

Language Empire Booking Portal

Face to face
+F2F Spoken/Non-Spoken

1. Your Details:

New Spoken Face-to-Face Booking

[Home](#)
[Spoken Face-to-Face Booking](#)

1. YOUR DETAILS

2. APPOINTMENT DETAILS

3. OTHER DETAILS

4. SERVICE USER INFORMATION

5. ALTERNATIVE STREET

6. BOOKING SUMMARY

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.

Your Organisation is:

Language Empire Ltd

Your Ref *

Purchase Order Ref *

Purchase Order Ref

Your First Name *

Your Last Name *

Your Position *

Your Telephone Number *

Your Email Address: *

Verify Your Email Address: *

Alternative Email Address: *

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Your Organisation	Pre-filled to your organisation – if this is not your organisation please contact us to query as this is who we will invoice for the booking
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 or Cost Centre Code	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. This is required for invoicing purposes. We do not supply this information, you would need to speak to your procurement or finance team for this
Your First Name / Your Last Name / Your Position / Your Telephone No	This is the information for yourself so we can contact you if there are any issues. If the booking is not with yourself, you can add their details on a later section
Your Email Address	We will send acknowledgment / confirmation of the booking to you via email. This may be prefilled and we can always change this for you if needed
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 want another inbox to receive the communication you can add that email address as well

Language Empire Booking Portal

2. Appointment Details:

New Spoken Face-to-Face Booking

1. VIEW DETAILS 2. **APPOINTMENT DETAILS** 3. BOOKING DETAILS 4. SERVICE USER INFORMATION 5. ADDITIONAL SERVICE 6. BOOKING SUMMARY

Appointment Date * Appointment Time * Estimated Duration Required *

Confirmation of Interpreter Required By Date * Confirmation of Interpreter Required By Time *

Block Booking

If you require a repeat booking for the same Service User, please click the box below and provide the appointment date and time etc. You may select different services for the following 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 most information supplied will be used.

☒ Additional Dates Required

Appointment Date * Start Time * Duration *

Venue * Any Requirements i.e. specific interpreter etc. *

Is this a home visit? *

Add Booking

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

Appointment Date	Please use the calendar to select the date of the appointment
Appointment Time	Please select from the clock the time of the appointment. The hours are set as AM or PM to ensure you choose the correct time. First column is your hours and second is the minutes. E.g. 2:30pm would be 2PM then 30 minutes. This is the time you need the interpreter to arrive, not necessarily the service user's appointment time. If you need a briefing or chat beforehand please ensure you start the appointment earlier
Estimated Duration	This also needs to be done in hours and minutes. E.g. for 75 minutes you would choose 1 hour then 15 minutes. Much like with the appointment time, this is how long you require the interpreter for, not necessarily the length of the appointment
Confirmation of Interpreter Required By Date & Time	This is when you would like to know by. We will always endeavour to have the booking assigned before this, however, if we are still working on the request you will receive an automated email advising you of the status of the booking. You are welcome to reply to that email with any updates
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. You will need to click the green "add booking" button after submitting each additional appointment. Each date will have it's own unique reference which you will receive at the end. Please ensure you are clicking the green button after each booking is added or it will not save

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3. Venue Details:

New Spoken Face-to-Face Booking

1. YOUR DETAILS 2. APPOINTMENT DETAILS 3. VENUE DETAILS 4. SERVICE USER INFORMATION 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.

Venue Name * Department Address Line 1 * Address Line 2

Address Line 3 Town / City * Post Code * County

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.

Is this a home visit? *

Professional Contact Name	Please provide the name of the person who is hosting/leading the appointment. This could be the name of your GP, Social Worker etc. If you're not sure who it will be with you can add TBC to the box and we can amend it later
Professional Contact Tel	If the professional is on a different number to yourselves you can add their phone number in this box. This will allow us to contact them easily if we are unable to get through to you
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 send the automated emails
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, please select HOME VISIT and enter the address below
Home Visit	If the appointment is to be held at a home address (or the venue is not on the drop down), please select your base address from the drop down venue list and then tick the box, "Is this a home visit? YES". You can then enter the full address details including postcode. Please note, this address will not appear on the booking acknowledgement or confirmation for GDPR purposes but we will provide it to the interpreter

Language Empire Booking Portal

4. Service User Information:

New Spoken Face-to-Face Booking

1. YOUR DETAILS 2. APPOINTMENT DETAILS 3. SERVICE DETAILS 4. SERVICE USER INFORMATION 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.

