

ONLINE USER GUIDE

Customer Services Contact Info: bookings@empire-groupuk.com

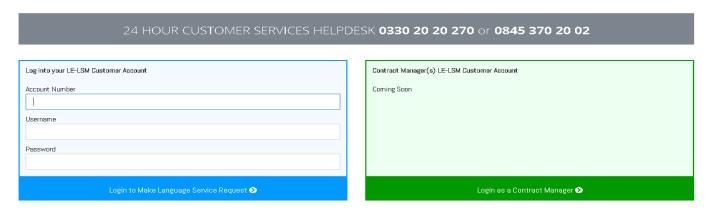
Tel: 0330 20 20 270

www.language-empire.net

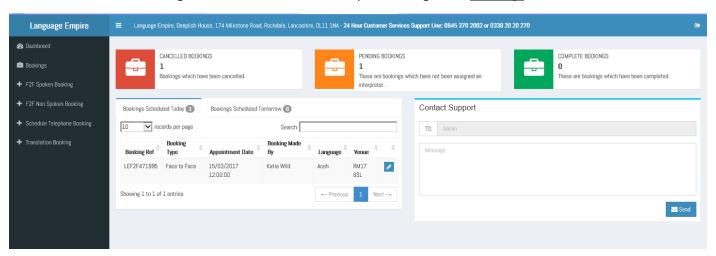
Language Empire Online Booking User Guide

In order to make, manage, track and cancel a linguist request, please sign into Language Empire's Online LE-LSM portal.

- 1. Open your web browser and search for www.language-empire.net
- 2. Enter your login details, this will be an **Account Number**, **Username** and **Password**. Your online account details are shared by those in your team. If you do not have this information, these can be requested from our Customer Service team via email to; bookings@empire-groupuk.com or by phone; 0330 20 20 270.



3. When you have successfully signed in, from here you can view all bookings made by your team. You are able to search for bookings and track the status of a request through the "Bookings" section.



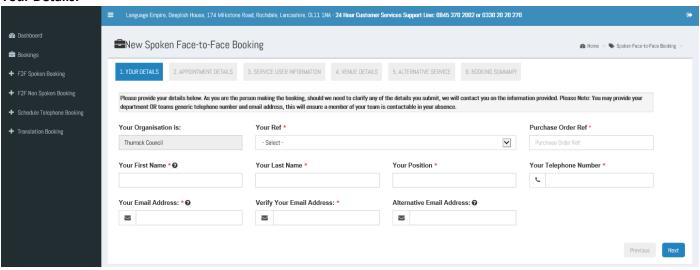
- 4. In order to make a new language request, you are required to select the service in which you require from the list on the left hand side of the screen. Please note the difference between services:
 - F2F Spoken Booking Face to Face Community Languages: Polish, Chinese etc.
 - F2F Non-Spoken Booking Face to Face BSL, Lip Reading etc. For those who are not hearing.
 - Scheduled Telephone Booking Telephone service where more than 30 minutes notice is provided.
 - Translation Booking Translation of a document or audio.
- 5. After selecting the service you wish to request, the online booking form will then load on your screen. You are required to complete the online booking form in full in order for your booking to be processed.

Please see the step by step guide below in order to make a Face to Face Spoken Booking.

(Please use the same guide for <u>Face to Face Non-Spoken</u> Bookings, however be sure to select the correct Booking form).

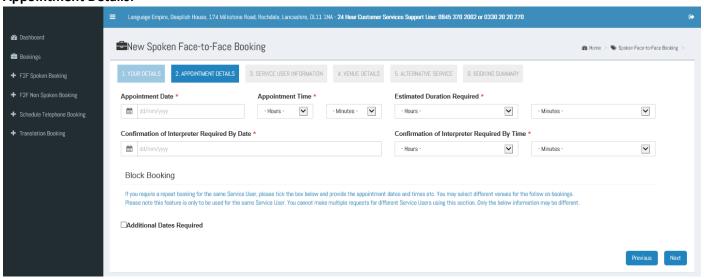
Step 1.

