# Interpreter Intelligence

Online Booking User Manual - Interpreters

Welcome to Interpreter Intelligence, LanguageLine Solutions' new booking management system for our Face-to-Face Interpreting Service. The information contained in this document will enable you to manage your bookings, view payments and invoices and manage your personal information.
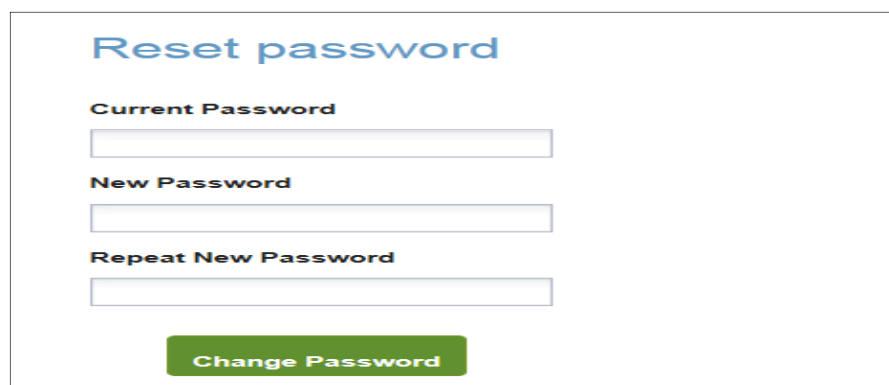
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## 1. Accessing Interpreter Intelligence

To access Interpreter Intelligence simply enter this address into your web browser and save to your favourites:

**https://f2f.languageline.co.uk/login/**

Log in using the **login** and **password** which you will be provided with during the last week of February:



When you first login you will be prompted to change your password, and the following screen will appear:



Please note that the new password will need to consist of the following criteria:

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

### Internet Browser Support

Interpreter Intelligence is supported by the following browser versions for accessing the application:

- Google Chrome
- Safari 4+
- FireFox 2+
- Internet Explorer 8+

If you have the option, Google Chrome is recommended for the best user experience.

## 2. Dashboard

When you log in to Interpreter Intelligence, you will see your Dashboard which will display your name, Interpreter ID code and address in the top left hand corner. Your user name will appear in the top right hand corner and a down arrow which can be used to logout of the system when you have finished your session.
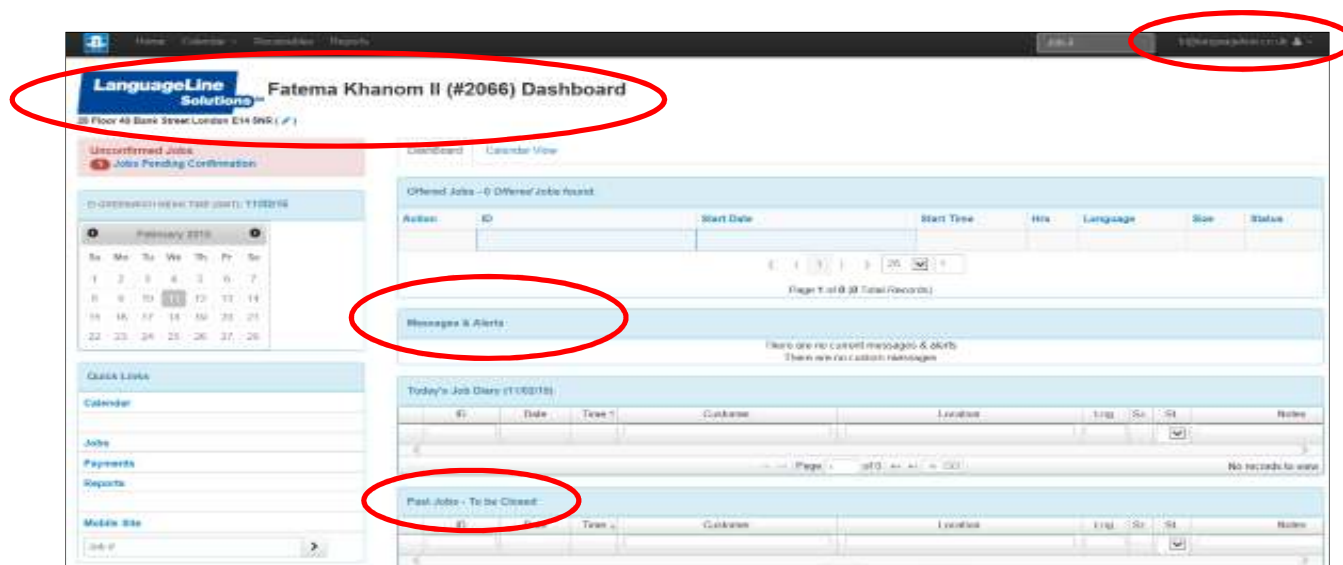