Patient Initials:

Gender:

RTNHS Number:

Language Required:

Interpreter Gender:

If you would like to use an interpreter who does not appear in the list of previously used interpreters, please enter their details below:

☐ Interpreter Details Known ☐ Interpreter Details Not Known

Enter Name or Language Empire ID Number To Search:

Select Interpreter To Request From List Below:

☐ 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/Patient Initials	Please enter the initials of your client with no spaces or dots. E.g. if their name is John Smith just add JS
Gender	Please select the gender of the service user and identify if they are an adult or child under 18. If the client prefers not to disclose this, you can also select "prefer not to say"
Non-English Speaker Reference	This can be an NHS number / Case Reference number. It is to help everyone identify who the booking is for and needs to be between 6 and 10 characters, no spaces. If you have no reference (for example it's a new patient registration or your client has just joined the service) please enter 000000 and it will allow you to continue
Language Required	Please select the language required, making note of any specific dialects. If you are unable to locate the language or are unsure, please call Customer Service to check. We do also have language charts online which you can use with the patient
Interpreter Gender	Please identify if you require a Male/Female if the patient has made a specific request. If they're flexible just choose "either male or female"
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 and press search. The details will appear in the drop down box. If you are unable to locate this interpreter, please add it to the "additional information" box and we can have a look for you. If your service user does not have a preferred interpreter, please select "details not known" and proceed to brief nature of assignment.
Assign Alternative/Arrange To Reschedule	If you only want this interpreter, please choose "arrange to reschedule" and will get alternative dates if the interpreter can't do the time requested. If you are able to accept an alternative interpreter, please choose "assign alternative".
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 so please do not include confidential information
Additional Information	Any other information which you feel we may need to know. You may state not to send a particular interpreter or any alternative dates we could look for. Please do not include any alternative venues in this box.

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5. Alternative Service:



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

Language Empire will always try to source you a 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.

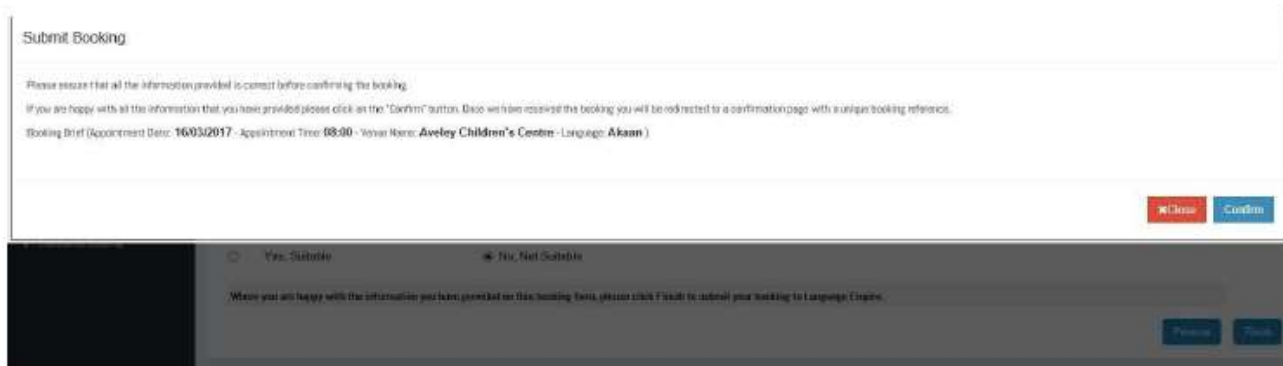
☐ Yes, Suitable ☐ No, Not Suitable

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

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You will then be asked if an alternative service would be suitable should we be unable to allocate your first requested service. If you choose yes to telephone and we are unable to call you to confirm, we will automatically move it across for you and email you to advise of this.

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: Aveley Children's Centre - Language: Akan)

[Close](#) [Confirm](#)

☐ Yes, Suitable ☒ No, Not Suitable

When 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 beginning LEF2F. An email acknowledgement will be sent to all email addresses you provide.