Your Details:



Your Organisation	Pre-filled to your organisation
Your Ref	Please select your team name from the drop down list. (If a free text box appears, please write the name of your department in here)
Purchase Order Ref	This may be pre-filled based upon your organisation. If it is not, you are required to enter your Purchase Order/Budget/Cost Code here
Your First Name / Your Last Name / Your Position / Your Telephone No	As States
Your Email Address	We will send acknowledgment / confirmation of the booking to you via email
Verify Your Email Address	This must be entered exactly the same as the previous field to verify your email address. You cannot copy and paste this information
Alternative Email Address	If you are going on annual leave or will be off, we can confirm a booking to another email address

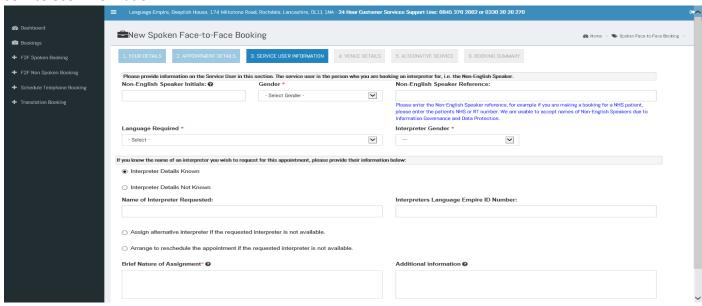
Step 2. Appointment Details:



Appointment Date	Please use the calendar to select the date of the appointment
Appointment Time	Please select from the 24 hour clock, the time of the appointment
Estimated Duration	Please advise the estimated duration for the booking, you can use hours and/or minutes
Confirmation of Interpreter	Please state the latest date in which you require confirmation of your interpreter booking, this may
Required By Date	be so you can send out appointment letters, book rooms etc.
Confirmation of Interpreter	Please state the time in which you need to know by, selecting the time from the 24 hour clock
Required By Time	
Block Booking	Where you need to make a Block Booking for the same service user, you can use this feature to
	add in the additional dates and times

Step3.

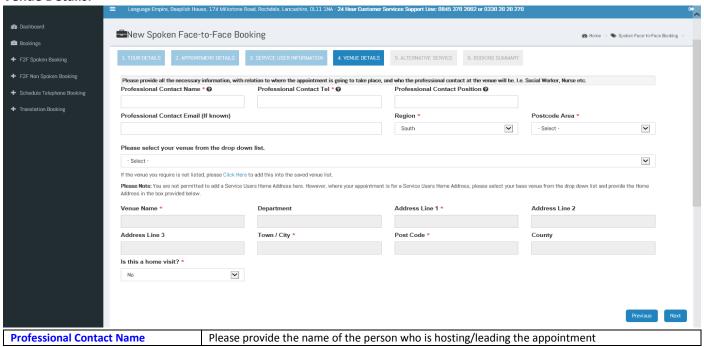
Service User Information:



Non-English Speaker Initials	In line with Data Protection guidelines, we only accept service user's initials. Please ensure there
	are no spaces here
Gender	Please select the gender of the service user and identify if they are an adult or child under 18
Non-English Speaker Reference	This can be an NHS number / Case Reference number, this is only to help yourself identify who the
	booking is for. It may be prefilled to N/A based on your organisation.
Language Required	Please select the spoken language required, making note of any specific dialects. (On the Non-
	Spoken Booking Tab, all your Non-Spoken Languages will be displayed)
Interpreter Gender	Please identify if you require a Male/Female or either gender for your appointment
Interpreter Details Known/Not	If you know the details of an interpreter who you wish to request, please identify their name or ID
Known	number
	You should then identify if details have been provided, what you would like us to do, should that linguist not be available
Brief Nature of Assignment	You are required to provide a brief explanation as to what the interpreter is required for, i.e. LAC
	Review, Appeals, GP appointment, Assessment etc. Please Note, anything written in this section,
	will be printed on the linguists job sheet
Additional Information	Any other information which you feel we may need to know. You may state not to send a particular
	interpreter in this section as this is for Language Empire's use only

