting procedure
- LLS contact details

# Accessing the LLS Portals

You can access any of the LLS portals by visiting <https://www.language-line.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@language-line.co.uk](mailto:clientaccountmanagers@language-line.co.uk) for assistance and your dedicated Account Manager will get in touch.

The screenshot shows the 'Public Sector Managed Services' page. At the top, there's a navigation bar with 'LanguageLine Solutions' logo and links for 'Interpretation', 'Translation', 'Other Language Services', 'Industries', and a 'CONTACT US' button. Below the header, a large banner features a man wearing a green beanie and glasses. The main heading is 'Public Sector Managed Services'. Below this, a text block says: 'Log in to any of the below portals to access key information, connect to or book an interpreter, or request a translation project.' Underneath, a section titled 'Choose your service:' lists three options, each with a red box around a key link:

- SmartMATE Translation Dashboard**  
Request, track or retrieve a written translation or transcription project.  
[Login to SmartMATE Dashboard](#)  
[Submit a Translation Request](#)
- LiveLINK In-Person Interpreting Portal**  
Request and manage your face-to-face bookings or pre-booked remote interpreter bookings (using your own platform such as MS Teams / Attend Anywhere).  
[Login to Interpreting Portal](#)
- InSight Remote Interpreting**  
Access our on-demand remote interpreting platform via the InSight Platform.  
[InSight Remote Interpreting](#)

Annotations with red arrows point to these links:

- An arrow points from the 'Submit a Translation Request' link to the text: 'Click here to submit a request for a written translation. No login details are required.'
- An arrow points from the 'Login to Interpreting Portal' link to the text: '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.'
- An arrow points from the 'InSight Remote Interpreting' link to the text: '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.

CUSTOMER PORTAL

Home

Make a booking

Jobs

Job Reference

Make a booking

Amend a booking

Cancel a booking

Your interpreter jobs

New bookings this month

0

Jobs due this month

0

Jobs completed this month

0

Jobs requiring closure

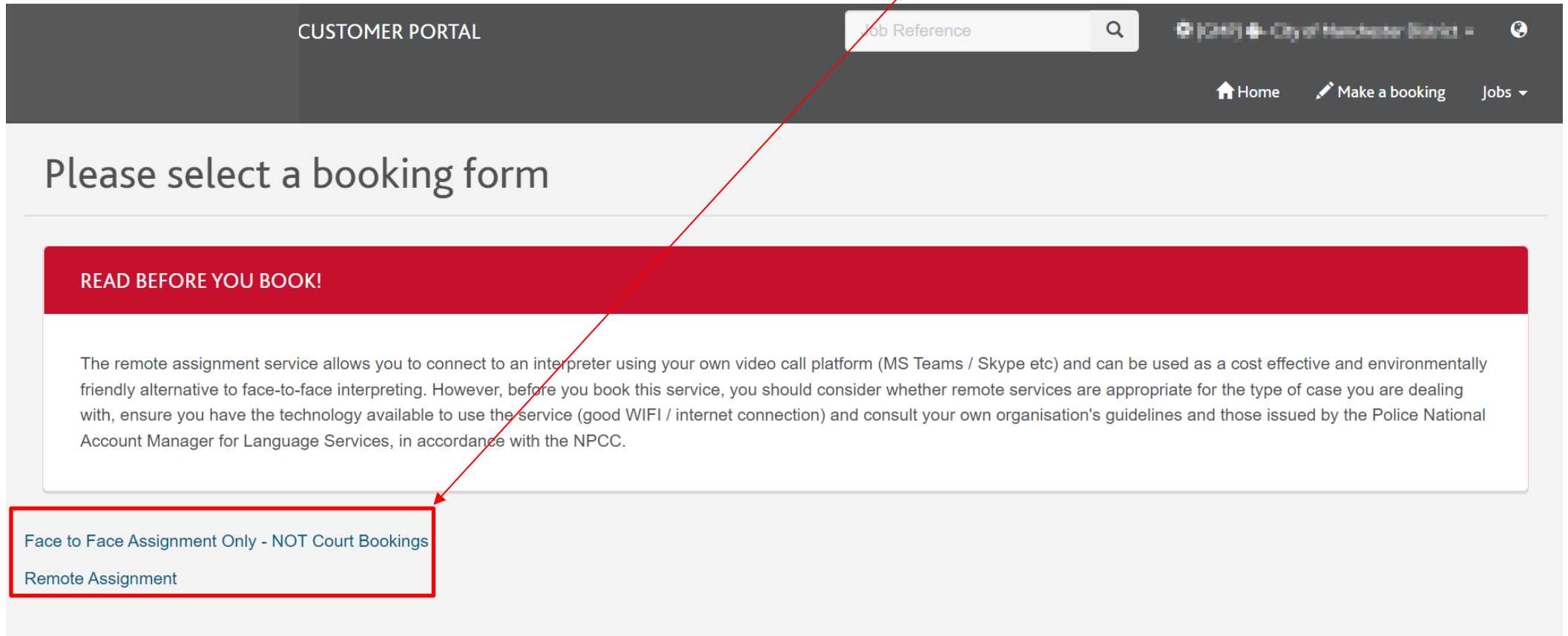
0

Upcoming jobs

Job ref	Address 1	Date and time required	ETA	Estimated duration	Interpreter should report to	Name of non-english speaker	To 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

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.

The screenshot shows the 'CUSTOMER PORTAL' header with navigation links: Home, Make a booking, Jobs, and a Job Reference search bar. The main heading is 'Face to Face Assignment Only - NOT Court Bookings'. On the left is a sidebar with sections: Address, Appointment details (with a red exclamation mark), Custody cases only, Contact details, and If relevant. The main form area has a blue header 'Address' and a drop-down menu below it. A red arrow points to this drop-down menu. A 'Book' button is at the bottom right.

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 first one but shows the 'Address' drop-down menu expanded, displaying a list of addresses. A red box highlights the left-hand sidebar sections: Address, Appointment details, Custody cases only, Contact details, and If relevant. A red arrow points to the 'Address' section of this sidebar. The 'Book' button is visible on the right side of the form.