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New Spoken Face-to-Face Booking

1. YOUR DETAILS 2. APPOINTMENT DETAILS 3. VISIT DETAILS 4. SERVICE USER INFORMATION 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: LEF2F1144143

Name of Organisation: Pennine Care NHS Trust
 Your Customer Ref: *BECKETT PLACE - SSMA - 220107
 Appointment Date: 28/07/2021 Appointment Time: 06:00 Duration: 300
 Venue/Department Address: *Acorn Lodge, 1 Galsa Street, , Fallowfield, Greater Manchester, M20
 Language Requested: Arabic
 Interpreter Gender Requested: MF
 Confirmation Received by Date: 24/07/2021
 Confirmation Received by Time: 06:00
 Non-English speaker (your patient/client) initials: xx
 Non-English speaker (your patient/client) gender: Male
 Non-English speaker (your patient/client) reference: 3000000000
 Purchase Order Ref: 220107
 Appointment With: DR JONNY
 Appointment With Tel: 01234567890
 Booking Made By: TEST TEST
 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 acknowledgement 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 28 26 270
 Email: bookings@empire-group.co.uk

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

[TO GO BACK TO HOME PAGE, PLEASE CLICK HERE](#)

Upon submitting this request to Language Empire you will be given a unique **Booking Reference (LEF2F)** 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.

Language Empire Booking Portal

Telephone

+ Schedule Telephone Booking

For any pre-planned appointments, you are advised to make a Scheduled Telephone Request.

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

You will receive instructions on how to access this interpreter on your confirmation email.

1. Platform Selection:


Home > Telephone Booking >

1. Platform Selection
2. Your Details
3. Appointment Details
4. Service User Information
5. BOOKING SUMMARY

Will you be using the Language Empire Telephone platform, or would you prefer to use a different platform?

☒ I wish to use the Language Empire Telephone Platform

☐ I wish to use another platform

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I wish to use the Language Empire Platform	This option is if you want to use our own automated system. Please note we no longer manually connect calls so this is the process you will need to use unless you have your own telephone conferencing system.
I wish to use another platform	This option can be used if you have your own unique telephone conferencing system or you wish to use a video platform for audio use only.

Language Empire Booking Portal

Telephone
+ Schedule Telephone Booking

2. Your Details

New Telephone Interpreting Booking [Home](#) [Telephone Booking](#)

1. Platform Selection 2. Your Details 3. Appointment Details 4. Service User Information 5. BOOKING SUMMARY

Please enter your details below so we may contact you with status updates of the booking.

Your Organisation: Purchase Order Ref: Department *

Your First Name * Your Last Name * Your Telephone Number *

Your Email Address: *

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Your Organisation	This should be automatically filled and displays the organisation responsible for paying the invoice. If this is not correct please give us a call and we can check your logins
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 (this is the code to pay for the service). We do not supply this information so you would have to speak to your procurement or finance team to obtain this
Department	This is where your team is based. If there is a drop down, select the relevant team. If it's a text box, simply enter this manually. You can write your team name in there.
Your Name	As Stated
Your Position	As Stated
Your Contact Number	As Stated
Your Email Address	We will send confirmation of the booking to you via email. You will also receive your unique pin number in this email which you can share with the professional (if this is not you)

Language Empire Booking Portal

3. Appointment Details (if you're using our platform you will not be asked about which platform you're using):

New Telephone Interpreting Booking

1. Platform Selection 2. Your Details 3. Appointment Details 4. Service User Information 5. BOOKING SUMMARY

Please enter the appointment details below.

Appointment with (Professional's Name) *

Appointment Date *

Appointment Time *

Duration *(minutes)

What Platform will you be using? *

Please provide details of how the interpreter should join the call *

Brief Nature of Assignment *

Additional Info *

Previous Next

Appointment with (Professional's name)	This is the name of the person conducting the meeting. If this is yourself you can include your own name here
Appointment Date	Please use the calendar to select the date of the appointment
Appointment Time	Please select from the hours and minutes drop down boxes. The hours are in AM/PM
Duration	Please advise the estimated duration for the booking in minutes . Be advised, this is the duration you require the interpreter for, not necessarily how long the appointment is for
What platform will you be using?	You can use any platform you wish as long as this is an audio only call
Please provide details of how the interpreter should join the call	This will be sent to the interpreter on their job sheet. Please make sure you are including any dialling instructions or links. If you want to provide a contact number for any issues that would also be helpful
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 linguist's 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

Language Empire Booking Portal

4. Service User Information (please note, if you're using your own platform you will not be asked the last question):

New Telephone Interpreting Booking

1. Patient Details 2. Your Details 3. Appointment Details 4. Service User Information 5. BOOKING SUMMARY

Service User Initials:

Gender:

Service User Reference:

Please enter the Non-English Speaker reference; for example if you are making a booking for a NHS patient, please enter the patient's NHS and GP number. We are unable to accept names of Non-English Speakers due to Information Governance and Data Protection.