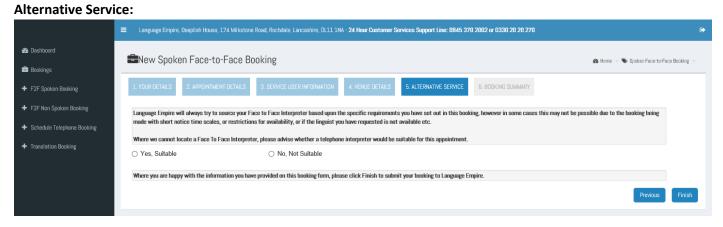
Step 4.

Venue Details:



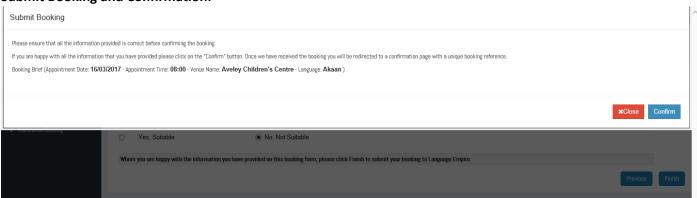
Professional Contact Tel	Please provide the above persons direct contact number, if we need to get hold of them, this will be done with ease
Professional Contact Position	Please provide the position of the professional, i.e. social worker, nurse etc.
Professional Contact Email	If known, please provide the professionals email address where we will also confirm the booking to them
Region	This is your location area, please select from the options available
Postcode Area	Please select the postcode area in which the appointment will be taking place
Venue Details	Please select from the list of saved addresses where the interpreter is to attend. If the venue you require is not listed, you are able to add this venue in yourself. Please DO NOT add in any Home Addresses, this is in breach of Data Protection Guidelines
Home Visit	If the appointment is to be held at a home address, please select your base address from the saved address list and then tick the box, "Is this a home visit? YES" and enter the full address details including postcode

Step 5.



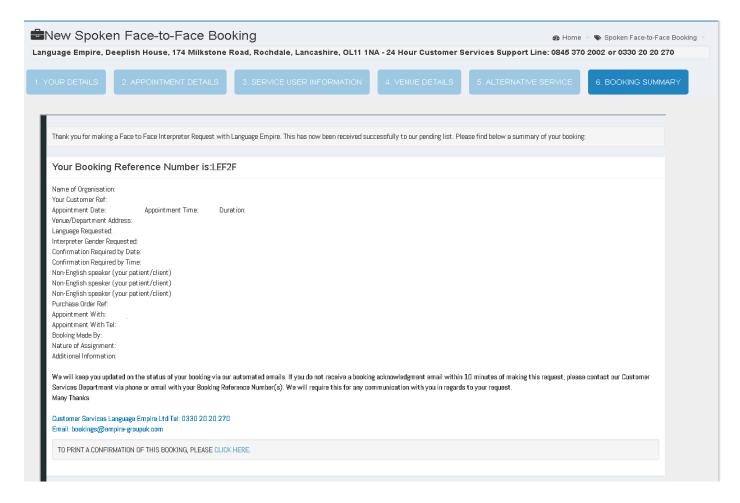
You will then be asked if an alternative service would be suitable should we not be able to allocate your first requested service.

Step 6. Submit Booking and Confirmation:



You will then be shown a summary screen which shows you: the **date, time, language** and **venue** that you have requested before submitting your request to us.

When happy, click "Confirm", this will then generate your unique booking ref number. An email confirmation will be received to all email addresses you provide.