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

# Making a face-to-face interpreter booking – appointment details

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

CUSTOMER PORTAL

HomeMake a bookingJobsJob ReferenceTest Customer Level 1

Address

Appointment details

Custody cases only

Contact details

If relevant

Appointment details

Your reference number

Offence category\*

Assignment type\*

Language required\*

Interpreter skills required\*

Alternative Languages

Date and time required\*

Flexibility

Estimated duration\*

Remote Option

Name of non-english speaker\*

Preferred interpreter gender

Job notes

Please select...

Please select...

Please select...

Spoken only

Please select...

dd/mm/yyyy --:--

Please select...

1 hrs 0 mins

Please select...

John Smith

No Preference

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.

Next >>

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.

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

Custody cases only

Custody log/reference

Custody clock expires at

dd/mm/yyyy --:--

Book

# 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 the 'Face to Face Assignment Only - NOT Court Bookings' form in the 'CUSTOMER PORTAL'. The form has a sidebar with navigation links: Address, Appointment details, Custody cases only, Contact details, and If relevant. The main content 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 LanguageLine Solutions (optional). These notes are not seen by the interpreter.' This section is highlighted with a red box and an arrow points to it from the text above.
- Optional notes to LanguageLine Solutions**: A text area with the placeholder 'Optional notes to LanguageLine Solutions. 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.' This section is highlighted with a red box and an arrow points to it from the text below.
- Book button**: A blue button labeled 'Book' at the bottom right, highlighted with a red box and an arrow points to it from the text below.

**'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.

The screenshot shows the 'CUSTOMER PORTAL' interface for a 'Remote Assignment'. The top navigation bar includes links for 'Home', 'Make a booking', 'Jobs', and a 'Job Reference' search bar. The main content area is titled 'Remote Assignment' and features a sidebar with navigation links: 'Billing Address', 'Appointment details', 'Custody cases only', 'Contact details', and 'If relevant'. The 'Billing Address' section is active, displaying a dropdown menu with a blue header 'Billing Address'. A red arrow points to this dropdown menu. Below the dropdown, a 'Book' button is visible.

# 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".

The screenshot shows the 'CUSTOMER PORTAL' interface with a navigation bar containing 'Home', 'Make a booking', 'Jobs', and a search bar for 'Job Reference'. The main form is titled 'Appointment details' and contains the following fields:

- Your reference number (for invoicing purposes)\*: Text input field.
- Language required\*: Dropdown menu with 'Please select...'.
- Alternative Languages: Dropdown menu with 'Please select...'.
- Date and time required\*: Date and time picker.
- Flexibility: Dropdown menu with 'Please select...'.
- Estimated duration\*: Input for hours (1) and minutes (0).
- Remote Option: Dropdown menu with 'Please select...'.
- Name of non-english speaker (if not applicable put N/A)\*: Text input field with 'John Smith'.
- Preferred interpreter gender: Dropdown menu with 'No Preference'.
- Reason for booking\*: Dropdown menu with 'Please select...'.
- Special instructions to the interpreter: Text area with placeholder text.
- Platform for Remote Call\*: Dropdown menu with 'Please select...'.
- Notes for the assigned interpreter\*: Text area with placeholder text.

Red arrows point from the explanatory text on the left to the 'Remote Option' and 'Notes for the assigned interpreter' fields. Red boxes highlight the 'Platform for Remote Call' and 'Notes for the assigned interpreter' fields. Red text on the right explains the purpose of the 'Alternative Languages' and 'Flexibility' fields.

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.**

CUSTOMER PORTAL

[Home](#)

[Make a booking](#)

[Jobs](#)