Language Required:

Interpreter Gender:

Would you like to brief the interpreter about this appointment? *

☐ Yes

☐ No

If you would like to use an interpreter who does not appear in the list of previously used interpreters, please enter their details below:

☒ Interpreter Details Known

☐ Interpreter Details Not Known

Enter Name or Language Empire ID Number To Search: *

Select Interpreter To Request From List Below:

☐ Assign alternative interpreter if the requested interpreter is not available.

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

Will the service user be with you at the time of the call? *

(please note if you select yes, it will not allow the service user)

☐ Yes

☐ No

Telephone
+ Schedule Telephone Booking

Language Empire Booking Portal

Telephone
+ Schedule Telephone Booking

Service User Initials	In line with Data Protection guidelines, we only accept service user's initials with no spaces. Service User refers to your patient/client – i.e. the person who needs the interpreter
Gender	Please select the gender of the service user and identify if they are an adult or child under 18
Service User Reference	This can be an NHS number / Case Reference number and is only to help everyone identify who the booking is for. It needs to be 6 – 10 characters with no spaces. If you have no reference please enter 000000 and it will allow you to continue
Language Required	Please select the spoken language required, making note of any specific dialects
Interpreter Gender	Please identify if you require a Male/Female or either gender for your appointment
Would you like to brief the interpreter about this appointment?	Our interpreters are always grateful for the chance to have a quick chat before the start of the booking to ask any questions and understand the nature of the appointment better. If you would like to set some time aside at the beginning for this, please click yes and choose the duration you require to chat. Once that time has elapsed, the service user will be auto dialled.
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 and press search. The details will appear in the drop down box. If you are unable to locate this interpreter, please add it to the "additional information" box on tab 3 and we can have a look for you.
Assign Alternative/Arrange To Reschedule	If you only want this interpreter, please choose "arrange to reschedule" and will get alternative dates if the interpreter can't do the time requested. If you are able to accept an alternative interpreter, please choose "assign alternative".
Will the service user be with you at the time of the call?	If the service user will be with you in the practice/venue at the time of the appointment and does not need to be called separately, press yes. If they need dialling in, press no and enter their phone number in the box below. You can also enter their email address if they have consented and they will receive an email with dialling instructions (just in case they wish to dial in themselves). PLEASE DO NOT ENTER YOUR EMAIL ADDRESS OR PHONE NUMBER IN THIS BOX AS THE CALL WILL NOT WORK.

Language Empire Booking Portal

5. Booking Summary:

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. Click confirm if you are happy or close if you need to go back and change something.

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 Ref: Appointment Date: 24/03/2017 Appointment Time: 01:00 AM Language: Arabic

Close

Confirm

Tel *

Email *

Verify Email *

Cancel

Next

New Telephone Interpreting Booking

Home

Telephone Booking

1. Platform Selection

2. Your Details

3. Appointment Details

4. Service User Information

5. BOOKING SUMMARY

Thank you for making a Telephone 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: STEL1244781

Name of Organisation: Language Empire Ltd
Appointment Date: 31/05/2022 Appointment Time: 06:00 Duration: 35
Venue/Department Address: "Alexandria Road, 14a Alexandria Road, , West Ealing, London, "
Language Requested: Arabic - Algeria
Non-English speaker (your patient/client) initial: xx
Non-English speaker (your patient/client) gender: Male
Non-English speaker (your patient/client) reference: 000000000
Purchase Order Ref: 00000
Appointment With: DR JONNY
Booking Made By: test user
Nature of Assignment: Blood Test
Additional Information: Please do not assign John Smith

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](#).

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Language Empire Booking Portal

We generally request a minimum of 60 minutes notice for this type of booking as we need to contact our available interpreters.

Please note, we do not supply the software for video calls. However, we do send over the details for the interpreter in an email so you can invite them into your own call.

1. Appointment Details:

New Schedule Video Booking

Home

Video Booking

1. Appointment Details

2. Non-English Speaker Details

3. Your Details

Please enter the appointment details below.