Upon submitting this request to Language Empire you will be given a unique **Booking Reference** number which allows you to identify your request. This is important and our team will always ask you for this.

You will then receive an email acknowledgement to summarise all the information you have provided.

A second email will arrive when we are able to confirm your linguist, which will state their name and gender on your confirmation email.

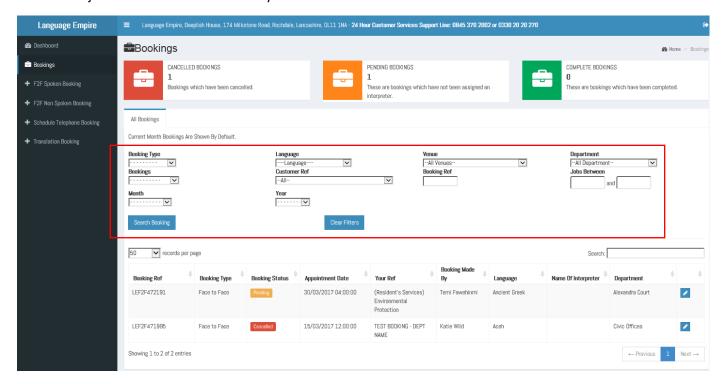
For any queries please contact our Customer Services team directly, who will be happy to help you through this process, via: email, bookings@empire-groupuk.com or phone, 0330 20 20 270.

To **Cancel** a Face To Face Booking:

A. Online

You can cancel a booking directly online or by emailing our customer services team.

- 1. Sign into the LE-LSM2 Portal. Select **Bookings Tab** on the left side of the screen.
- 2. Here you will see a list a booking by your team/organisation.
- **3.** In order to cancel the booking, search for the Booking Reference number or use the search features to find the job based on the information you know.



- **4.** When you have found the booking, open this up by clicking on the pencil icon to the right hand side of the booking. This will then display all details of that booking.
- **5.** In order to cancel scroll down to the bottom of the summary, where you will see the section to complete to cancel the booking. This must be completed in full.



6. When the cancellation has been processed, you will receive an email notification confirming this has been cancelled.

B. Email

In order to cancel a booking via email, you must provide as a minimum:

- Your Name
- Your Contact Number
- The Booking Reference Number
- The Reason for cancellation.

Where you do not have the booking Reference Number, we need the language, date and time, and venue of the booking.

Send the cancellation email to: bookings@empire-groupuk.com

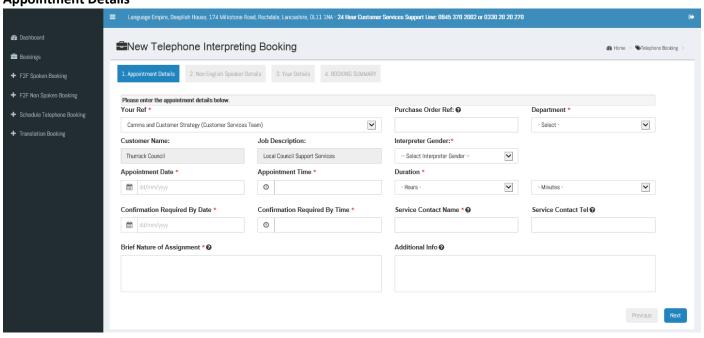
Please see the step by step guide below in order to make a **Scheduled Telephone Booking**

For any pre-planned appointments, you can make a Scheduled Telephone Request.

We generally require a minimum of **30 minutes** notice for this type of booking.

Step 1.

