Face-to-Face Interpreting
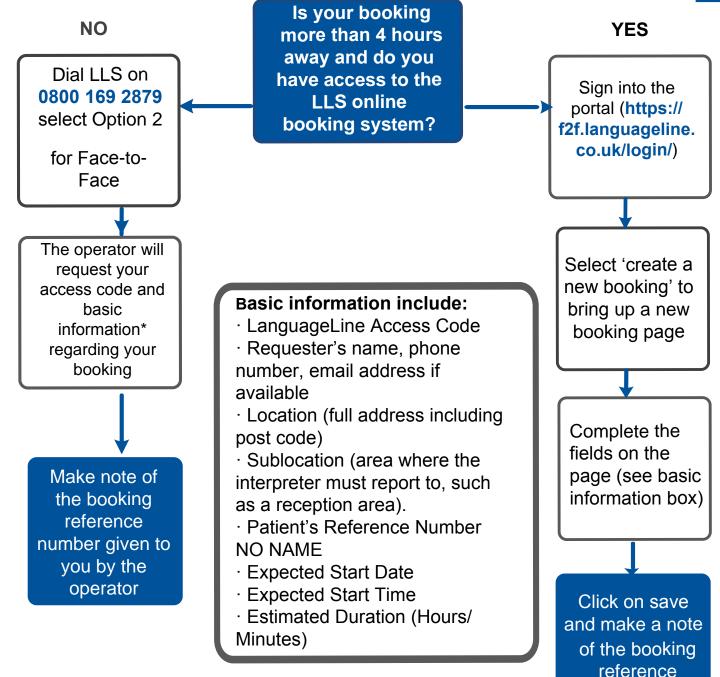
LanguageLine Solutions SM

Is your booking more than 4 hours away and do you have access to the LLS online booking system?

NO

Dial LLS on **0800 169 2879** select Option 2

for Face-to-Face

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The operator will request your access code and basic information* regarding your booking

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Make note of the booking reference number given to you by the operator

YES

Sign into the portal (**https:// f2f.languageline. co.uk/login/**)

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Select 'create a new booking' to bring up a new booking page

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Complete the fields on the page (see basic information box)

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Click on save and make a note of the booking reference number

Basic information include:
· LanguageLine Access Code
· Requester's name, phone number, email address if available
· Location (full address including post code)
· Sublocation (area where the interpreter must report to, such as a reception area).
· Patient's Reference Number NO NAME
· Expected Start Date
· Expected Start Time
· Estimated Duration (Hours/ Minutes)

February 2020