Remote Assignment

Billing Address

Appointment details

Custody cases only

Contact details

If relevant

Custody cases only

Custody log/reference

Custody clock expires at

Book



# 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 LLT’ 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.

# 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

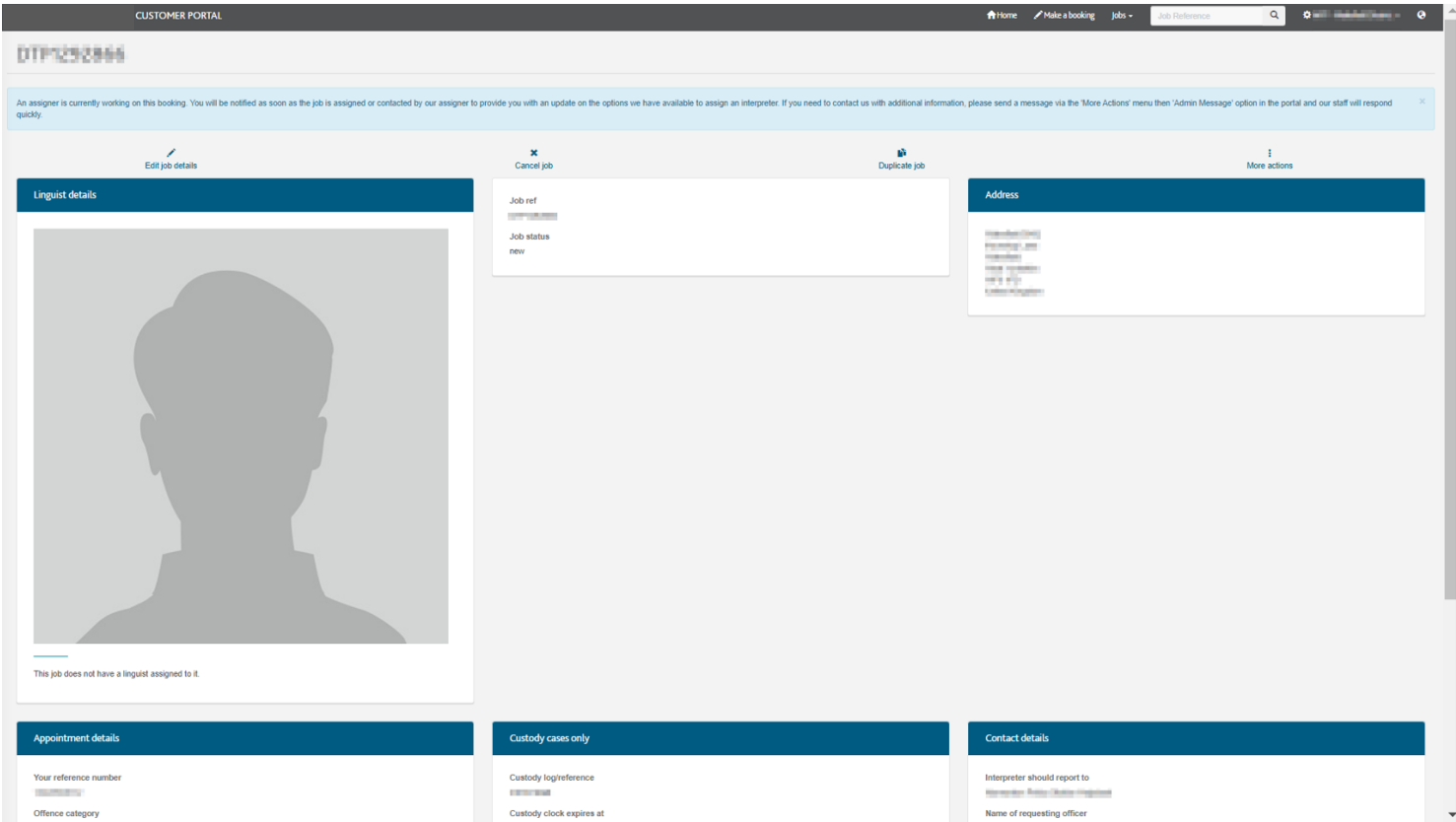
## **Bookings due over 24 hours**

- 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.

CUSTOMER PORTAL

Home Make a booking Jobs Job Preferences

DTM298888

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.

Edit job details Cancel job Duplicate job More actions

**Linguist details**

Job ref  
Job status  
new

**Address**

Interpreter(s)  
Interpreter's job  
Interpreter  
Date requested  
Date of job  
Address/Location

**Appointment details**

Your reference number  
Offence category

**Custody cases only**

Custody log/reference  
Custody clock expires at

**Contact details**

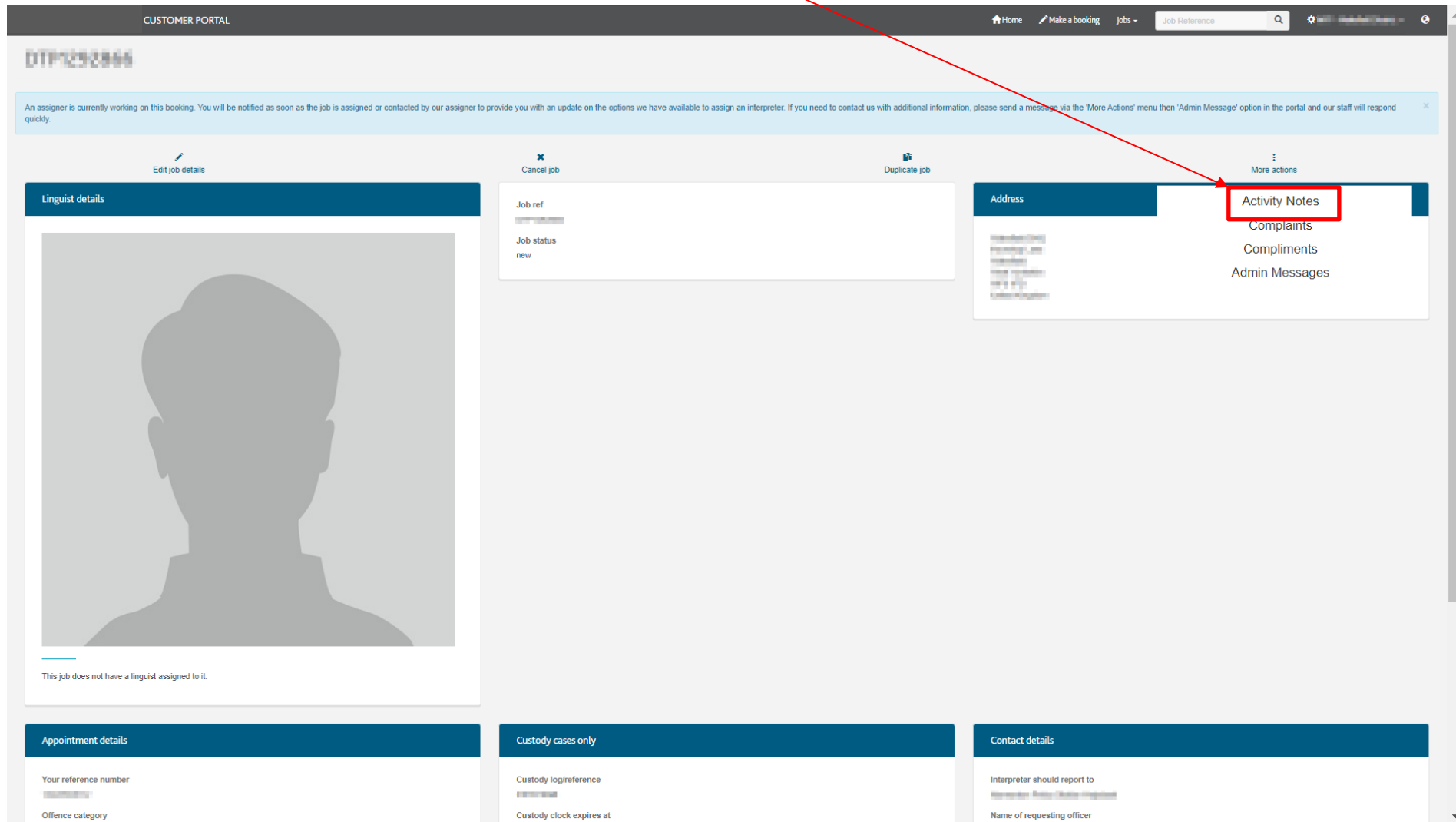
Interpreter should report to  
Name of requesting officer

This job does not have a linguist assigned to it.

- 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.**



CUSTOMER PORTAL

Home Make a booking Jobs Job Reference

DTF1234567

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.