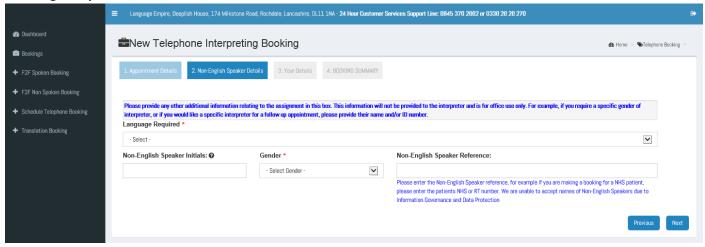
Appointment Details



Your Ref	Please select your team name from the drop down list. (If a free text box appears, please write the
	name of your department in here)
Purchase Order Ref	This may be pre-filled based upon your organisation. If it is not, you are required to enter your
	Purchase Order/Budget/Cost Code here
Department	Please select your team name from the drop down list. (If a free text box appears, please write the
	name of your department in here)
Customer Name	Pre-filled to your organisation
Job Description	Pre-filled
Interpreter Gender	Please identify if you require a Male/Female or either gender for your appointment
Appointment Date	Please use the calendar to select the date of the appointment
Appointment Time	Please select from the 24 hour clock, the time of the appointment
Duration	Please advise the estimated duration for the booking, you can use hours and/or minutes
Confirmation Required By Date	Please state the latest date in which you require confirmation of your interpreter booking, this may
	be so you can send out appointment letters, book rooms etc.
Confirmation Required By Time	Please state the time in which you need to know by, selecting the time from the 24 hour clock
Service Contact Name	Please provide the name of the person who is hosting/leading the appointment
Service Contact Tel	Please provide the above persons direct contact number, if we need to get hold of them, this will be
	done with ease
Brief Nature of Assignment	You are required to provide a brief explanation as to what the interpreter is required for, i.e. LAC
	Review, Appeals, GP appointment, Assessment etc. Please Note, anything written in this section, will
	be printed on the linguists job sheet
Additional Info	Any other information which you feel we may need to know. You may state not to send a particular
	interpreter in this section as this is for Language Empire's use only

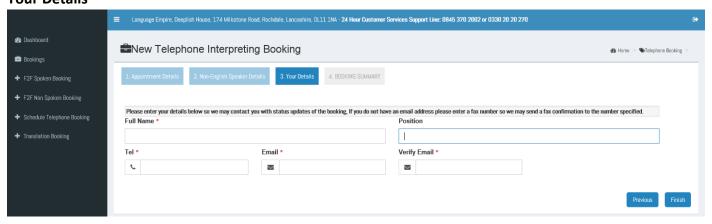
Step 2.

Non-English Speaker Details



Language Required	Please select the spoken language required, making note of any specific dialects
Non-English Speaker Initials	In line with Data Protection guidelines, we only accept service user's initials. Please ensure there
	are no spaces here
Gender	Please select the gender of the service user and identify if they are an adult or child under 18
Non-English Speaker Reference	This can be an NHS number / Case Reference number, this is only to help yourself identify who
	the booking is for

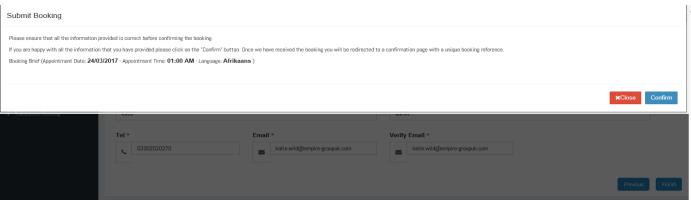
Step 3. Your Details



Your Name	As States
Your Position	As States
Your Contact Number	As States
Your Email Address	We will send confirmation of the booking to you via email
Verify Your Email Address	This must be entered exactly the same as the previous field to verify your email address. You cannot
	copy and paste this information

Step4.

Confirmation



Upon submitting this request to Language Empire you will be given a unique **Booking Reference** number which allows you to identify your request. This is important and our team will always ask you for this.

You will then receive an email acknowledgement to summarise all the information you have provided.

A second email will arrive when we are able to confirm your linguist, which will state their name and gender on your confirmation email.

