

Interpreter Intelligence Face-to-Face Interpreting Online User Guide

Accessing LanguageLine portal for F2F

You can access LanguageLine F2F portal by entering the link below into your internet browser

<https://f2f.languageline.co.uk/login/>

Log in with your username and your password. If you have forgotten or lost your password use the 'recover it here' button on the landing page.

Making 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 **0800 169 2879** (Option 2, then Option 1).

To make a new online booking select the 'Create New Booking' button

★ Create New Booking

Enter your PIN: This is your Access or ID code, usually 6 digits

Complete the booking page, ensuring that all mandatory fields are populated.

The mandatory fields are:

- **Requested By** – Start Typing your name or choose your name from the drop down
- **Location** – Select the address of the job
- **Sub Location** – Select or add the sub location within the address venue, where the job will take place, i.e. Reception, Ground Floor West Wing, Mary Ward
- **Language** – Use drop downs to select the language that you require
- **Interviewer Details** – Please enter the name of consultant/nurse
- **Patient Details** – Please enter the patient's NHS/Hospital number and gender - **NO NAME**
- **Expected Start Date** – Click in the box and use the calendar to select required date
- **Expected Start Time** – Type the desired time using the 24 hour clock
- **Duration Hour and Minutes** – Using the drop downs select the hours and the minutes for the estimated duration of the job

Ensure you save the booking at the bottom of the page

Save

Calendar View

To view all jobs (yours and your team's), go to the Home toolbar and select 'Dashboard'. You will be able to create follow-up appointments and find out further information on jobs by using the Job Action Menu. First identify the job on the calendar view and left click on the job. This will bring up the menu to 'Create Follow-up' appointments, 'View More' (additional information about the job) and 'Cancel a job'.

Cancellations

If the job you wish to cancel falls in a short notice cancellation period (24 hours or less) you will need to call the face-to-face team on **0800 169 2879**. If you have more than 24 hours' notice to cancel the job, you can do this online. To cancel online identify the job in the calendar view and left click on the job. You can then select the 'Cancel Job' option.

For any amendments you will need call the face-to-face team.

Admin

To set up team members for online booking, please email the Client Services Team:

customersupport@languageline.co.uk and give your full name, full phone number, email address and

access code(s) you will need access to in order to book interpreters.

For admin queries, please call the Client Services team on 0800 169 2879.