Edit job details Cancel job Duplicate job More actions

**Linguist details**

Job ref  
Job status  
new

**Address**

**Activity Notes**  
Complaints  
Compliments  
Admin Messages

**Appointment details**

Your reference number  
Offence category

**Custody cases only**

Custody log/reference  
Custody clock expires at

**Contact details**

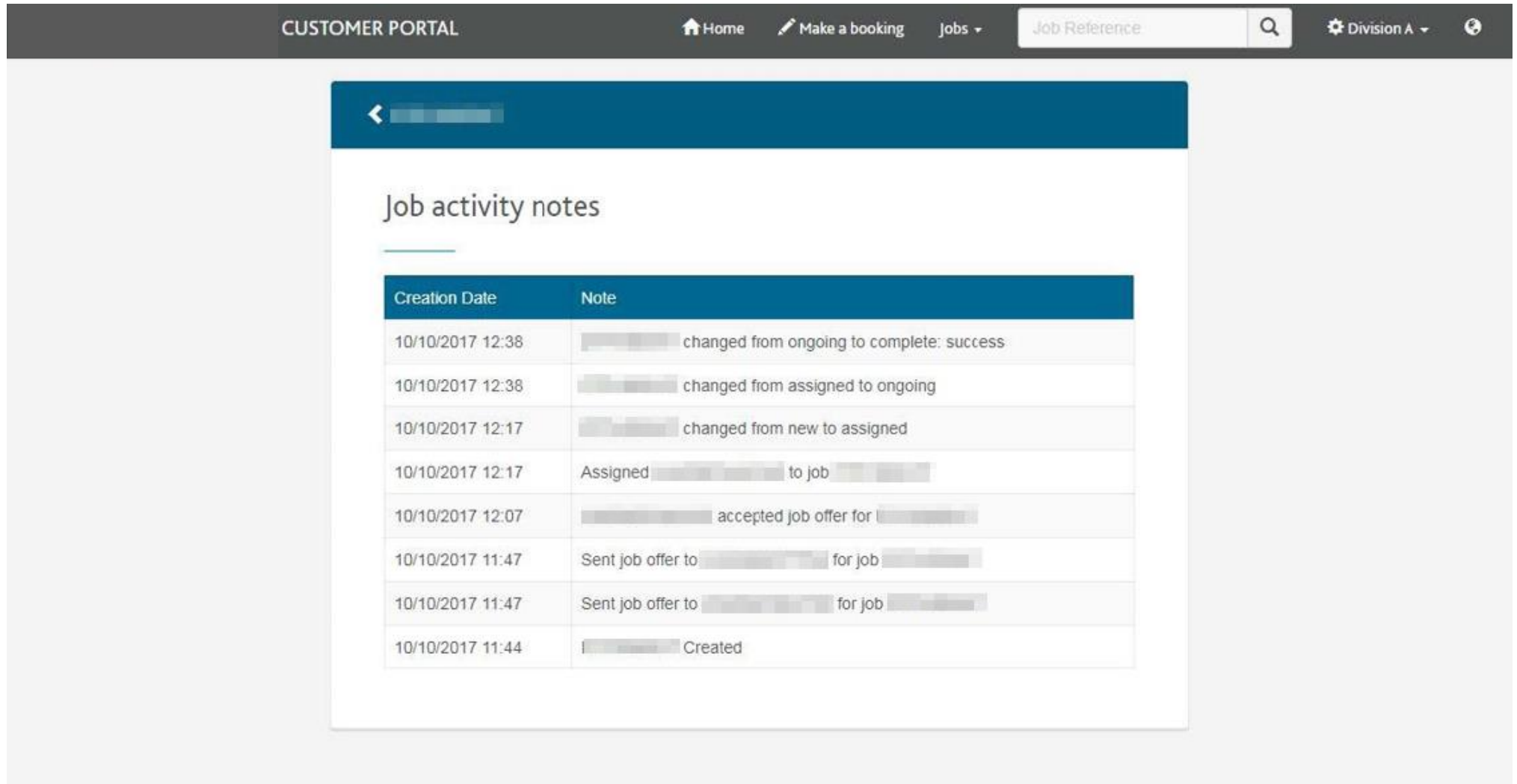
Interpreter should report to  
Name of requesting officer

This job does not have a linguist assigned to it.

# 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 displays the 'CUSTOMER PORTAL' interface. At the top, there is a navigation bar with links for 'Home', 'Make a booking', and 'Jobs'. A search bar labeled 'Job Reference' is also present. The main content area is titled 'Job activity notes' and contains a table with two columns: 'Creation Date' and 'Note'. The table lists eight activities, ordered from oldest at the bottom to latest at the top. The activities include job creation, sending job offers, and status changes from new to assigned, and then to ongoing and complete.

Creation Date	Note
10/10/2017 12:38	[redacted] changed from ongoing to complete: success
10/10/2017 12:38	[redacted] changed from assigned to ongoing
10/10/2017 12:17	[redacted] changed from new to assigned
10/10/2017 12:17	Assigned [redacted] to job [redacted]
10/10/2017 12:07	[redacted] accepted job offer for [redacted]
10/10/2017 11:47	Sent job offer to [redacted] for job [redacted]
10/10/2017 11:47	Sent job offer to [redacted] for job [redacted]
10/10/2017 11:44	[redacted] 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

