



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](tel:03302020270).

24 HOUR CUSTOMER SERVICES HELPDESK [0330 20 20 270](tel:03302020270) or [0845 370 20 02](tel:08453702002)

Log into your LE-LSM Customer Account

Account Number

Username

Password

Login to Make Language Service Request

Contract Manager(s) LE-LSM Customer Account

Coming Soon

Login as a Contract Manager

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.

Booking Ref	Booking Type	Appointment Date	Booking Made By	Language	Venue
LEF2F471995	Face to Face	15/03/2017 12:00:00	Katie Wild	Aceh	RM17 BSL

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 Face to Face Non-Spoken Bookings, however be sure to select the correct Booking form).

Step 1.

Your Details:

The screenshot shows the 'New Spoken Face-to-Face Booking' form. The left sidebar contains navigation options: Dashboard, Bookings, F2F Spoken Booking, F2F Non Spoken Booking, Schedule Telephone Booking, and Translation Booking. The main content area has a breadcrumb trail: Home > Spoken Face-to-Face Booking >. Below the breadcrumb are six tabs: 1. YOUR DETAILS (active), 2. APPOINTMENT DETAILS, 3. SERVICE USER INFORMATION, 4. VENUE DETAILS, 5. ALTERNATIVE SERVICE, and 6. BOOKING SUMMARY. A note states: 'Please provide your details below. As you are the person making the booking, should we need to clarify any of the details you submit, we will contact you on the information provided. Please Note: You may provide your department OR teams generic telephone number and email address, this will ensure a member of your team is contactable in your absence.' The form fields are: Your Organisation is: (Thurrock Council), Your Ref * (- Select), Purchase Order Ref * (Purchase Order Ref), Your First Name * (), Your Last Name * (), Your Position * (), Your Telephone Number * (), Your Email Address: * (), Verify Your Email Address: * (), and Alternative Email Address: (). 'Previous' and 'Next' buttons are at the bottom right.

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:

The screenshot shows the 'New Spoken Face-to-Face Booking' form, Step 2: APPOINTMENT DETAILS. The left sidebar is the same as in Step 1. The breadcrumb trail is: Home > Spoken Face-to-Face Booking >. Below the breadcrumb are six tabs: 1. YOUR DETAILS, 2. APPOINTMENT DETAILS (active), 3. SERVICE USER INFORMATION, 4. VENUE DETAILS, 5. ALTERNATIVE SERVICE, and 6. BOOKING SUMMARY. The form fields are: Appointment Date * (calendar icon, dd/mm/yyyy), Appointment Time * (- Hours - [v], - Minutes - [v]), Estimated Duration Required * (- Hours - [v], - Minutes - [v]), Confirmation of Interpreter Required By Date * (calendar icon, dd/mm/yyyy), Confirmation of Interpreter Required By Time * (- Hours - [v], - Minutes - [v]), and Block Booking (checkbox). A note states: 'If you require a repeat booking for the same Service User, please tick the box below and provide the appointment dates and times etc. You may select different venues for the follow on bookings. Please note this feature is only to be used for the same Service User. You cannot make multiple requests for different Service Users using this section. Only the below information may be different.' The 'Additional Dates Required' checkbox is unchecked. 'Previous' and 'Next' buttons are at the bottom right.

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 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 of Interpreter Required By Time	Please state the time in which you need to know by, selecting the time from the 24 hour clock
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:

1. YOUR DETAILS | **2. APPOINTMENT DETAILS** | **3. SERVICE USER INFORMATION** | 4. VENUE DETAILS | 5. ALTERNATIVE SERVICE | 6. BOOKING SUMMARY

Please provide information on the Service User in this section. The service user is the person who you are booking an interpreter for, i.e. the Non-English Speaker.

Non-English Speaker Initials: Gender:

Non-English Speaker Reference:

Language Required:

Interpreter Gender:

If you know the name of an interpreter you wish to request for this appointment, please provide their information below:

Interpreter Details Known

Interpreter Details Not Known

Name of Interpreter Requested:

Interpreters Language Empire ID Number:

Assign alternative interpreter if the requested interpreter is not available.

Arrange to reschedule the appointment if the requested interpreter is not available.

Brief Nature of Assignment:

Additional 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 Known	If you know the details of an interpreter who you wish to request, please identify their name or ID 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:

1. YOUR DETAILS | **2. APPOINTMENT DETAILS** | **3. SERVICE USER INFORMATION** | **4. VENUE DETAILS** | 5. ALTERNATIVE SERVICE | 6. BOOKING SUMMARY

Please provide all the necessary information, with relation to where the appointment is going to take place, and who the professional contact at the venue will be. I.e. Social Worker, Nurse etc.

Professional Contact Name: Professional Contact Tel: Professional Contact Position:

Professional Contact Email (if known): Region: Postcode Area:

Please select your venue from the drop down list.