### Offered Jobs
This area is not currently in use

### Messages & Alerts
This section will be used by the LanguageLine team to post information, news or updates for all interpreters. It could contain important information that we need to convey to you. Click on the message to open and view.

### Today's Job Diary
Shows bookings that you are assigned to for a specific day and allows you to view booking details 'at a glance'. The date can be changed by clicking on the calendar to the left.

### Unconfirmed Jobs/Jobs Pending Confirmation
This area is not currently in use

### Past Jobs
This displays bookings which occur in the past and have not yet been closed by the administration team. You should check this list to ensure that all paperwork has been returned in readiness for processing payments.

### Quick Links
This section allows quick navigation to other areas of the portal and view your bookings.

### Calendar (Quick Links)
This gives the option of viewing bookings either in a calendar or tabular view.

# 3. Booking Management

Bookings that have been accepted appear in grey on the date they are due to occur with headline information about the appointment. If you hover over the booking you will be able to see the booking details.
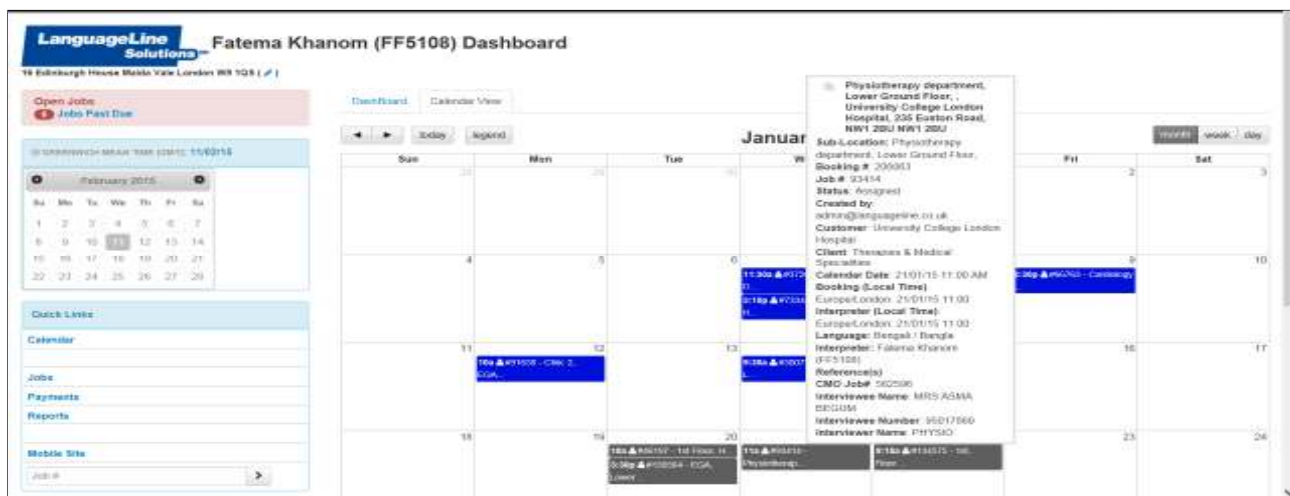