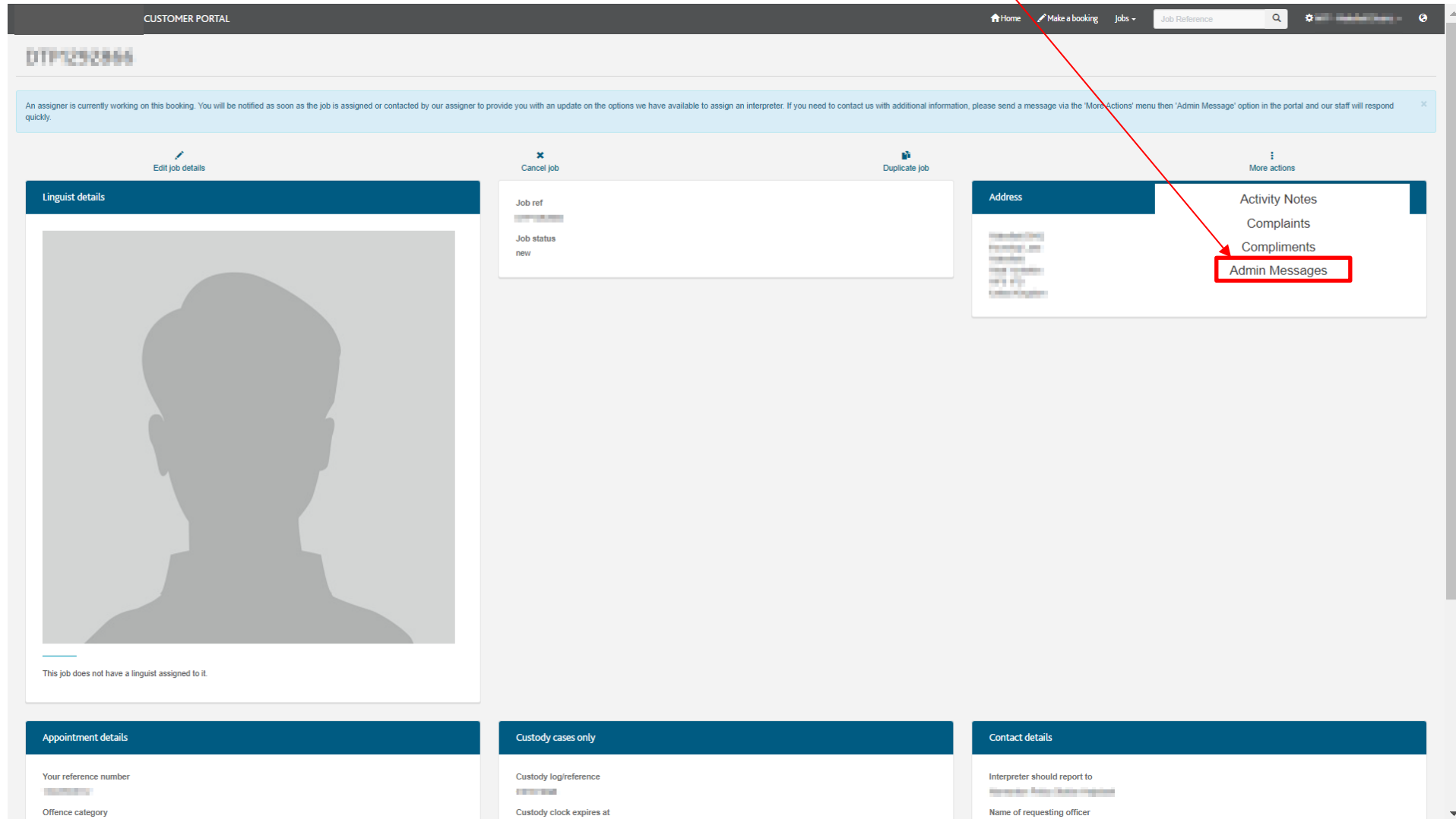
24/03/2020 15:46 DTP1389466 Created – **when the booking was created, and it’s allocated job reference number**



# 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.



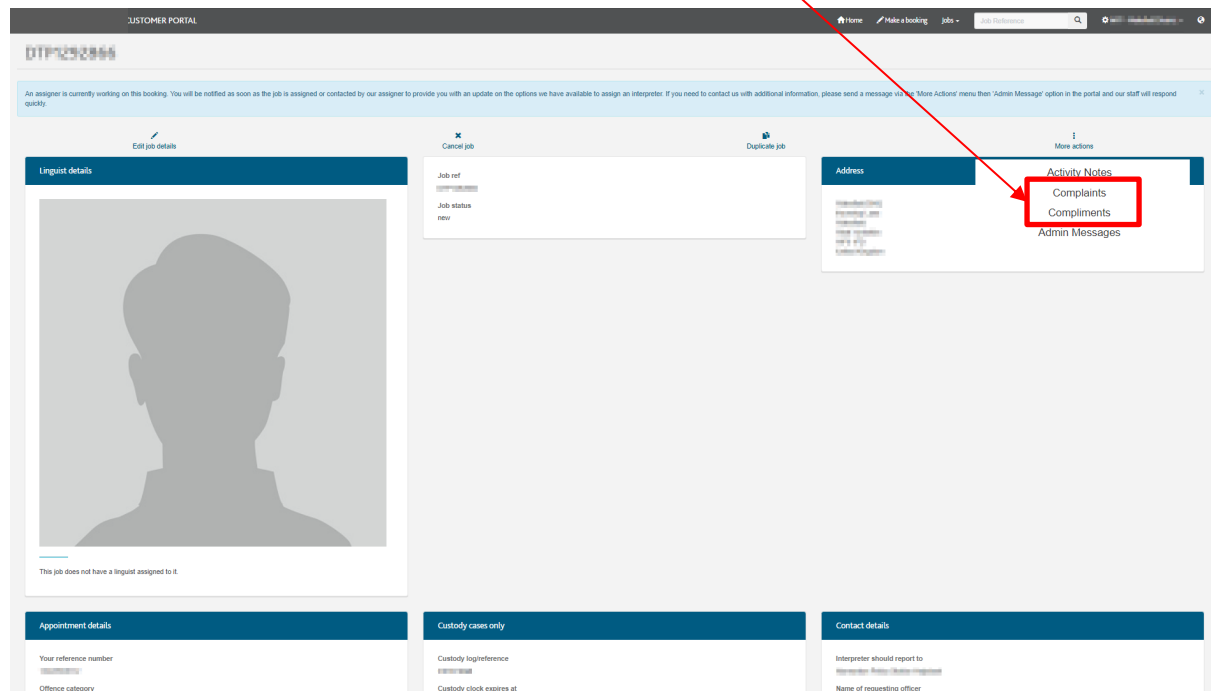
The screenshot displays the 'CUSTOMER PORTAL' interface. At the top, there is a navigation bar with links for 'Home', 'Make a booking', and 'Jobs', along with a search bar labeled 'Job Reference'. A blue notification banner at the top states: 'An assigner is currently working on this booking. You will 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:

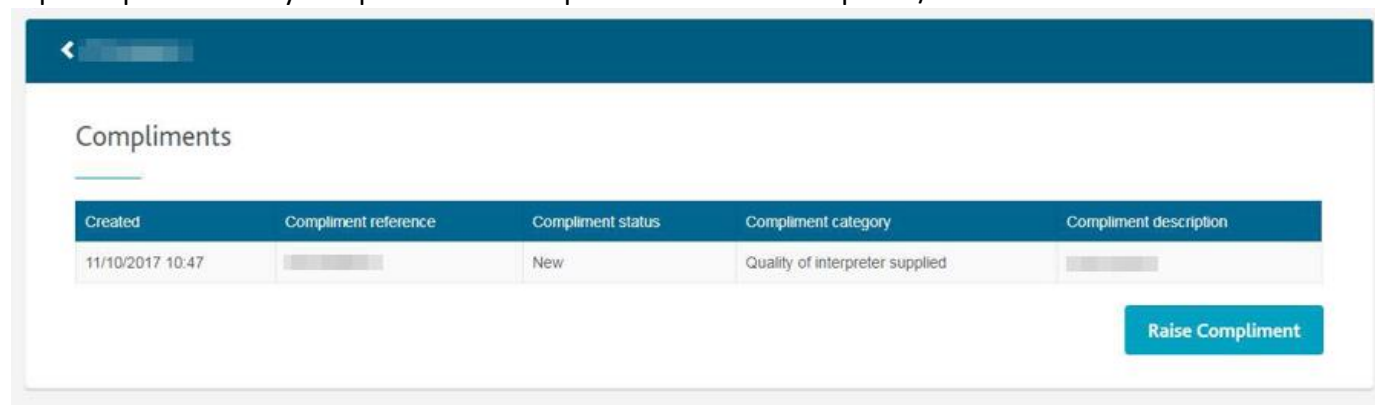
- Linguist details:** Features a large grey silhouette placeholder for a linguist's photo. Below it, a message states: 'This job does not have a linguist assigned to it.'
- Cancel job / Duplicate job:** Two buttons with icons for job management.
- More actions:** A dropdown menu is open, showing options: 'Activity Notes', 'Complaints', 'Compliments', and 'Admin Messages'. The 'Admin Messages' option is highlighted with a red box, and a red arrow points to it from the text above.
- Appointment details:** Includes fields for 'Your reference number' and 'Offence category'.
- Custody cases only:** Includes fields for 'Custody log/reference' and 'Custody clock expires at'.
- Contact details:** Includes fields for 'Interpreter should report to' and 'Name of requesting officer'.

# 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’

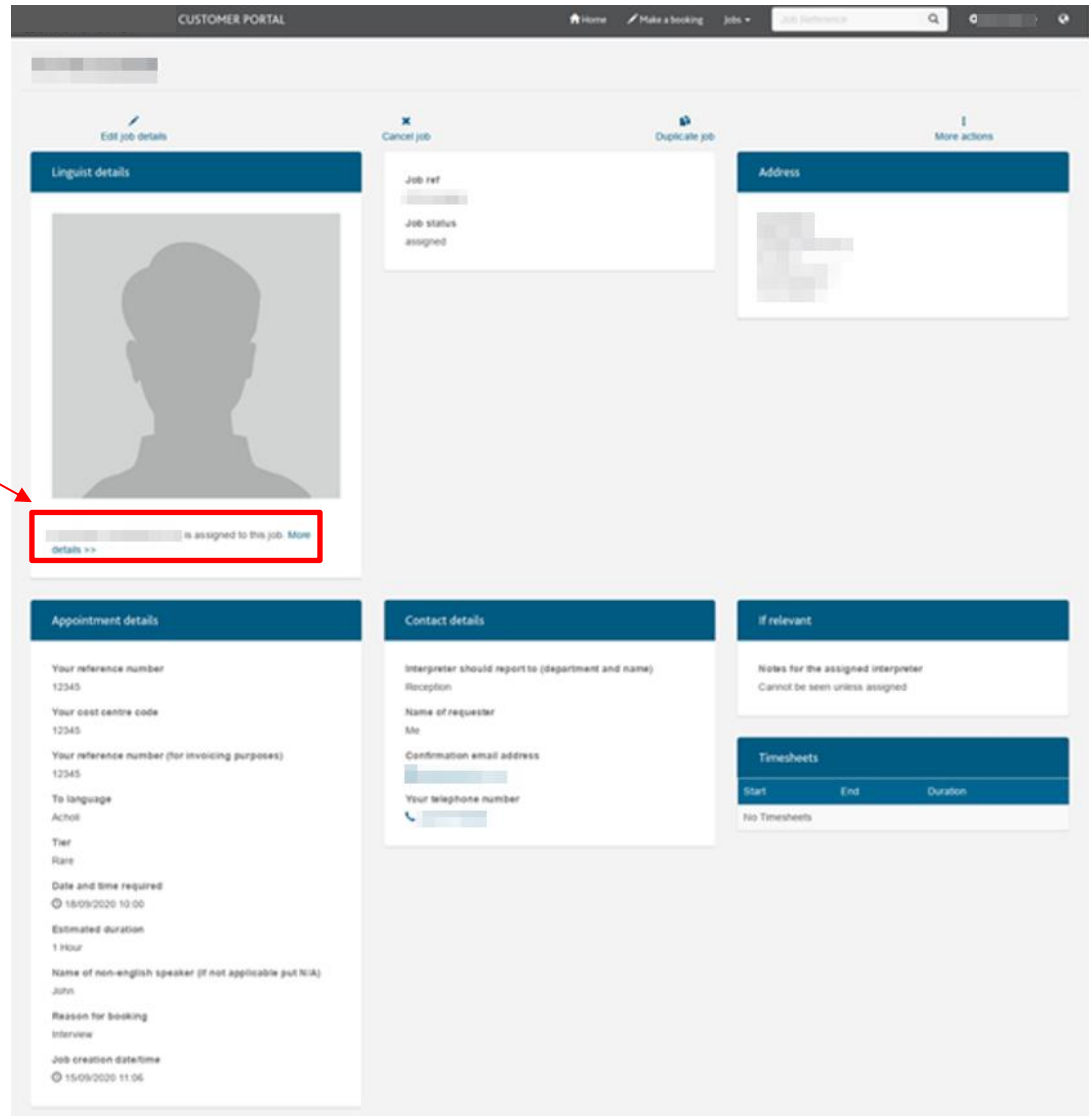
Once an interpreter has been assigned to your booking, you will be able to view a passport style photograph of the interpreter on the ‘Job details’ page so you can identify them in person.

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.