If the venue you require is not listed, please [Click Here](#) to add this into the saved venue list.

Please Note: You are not permitted to add a Service Users Home Address here. However, where your appointment is for a Service Users Home Address, please select your base venue from the drop down list and provide the Home Address in the box provided below.

Venue Name: Department: Address Line 1: Address Line 2:

Address Line 3: Town / City: Post Code: County:

Is this a home visit?

[Previous](#) [Next](#)

Professional Contact Name	Please provide the name of the person who is hosting/leading the appointment
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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.

Alternative Service:

Language Empire, Deepfish House, 174 Milkstone Road, Rochdale, Lancashire, OL11 1NA - 24 Hour Customer Services Support Line: 0845 370 2002 or 0330 20 20 270

New Spoken Face-to-Face Booking

1. YOUR DETAILS | 2. APPOINTMENT DETAILS | 3. SERVICE USER INFORMATION | 4. VENUE DETAILS | 5. ALTERNATIVE SERVICE | 6. BOOKING SUMMARY

Language Empire will always try to source your Face to Face Interpreter based upon the specific requirements you have set out in this booking, however in some cases this may not be possible due to the booking being made with short notice time scales, or restrictions for availability, or if the linguist you have requested is not available etc.

Where we cannot locate a Face To Face Interpreter, please advise whether a telephone interpreter would be suitable for this appointment.

Yes, Suitable No, Not Suitable

Where you are happy with the information you have provided on this booking form, please click Finish to submit your booking to Language Empire.

Previous Finish

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:

Submit Booking

Please ensure that all the information provided is correct before confirming the booking.

If you are happy with all the information that you have provided please click on the "Confirm" button. Once we have received the booking you will be redirected to a confirmation page with a unique booking reference.

Booking Brief (Appointment Date: 16/03/2017 - Appointment Time: 08:00 - Venue Name: Aveyley Children's Centre - Language: Akaan)

Close Confirm

Yes, Suitable No, Not Suitable

Where you are happy with the information you have provided on this booking form, please click Finish to submit your booking to Language Empire.

Previous Finish

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.

- 1. YOUR DETAILS
- 2. APPOINTMENT DETAILS
- 3. SERVICE USER INFORMATION
- 4. VENUE DETAILS
- 5. ALTERNATIVE SERVICE
- 6. BOOKING SUMMARY

Thank you for making a Face to Face Interpreter Request with Language Empire. This has now been received successfully to our pending list. Please find below a summary of your booking:

Your Booking Reference Number is:LEF2F

Name of Organisation:
Your Customer Ref:
Appointment Date: Appointment Time: Duration:
Venue/Department Address:
Language Requested:
Interpreter Gender Requested:
Confirmation Required by Date:
Confirmation Required by Time:
Non-English speaker (your patient/client)
Non-English speaker (your patient/client)
Non-English speaker (your patient/client)
Purchase Order Ref:
Appointment With:
Appointment With Tel:
Booking Made By:
Nature of Assignment:
Additional Information:

We will keep you updated on the status of your booking via our automated emails. If you do not receive a booking acknowledgment email within 10 minutes of making this request, please contact our Customer Services Department via phone or email with your Booking Reference Number(s). We will require this for any communication with you in regards to your request.
Many Thanks

Customer Services Language Empire Ltd Tel: 0330 20 20 270
Email: bookings@empire-groupuk.com

TO PRINT A CONFIRMATION OF THIS BOOKING, PLEASE [CLICK HERE](#).

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.

The screenshot shows the 'Language Empire' Bookings portal. The top navigation bar includes the company name and contact information. A sidebar on the left lists various booking options. The main content area is titled 'Bookings' and features three summary cards: 'CANCELLED BOOKINGS' (1), 'PENDING BOOKINGS' (1), and 'COMPLETE BOOKINGS' (0). Below these is a search filter section with dropdown menus for Booking Type, Language, Venue, Department, Bookings, Customer Ref, Year, and Month, along with a 'Search Booking' button and a 'Clear Filters' button. A table below the filters displays a list of bookings with columns for Booking Ref, Booking Type, Booking Status, Appointment Date, Your Ref, Booking Made By, Language, Name Of Interpreter, and Department. Two bookings are visible: one pending and one cancelled. A 'Cancel Booking' button is visible at the bottom right of the table.

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.

The screenshot shows the 'CANCELLATION' form. It has two main sections: 'Cancelled By Name' and 'Cancelled By Email', each with a text input field. To the right is a larger 'Cancellation Reason' text area. Below the text areas is a red 'Cancel Booking' button. A small note at the bottom states: 'In order to cancel your booking you must provide your reason and provide your full name and email address below. Unless this information is given you will not be able to process a cancellation.'

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 [Document Translation Request](#)

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.

Appointment Details:

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 From	Please state the language in which the document is in before any translation has been completed
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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.