For any queries please contact our Customer Services team directly, who will be happy to help you through this process, via: email, bookings@empire-groupuk.com or phone, 0330 20 20 270.

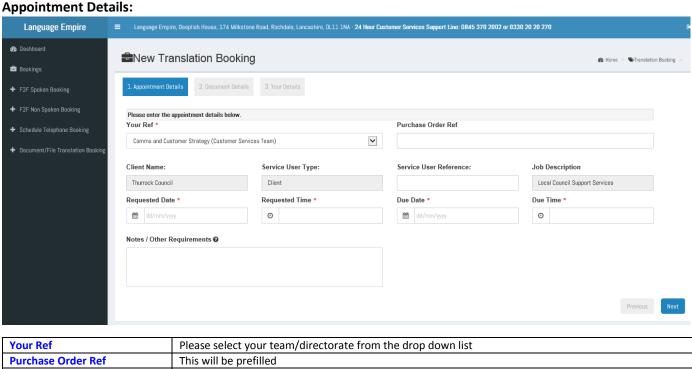
Please see the step by step guide below in order to make a <u>Document Translation</u> <u>Request</u>

Document Translation requests can be requested through the online portal by selecting "Translation" from the left side of the screen, once logged in.

You are required to complete the online booking form and all relevant fields.

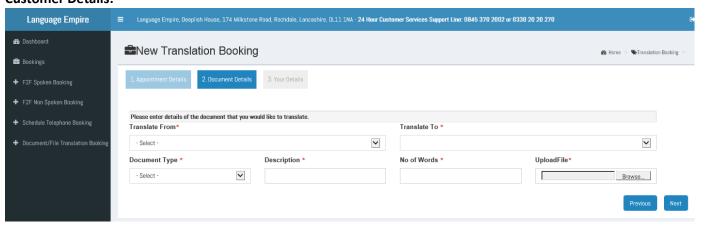
The portal is secure and your documents are handled securely.

Step 1.



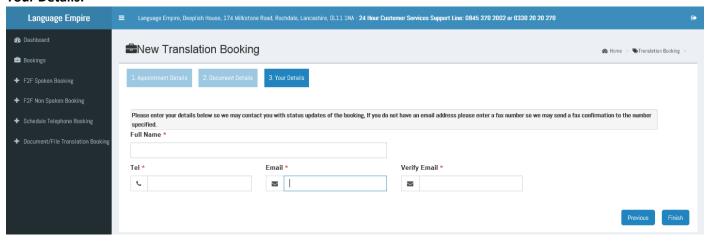
Your Ref	Please select your team/directorate from the drop down list
Purchase Order Ref	This will be prefilled
Client Name	This is prefilled
Service User Type	This is prefilled
Service User Ref	This will be marked as N/A – used for your own purpose to identify who the service user is
Job Description	This is prefilled
Requested Date	The date you requested the service
Requested Time	The time you requested the service
Due Date	Please state the date you require the translated document back by
Due Time	Please state the time you require the translated document back by
Notes/Other Requirements	Please specify any other information you feel may be important to us

Step 2.
Customer Details:



Translate To	Please advise of the language you wish the document to be translate to
Document Type	State the type of document you have sent
Description	Provide a short description as to what the document is, i.e. appointment letter
No of Words	Approximately how many words the document includes
Upload File	As states, please upload the document you require translating, this is all handled securely in line with our data protection policy

Step 3. Your Details:



Full Name	Your full name
Telephone Number	Your direct contact number
Email Address	Your email address
Verify Email Address	Please verify your email address

Upon submitting this request to Language Empire you will be given a unique **Booking Reference** number which allows you to identify your request. This is important and our team will always ask you for this.

You will then receive an email acknowledgement to summarise all the information you have provided.

Your Document will then be returned back you by the required date and time through the online portal.

For any queries please contact our Customer Services team directly, who will be happy to help you through this process, via: email, bookings@empire-groupuk.com or phone, 0330 20 20 270.