**CUSTOMER PORTAL**

Home Make a booking Jobs

Edit job details Cancel job Duplicate job More actions

**Linguist details**



 is assigned to this job. [More details](#)

**Appointment details**

Your reference number  
12345

Your cost centre code  
12345

Your reference number (for invoicing purposes)  
12345

To language  
Acholi

Tier  
Rare

Date and time required  
15/09/2020 10:00

Estimated duration  
1 Hour

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


Reason for booking  
Interview


Job creation datetime  
15/09/2020 11:06

**Contact details**

Interpreter should report to (department and name)  
Reception

Name of requester  
Me

Confirmation email address  


Your telephone number  


**If relevant**

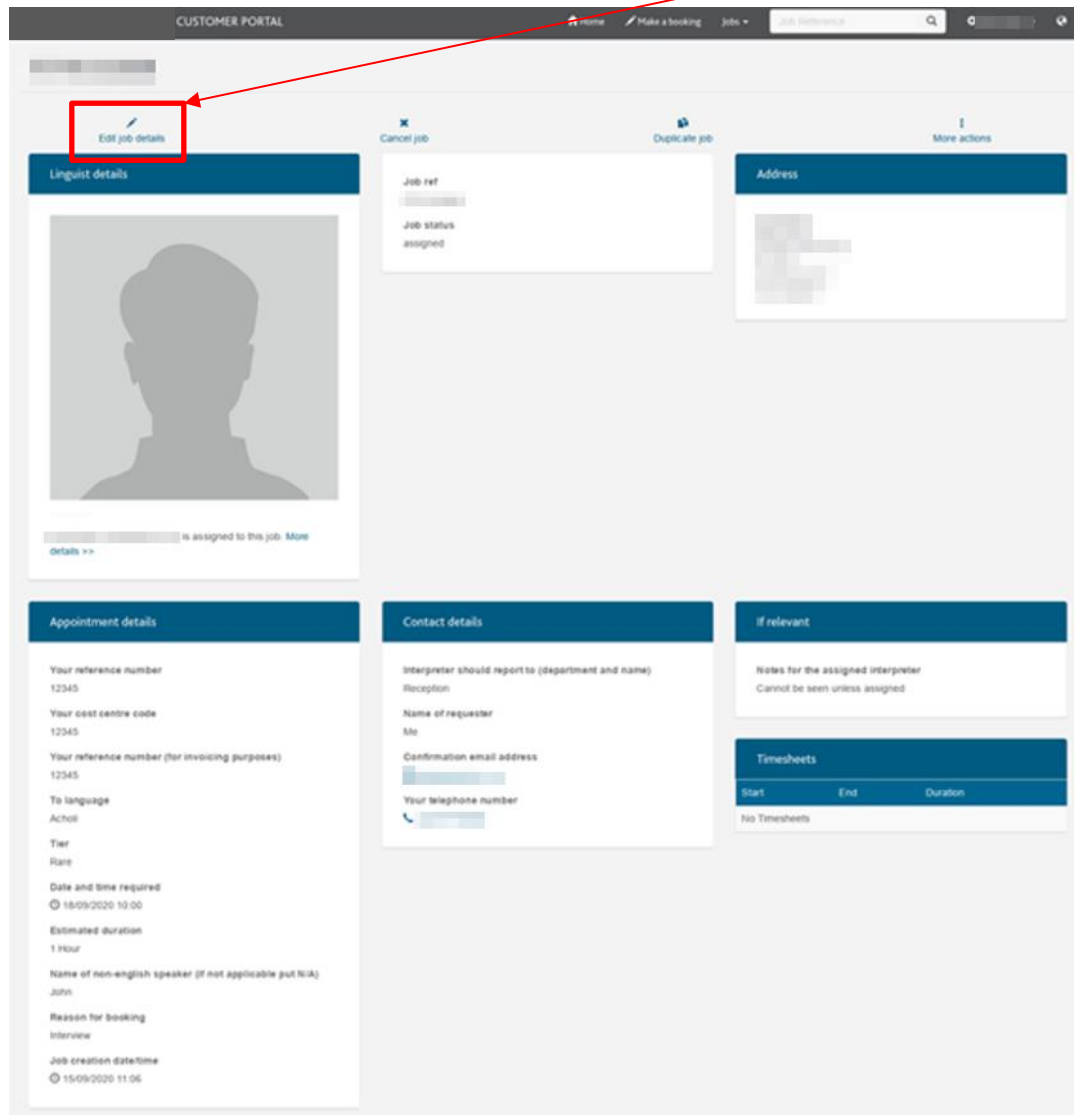
Notes for the assigned interpreter  
Cannot be seen unless assigned

**Timesheets**

Start	End	Duration
No Timesheets		

# 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 is a navigation bar with links for 'Home', 'Make a booking', 'Jobs', and a search bar. Below the navigation bar, the main content area is divided into several sections. A red box highlights the 'Edit job details' button, which is located in the top left corner of the main content area. A red arrow points from the text 'Click ‘Edit job details’ to make updates.' to this button. The main content area is organized into a grid of panels. The top row includes a 'Linguist details' panel with a placeholder image and a 'More details >>' link, a 'Cancel job' button, a 'Duplicate job' button, and an 'Address' panel. The bottom row includes an 'Appointment details' panel with various fields like '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 datetime'. The 'Contact details' panel includes fields for 'Interpreter should report to (department and name)', 'Reception', 'Name of requester', 'No', 'Confirmation email address', and 'Your telephone number'. The 'If relevant' panel includes a field for 'Notes for the assigned interpreter' and a note 'Cannot be seen unless assigned'. The 'Timesheets' panel includes a table with columns 'Start', 'End', and 'Duration', and a row '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.

**CUSTOMER PORTAL** Home Make a booking Jobs Job Reference

**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\* [redacted]

Your telephone number\* [redacted]