## Tabular View

This displays all bookings and allows filtering by the criteria listed below. To filter, type the required criteria into the blank box at the top:

Booking ID
Job Date
Job Time
Customer
Booking Location
Language
Booking Status
Job Reference

Booking Status Abbreviations – your bookings will be assigned to one of the following status:

**ASS** - Assigned
**CLS** – Closed  (Please note bookings will not be marked as Closed on the system until signed booking documentation has been returned and processed for payment).
**CAN** – Cancelled

## 4. Booking Documentation

### Access Booking information and Verification of Service (VoS) form (Interpreter Assignment Form)

Once the assignment has been accepted verbally and is visible on your portal, you will have access to the following options by right clicking on the relevant booking:
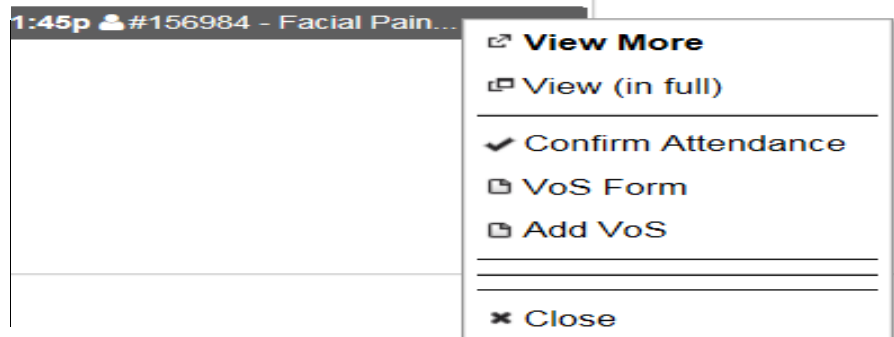


### View More
Invokes pop-up window containing a summary of job details.

### View (in full)
View the complete job details.

### Confirm Attendance
This functionality is not currently in use and no action is required to confirm a booking which has already been verbally agreed.

### VoS Form
Displays a preview of the Verification of Service form which can be printed or saved as PDF.
Booking forms will continue to be sent out via email after you have verbally accepted the offer.

**Add VoS**

This functionality is not currently in use. VoS forms should continue to be sent in for processing by email to f2fbookings@languageline.co.uk

# 5. Payment Information

## View Receivables

Click on the *'Receivables'* tab on the top of your dashboard or on *'Payments'* from your quick links.



This will allow review of payments/invoices which have been generated from the completed bookings where paperwork has been submitted:
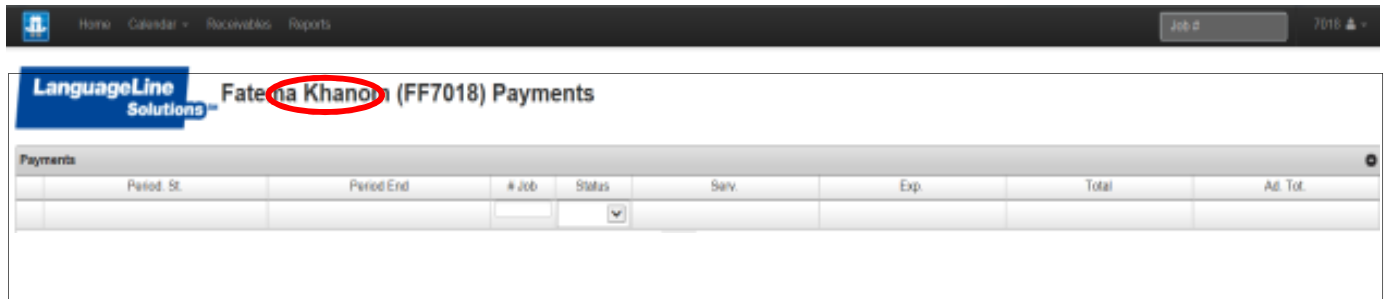


Select the orange action icon on the row of the invoice and *'View'* to preview the invoice for the date range you require. Each booking plus any payable expenses will be displayed.

