

Interpreter Intelligence

Online Booking User Manual

Welcome to Interpreter Intelligence, LanguageLine Solutions' new booking management system for our Face-to-Face Interpreting Service.

The information in the manual will enable you to make new bookings, view and manage your bookings and cancel bookings on-line.

Contents

Accessing Interpreter Intelligence	2
User Profile / Changing your Password	2
Dashboard / Calendar	2
Creating a New Booking	2
The Booking Page	3 & 4
Amending a booking	5
Viewing an existing booking	5
Job Action Menu	5
- <i>Cancelling a job</i>	5
- <i>Creating Follow-up requests</i>	5
- <i>Creating a New Booking</i>	5
Admin	5

Customer Portal

Accessing Interpreter Intelligence

To access the Interpreter Intelligence website simply enter this address into your browser and save it to your favourites. <https://f2f.languageline.co.uk/login/>

Log in using your username and the unique password you have been provided with.

User Profile / Changing your Password

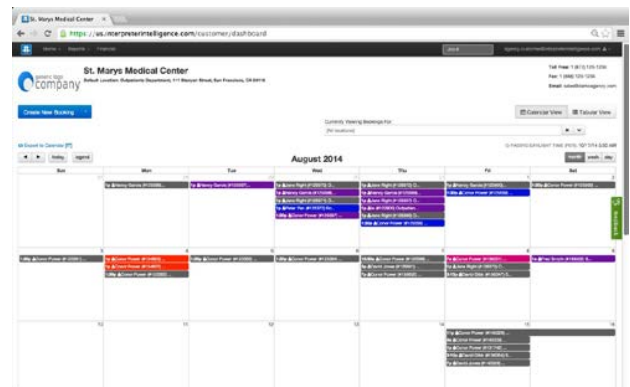
At the top right on the Dashboard page, you will see your username/email address. Click on this link and a drop-down menu will appear below. Select 'User Profile' to change your Password. This will need to be done the first time you log in to our new system and whenever you wish to change your password. Please note your new password must include the following:

Password must have at least one letter, number, and special character: !@#\$%^&

Dashboard / Calendar

When you login you will be presented with a Dashboard screen, in the form of a calendar, which shows all interpreter requests for the current month. You can view bookings for other months by using the arrow keys on the top left of the calendar. You can change the view between month, week or day and also print a Daily Bookings Log. If you switch to 'Tabular View' you will be able to filter interpreter requests – for example to view bookings for a particular location.

The Dashboard/Calendar



Creating a New Booking

If the booking is due to take place within the next 24 hours, please contact the Face-to-Face team at LanguageLine on [0845 310 9900](tel:08453109900) (Option 2, then Option 1).

★ Create New Booking

To make a new booking online you need to be on the main dashboard (calendar view) page. This is the first page that will appear on your screen when you log in. In the top left hand corner you will see the blue 'Create New Booking' button.

Alternatively you can go to the home tab on the top tool bar on the dashboard and select 'Create New'.

The first thing you will be asked for is your PIN: this is the LanguageLine access code that you currently use. Select the appropriate PIN number from the drop down list that will appear as you start to type. Once you have selected this a new booking page will come up.

For More Information Contact Us:
[0800 169 2879](tel:08001692879) / enquiries@languageline.co.uk

The Booking Page

Booking # - Requestor Information Status: NEW

Enter PIN:

Client:

Requested By:

Notification Email:

Notification Email Enabled:

Customer:

PIN/Client: This is your access code and will pre populate from the previous page.

Customer: This will pre populate with your organisation's name.

Requested By: Type the requester's name in the 'Requested By' box and select the name from the drop down options.

Notification Emails: To receive notification emails relating to the job please ensure your correct email address has populated in the box and tick the Notification Email Enabled box.

Service Location

Location: Type, select or create new location

Sublocation: Type, select or create new sublocation

Site Contact:

Venue Information:

Location: If the address for the booking is not already pre-populated, start typing the address or choose your address from the drop-down menu by clicking on the arrow.

Sub-Location:

This is where the booking is actually taking place within the address location. You can either start typing the sub-location information or select from the drop down menu.

Site Contact: Please leave blank.

Venue information: Please enter any information that is relevant for this location (i.e. 'the main door to building is located on the side of the building')

Adding a Location: If your location is not listed in the drop down, you need to add the full address. Do this by clicking on the pencil icon next to the arrow drop down. A new form will appear for you to complete.

Description: Enter the name of the location, i.e.

Hospital, Clinic or School

Street Address: Enter the complete Street Address including building number and postcode. Click the 'Validate' link to match the street address you have entered to the search results returned by the system. Validation must be performed to ensure the new address can be saved. Confirmation is indicated by a tick next to the (?) symbol.

Type: Please change this to 'Service Location'.

Click 'Save Address'.

You will automatically return to the booking form and can now type the address in the location field.

Adding a Sub-Location: If you create a location you must also create a new sub-location. Do this by selecting the pencil icon. A new form will appear. In the 'Description' box enter more specific detail about the location (e.g. second floor/ward name/reception/clinic name).