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**

# 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.

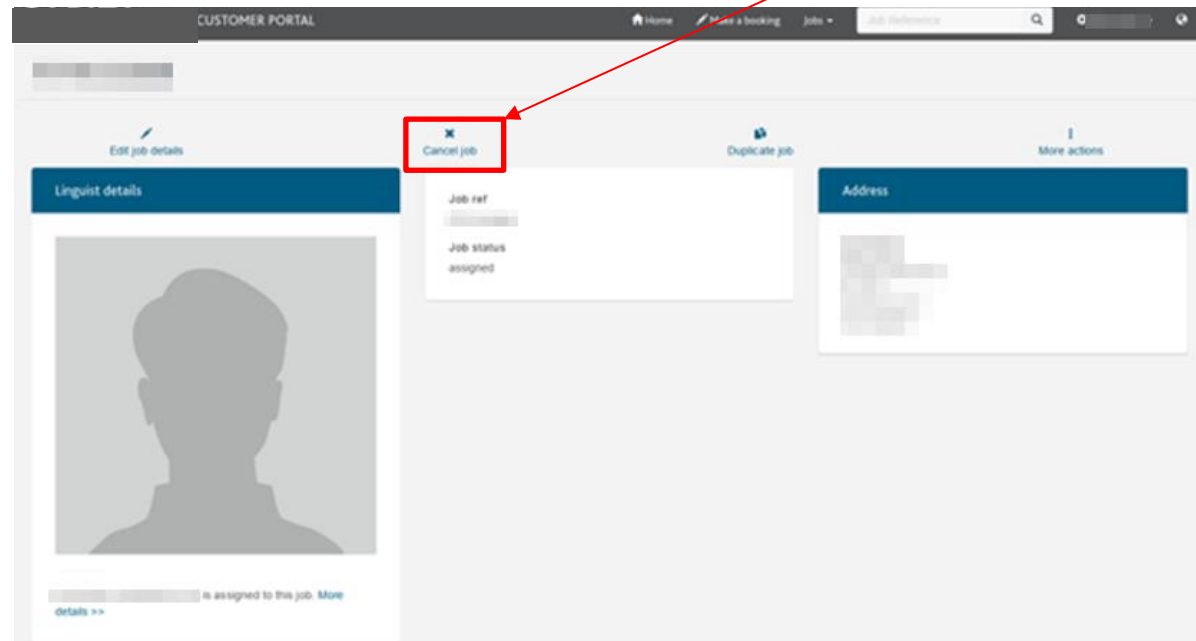
The screenshot shows the 'Job details' page in the 'CUSTOMER PORTAL'. The page layout includes a top navigation bar with links for Home, Make a booking, and Jobs. The main content area is divided into several sections:

- Linguist details:** Includes a placeholder for a linguist's profile picture and a note that a linguist is assigned to this job.
- Appointment details:** Contains fields for reference number, cost centre code, language, tier, rate, date and time required, estimated duration, name of non-english speaker, reason for booking, and job creation datetime.
- Contact details:** Includes fields for interpreter report to, name of requester, confirmation email address, and telephone number.
- Address:** A section for the booking address.
- Timesheets:** A table with columns for Start, End, and Duration, showing 'No Timesheets'.

A red box highlights the 'Duplicate job' button in the top right corner of the page, with a red arrow pointing to it from the text above.

# 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.



← DTP1210264

### Cancel job

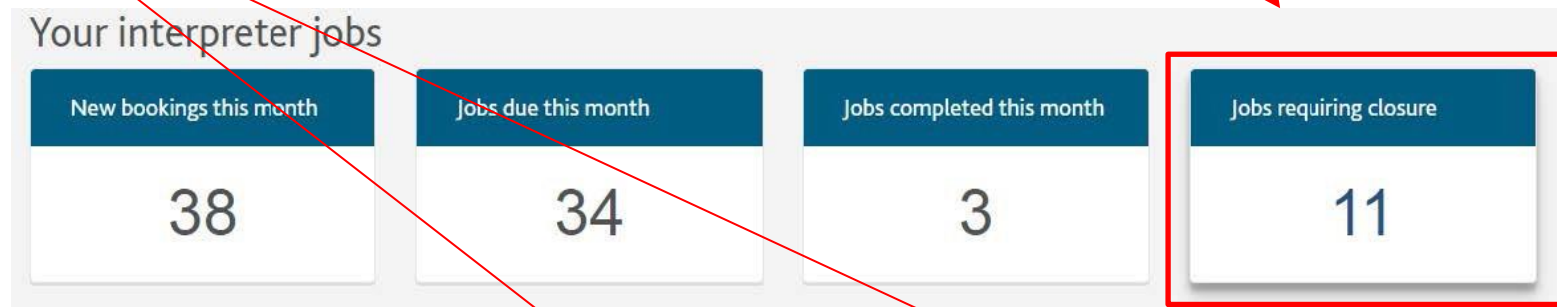
To cancel this job, please enter your name and press the 'Cancel Job' button.

Authorised By

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 Performance

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



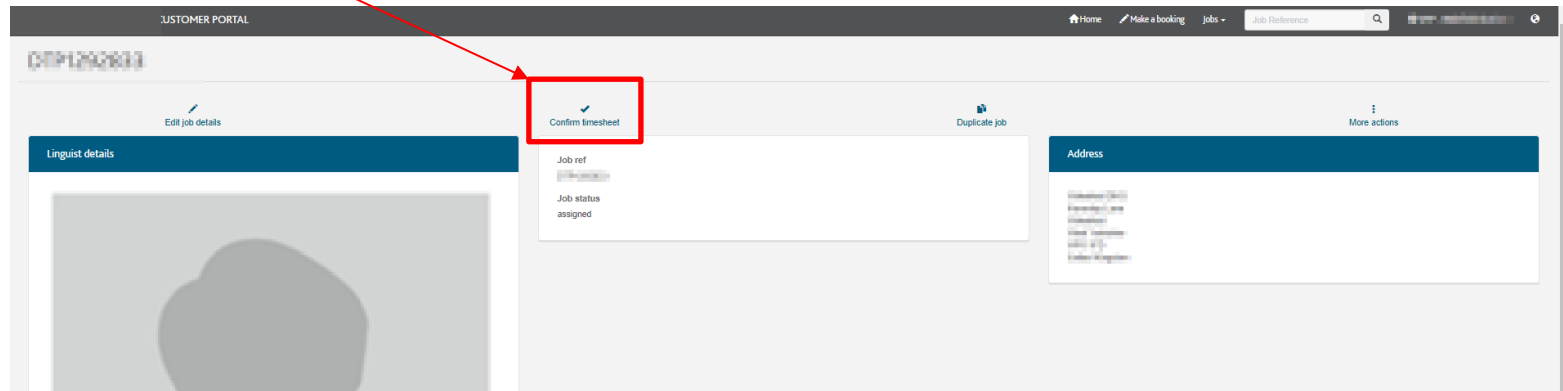
# Closing a job

All of the jobs requiring closure will be presented in table format as shown in the screenshot below. Click on a row to select a job.

CUSTOMER PORTAL								
Jobs requiring closure								
Displaying 1 to 30 of 98.								
Job ref	Address 1	Date and time required	ETA	Estimated duration	Interpreter should report to	Name of non-english speaker	To language	Job status
		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; [interpreting@languageline.co.uk](mailto: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](mailto: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/>

LanguageLine Solutions

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

[clientaccountmanagers@languageline.co.uk](mailto:clientaccountmanagers@languageline.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