## Reports

This area is not currently in use.



## 6. Manage Personal Information

Your registered address with us will appear in your Dashboard as below. To access further information held click on the *'pen'* icon:



You will see the following tabs:

## Personal Information

This tab will display the personal information held on your profile. You will be able to amend the following:

- Telephone numbers
- Email Address
- Postal Address (enter your full address and postcode into the *'Street Address'* field and click validate)

Please ensure you always choose 'Save Information' to register changes.



## Financial Information

This tab will display bank details, National insurance and Unique Tax Reference number (HMRC issued for self-employed individuals). These fields can be edited but please ensure you choose 'Save Information' to register changes.



## Employment

This tab will display any passport and visa details we hold for you. Please note this will not be applicable for all interpreters.

## Qualification/Hierarchy Criteria

This will display the sector you are registered to work under - Health, Police or a combination of both.



The *'pen'* icon allows you to upload a copy of a valid passport or other documents to prove eligibility work in the UK. Please remember to click *'save'*.



## 7. Manage Availability

### Availability

This area is used to update any periods during the week when you are regularly not available to work for us. To amend, click the relevant day/time slot on the calendar and drag to cover the period you are not available for.

Changes to availability can be amended by clicking on the delete icon.

## Not Available

This area is designed to manage short or 'ad hoc' periods of absence like holidays or certain days you know in advance you won't be able to accept work.

You can select a date range using the *'Start Date'*, *'End Date'* and *'All Day'* fields to mark yourself unavailable for your selection before choosing *'Save Information'*.

Alternatively, you can click and drag your mouse across your chosen date range on the calendar before choosing *'Save Information'*.

Your profile will make you unavailable for bookings during selected dates and once this period has lapsed you will become visible for bookings again.

If you do not wish to receive calls for future bookings during your absence, please speak to your Quality Coordinator on 020 7 715 2715.

Please ensure you always choose *'Save Information'* to register changes.

## Out of Office

This function will render your profile inactive and you will not receive any booking calls at all.

Before you use this function, you must contact the Language Resources department to inform and agree on a possible return date.

## Configuration

This area allows you to change your password for Interpreter Intelligence. Please ensure you choose *'Save Information'.*

# 7. Frequently Asked Questions

### Will I continue to receive my booking forms in an email as before?
You will continue to receive your VoS (booking form) attached to your job confirmation email. You can print your VoS form either from your email or via your portal.

### How will I be allocated bookings?
Bookings will be allocated using the standard process. The Face to Face team will call you and once you verbally accept, a confirmation email will be sent and the job will appear in your portal.

### Will the allocation process change?
No – our allocation process will continue to function using proximity to the client location as the basis for selection. You may see some changes to the type of bookings you are offered due to the changeover.

### Can I cancel a booking on via the portal?
No, please call the Face to Face team as soon as possible on 0300 313 0010 (open 24hrs).

### Is my old FF ID code still valid?
Your old FF ID code is still valid and will appear in your VoS form along with your name, however you will be issued with a new ID code generated by Interpreter Intelligence, both will appear on the left hand side of the User Profile screen.

**Name (ID)**
Fatema Khanom (FF7018) #752

### Will I need a new ID Badge?
You will not be issued with a new ID badge at this point, however when your existing ID badge expires we will issue you with a new badge which details your new ID code.

### How long can I be absent for?
You can manage your holidays and absences as detailed above. If you want to take extended leave (8 weeks or more), please contact the Language Resources team.

### When I receive messages in my portal can I reply back to them?
You will not be able to reply directly to messages posted on your portal, however you should open the messages, read and take any necessary action.

### How can I change my password?
You can reset your password by going to the "Configuration" Tab and changing password and clicking save. If this does not work then please contact the Language Resources Team on lr@languageline.co.uk /0207 715 2715.

### Changing bank details
When you change your bank details please allow up to 5 working days for the change to take effect. In order for your next payment to be made into your updated bank account, your update must be made before the 10th of any month.