**For More Information Contact Us:
0800 169 2879 / enquiries@languageline.co.uk**

Appointment Details

Language* ? <input type="text"/>	Additional References
Interpretation Type* ? <input type="text" value="Face to Face"/>	Interviewer Name* <input type="text"/>
# Interpreters Requested* ? <input type="text" value="1"/>	Interviewee Name* <input type="text"/>
Preferred Interpreter* ? <input type="text"/>	Interviewee Gender* <input type="text"/>
Interpreter Gender Required* ? <input type="text" value="[Select Gender]"/>	Interviewee Number* <input type="text"/>
	<input type="button" value="Add Reference"/> <input type="button" value="Add Requirement"/>
	Appointment Details <input type="text"/>

Language: Type the language that you would like to request, or select it from the dropdown list.

Interpretation Type: This automatically defaults to 'Face-to-Face'. Please do not change this.

Interpreters: This will automatically default to one.

Preferred Interpreter: There may be rare occasions when a specific interpreter is preferred for a job. If so, please type the full name of the preferred interpreter (please note that specific interpreters cannot be guaranteed).

Interpreter Gender Required: If you specifically require a male or female interpreter select 'Male' or 'Female' from the drop-down list. If there is no preference please leave this field blank.

Interviewer Name: Please input the name of the person hosting the appointment for example the Doctor.

Interviewee Name: Please input the patient's full name.

Interviewee Gender: Please type the gender of the patient.

Interviewee Number: Input the patient's NHS or Hospital Number

If the information for one of these fields is not available please enter 'N/A'

Appointment Details: Please add any notes relating to the booking that might be useful here.

Calendar

Expected Start Date* ? <input type="text"/>	Expected Start Time* ? <input type="text"/>
Duration Hours* ? <input type="text" value="[Hours]"/>	Minutes* ? <input type="text" value="[Minutes]"/>
Time Zone* ? <input type="text" value="GMT+00:00 Europe/London GMT - Greenwich Mean Time"/>	

Notes

Job Details ?

Expected Start Date: Click in the blank field and select the date of the booking from the pop-up calendar.

Expected Start Time: Please enter the time you require the interpreter to arrive. Be aware that this system uses the 24hour clock and please make sure that both the hours and the minutes are showing correctly

Duration: Enter the estimated duration using the drop downs. Please use both fields (e.g. for a 1 hour booking please enter 1 in the 'Duration Hours' field and 00 in the 'Minutes' field. For a booking requirement of one and a half hours, please enter 1hour in the 'Duration Hours' field and 30 minutes in the 'Minutes' field.

Time Zone: Leave this as your default time zone which should be GMT.

Job Details: Enter any additional information relating to this specific job which could be useful.

Save: Click on the save button at the bottom of the page to submit your booking.

Amendments: If you need to make an amendment to a booking once it has been submitted call the Face-to-Face team on: **0845 310 9900** (Option 2, then Option 1)

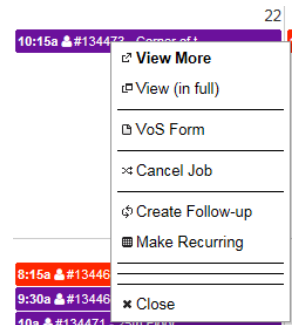
Viewing an existing booking

If you know the Job reference number for the job you would like to view, type it into the 'Job #' search field at the top right of the screen. You can also hover your cursor over a job on the calendar view and additional information will appear. Alternatively you can use the Job Action Menu explained below and click on 'View More' or 'View (in full)'.

Job Action Menu

To access the job action menu click on the job in the calendar view. You will be able to cancel a job, create a follow up appointment or recurring appointments and view a job in full. You will also be able view and print (if necessary) the booking form referred to as VoS Form.

The Job Action Menu



Canceling a Job

If the job you wish to cancel was due to take place within the next 24 hours, please contact the Face-to-Face team at LanguageLine on **0845 310 9900** (Option 2, then Option 1). If you have more than 24 hours' notice to cancel this job it can be cancelled online. Simply left click onto the Job Action Menu and select 'Cancel Job'. Then click on the 'Cancel Job' button.

Creating a Follow-up Request

You can create a follow-up appointment on any previously scheduled request by using the 'Create Follow-up' button from the Job Action menu. Each individual job will have a unique job number but all jobs created in this way will share one booking number.

Select 'Create Follow-up': a new booking page will appear with pre-populated information from the original booking. You need to populate the calendar section with the date, the time, the estimated duration and any booking notes. To save a follow-up request scroll back to the top and hit the blue 'save' button on the left. The job number is situated in the assignments tab on the toolbar.

A screenshot of a web form titled 'Calendar'. It contains several input fields: 'Expected Start Date' with a calendar icon, 'Expected Start Time' with a clock icon, 'Duration Hours' with a dropdown menu, 'Minutes' with a dropdown menu, and 'Time Zone' with a dropdown menu showing 'GMT+00:00 Europe/London GMT - Greenwich Mean Time'.

Creating a Repeating Job Request

To create a recurring appointment select the 'Make Recurring' button using the Job Action Menu. You can repeat every day, for multiple weeks, or monthly.

A screenshot of a web form titled 'Repeat Job'. It includes a 'Repeats:' dropdown set to 'Weekly', a 'Repeat on:' row with radio buttons for S, M, T, W, T, F, S, a 'Recurrence starts on:' date field set to '08/25/14', and an 'Ends:' section with 'After' and 'By' options. A note states 'NOTE: Maximum of 250 recurrences will be created.' and there is a 'Repeat Job' button.

Admin

To set up additional team members for online booking or if you have any administrative queries, **0800 169 2879**, customersupport@languageline.co.uk

For More Information Contact Us:
0800 169 2879 / enquiries@languageline.co.uk