Your Ref *  	Purchase Order Ref:  	Customer Name:  Language Empire Ltd	Department *  - Select -
Appointment Date *  dd/mm/yyyy	Appointment Time * - Hours - - Minutes -	Duration *(minutes) - Select -	
Service Contact Name *  	Service Contact Tel  	Interpreter Gender:  - Select Interpreter Gender -	
Brief Nature of Assignment  		Additional Info  	

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Video
+ Video Spoken/Non-Spoken

Language Empire Booking Portal

Video
+ Video Spoken/Non-Spoken

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. This is required for invoicing purposes.
Customer Name	Pre-filled to your organisation – if this is not your organisation please contact us to query.
Department	This is where your team is based. If there is a drop down, select the relevant team. If it's a text box, simply enter this manually.
Appointment Date	This is the day your appointment will take place. You can select as far forward as you wish but you cannot backdate
Appointment Time	Please use the two drop down fields to choose the time of the appointment. This is a 12 hour clock so please choose the correct time, AM or PM.
Duration	This is in minutes. The maximum you can choose is 240 minutes. If you need someone for longer you will need to submit a new request to start 240 minutes later than the first one.
Service Contact Name	This is name of the professional conducting the appointment (e.g. the doctor or social worker).
Service Contact Tel	A telephone number we can contact the professional on if need be.
Interpreter Gender	If your client requires a specific gender of interpreter, please choose this. If not, select "Either Male or Female".
Brief Nature of Assignment	Please provide the software you are using and a summary of the appointment. This will allow the interpreter to prepare if need be.
Additional Information	The interpreter will not see this box so please do not add any instructions for the interpreter. This box will only be seen by office staff. If you require a specific interpreter, please add this information here.

Language Empire Booking Portal

Video
+ Video Spoken/Non-Spoken

2. Non English-Speaker Details (your client/patient/service user):

New Schedule Video Booking

1. Appointment Details

2. Non-English Speaker Details

3. Your Details

Please provide any other additional information relating to the assignment in this box. This information will not be provided to the interpreter and is for office use only. For example, if you require a specific gender of interpreter, or if you would like a specific interpreter for a follow up appointment, please provide their name and/or ID number.

Non-English Speaker Initials: *

Gender: *

Non-English Speaker Reference: *

Language Required: *

If you would like to use an interpreter who does not appear in the list of previously used interpreters, please enter their details below:

☒ Interpreter Details Known

☐ Interpreter Details Not Known

Enter Name or Language Empire ID Number To Search: *

SEARCH

Select Interpreter To Request From List Below: *

☐ Assign alternative interpreter if the requested interpreter is not available.

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

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Non-English Speaker Initials	The initials of your client, i.e. the person who cannot communicate in English.
Language Required	If you are unsure of the language, please give us a call and we can do our best to assist.
Gender	Please choose the gender of your client including if they're a child or adult.
Non-English Speaker Reference	A reference related to your client. This could be an NHS number or a case reference for a client. There should be no spaces. If the interpreter is for the parent of a child but your child is the patient, please add the child's NHS number. There should be no spaces in this box.
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 and press search. The details will appear in the drop down box. If you are unable to locate this interpreter, please add it to the "additional information" box on tab 2 and we can have a look for you.
Assign alternative interpreter/Arrange to reschedule	This is very important if you have requested a specific interpreter. If you only want this interpreter and need her availability, select "arrange to reschedule". If you are able to accommodate an alternative interpreter, select "assign alternative interpreter".

Video
+ Video Spoken/Non-Spoken

3. Your Details :

New Schedule Video Booking

Home > Video Booking

1. Appointment Details

2. Main English Interpreter Details

3. Your Details

Please enter your details below so we may contact you with status updates of the booking. If you do not have an email address please enter a fax number so we may send a fax confirmation to the number specified.

Your Name *

Tel *

Email *

Verify Email *

Previous

Finish

Your Name	This is your name. This box may be prefilled but you can amend it manually as well.
Tel	Please provide a valid contact number in case we need to discuss anything further on this booking.
Email	The email address provided is where we will send all confirmations and interpreter's details. Please ensure this inbox will be accessible for the entire period from when the booking is made until being conducted.
Verify Email	This should match the email address you have entered in the previous box.

4. Submit booking:

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 validated the booking you will be redirected to a confirmation page with a unique booking reference.

Close

Confirm

Confirm

Click to submit your booking

5. Confirmation :



If the booking has been made successfully you will receive this message and an email. Both will contain a booking reference beginning LEVID.

If you haven't received either/or, please call Customer Service and we can look into this for you.

You will receive an email in due course with confirmation of an interpreter and a further email with the subject "INTERPRETER'S CONTACT DETAILS FOR VIDEO BOOKING LEVIDXXXXXX". This will contain the interpreter's contact details and will be sent to the email address provided.

Video
+ Video Spoken/Non-Spoken