

Language Empire User Guide

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Useful contact details

Interpretation Customer Service:	0330 20 20 270 bookings@empire-groupuk.com
Translations Customer Service:	0330 20 20 273 translations@empire-groupuk.com
Pre-booked telephone line:	0330 053 2650 (option 1)
On-demand service:	0333 188 3729

Logging In

The portal is your one-stop shop for all prebooked requests. In order to make, manage, track and cancel bookings, please sign into Language Empire's Online LE-LSM portal. Open your web browser and search for <http://www.language-empire.net/> where you will find lots of resources and a **blue** and **green** login box.

Our (LE-LSM system) booking management portal has 256 bit TLS2 encryption and adheres to our ISO 27001: Information security management systems and ISO17100:2015 Translation Services Management.

WELCOME TO LE-LSM™ VERSION 2.0
THE LANGUAGE EMPIRE - LANGUAGE SERVICE MANAGER WHERE YOU CAN MANAGE YOUR BOOKINGS

24 HOUR CUSTOMER SERVICES HELPDESK 0330 20 20 270 or 0845 370 20 02

Log into your LE-LSM Customer Account Language Empire is pleased to announce the launch of our new portal landing page. CLICK HERE TO LOGIN Please note: There has been no change to your log in information. If you require any support, please contact our customer services department on 0330 20 20 270	Contract Manager(s) LE-LSM Customer Account Language Empire is pleased to announce the launch of our new portal landing page. CLICK HERE TO LOGIN Please note: There has been no change to your log in information. If you require any support, please contact our customer services department on 0330 20 20 270
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Enter your unique login details into the blue box. This will be an **Account Number**, **Username** and **Password**. All logins are case sensitive so please ensure you are entering them correctly.

If you are unsure of your login details, please email bookings@empire-groupuk.com stating your name, directorate and department. We can then send them across once we have authorisation.

Dashboard

Once logged in, you will be greeted with your tailored dashboard.

The dashboard is divided into several sections. At the top, there are three summary cards: 'CANCELLED BOOKINGS' with a count of 2, 'PENDING BOOKINGS' with a count of 0, and 'COMPLETE BOOKINGS' with a count of 0. Below these, there are tabs for 'Bookings Scheduled Today' and 'Bookings Scheduled Tomorrow'. The 'Bookings Scheduled Tomorrow' tab is active, showing a message: 'You do not have bookings scheduled for tomorrow.' To the right of these cards is a 'Contact Support' form with fields for Name, Email, Telephone, and TO (set to Admin), a large text area for the message, and a 'Send' button.

Cancelled Bookings	This will tell you how many bookings you have cancelled during the calendar month.
Pending Bookings	This will tell you how many bookings are still waiting to be filled with an interpreter.
Complete Bookings	The number of bookings which have taken place and completed with an interpreter/translator.
Bookings Scheduled Today/Tomorrow	This will display any bookings for today or tomorrow which you have booked on those logins.
Contact Support	If you have any questions or queries which are not urgent, you can message LE customer service, and they will get back to you via phone or email.

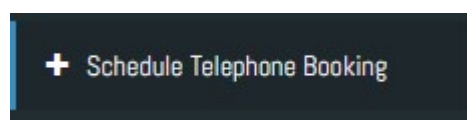
How to book a telephone interpreter

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.

Click the following button from the black bar on the left side of the page:



New Telephone Interpreting Booking

HomeTelephone Booking

1. Platform Selection2. Your Details3. Appointment Details4. Service User Information5. 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

PreviousNext

I wish to use the Language Empire Platform	This option is if you want to use our own free automated system. This is suitable for two- and three-way calls.
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.

New Telephone Interpreting Booking

HomeTelephone Booking

1. Platform Selection2. Your Details3. Appointment Details4. Service User Information5. BOOKING SUMMARY

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

Your Organisation:

Wakefield Council

Directorate *

- Select -

Team Name *

Cost Centre Code *

Your First Name *

TEST

Your Last Name *

USER

Your Telephone Number *

Department *

- Select -

Your Email Address: *

Alternative Email Address:

PreviousNext

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.
Directorate	This may be pre-filled. If not, please select your directorate's name from the drop-down list. If you cannot find what you are looking for, please call Customer Service for assistance.
Team Name	This may also be pre-filled. If not, it will vary depending on the directorate you have previously selected.
Cost Centre Code	This may be pre-filled, however if it is not, you are required to enter your 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 Telephone Number	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. Please note, the telephone number you add does not affect the conferencing platform. Instructions on how to access the service will be included on your acknowledgement and confirmation emails.
Department	This is the venue list and just requires you to select where you are based. If your venue is not on the list, please give us a call and we can add this for you.
Your Email Address	We will send acknowledgment / confirmation of the booking to you via email. This may be pre-filled, and we can always change this for you if needed.
Alternative Email Address	If you want another inbox to receive the communication, you can add that email address as well.

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 the appointment details below.

Appointment with (Professional's Name) *

Appointment Date * Appointment Time * Duration *(minutes)

dd/mm/yyyy - Hours - - Minutes - - Select -

Are you flexible with the time and date of the appointment ?

☐ Yes

☒ No

Brief Nature of Assignment * ⓘ Additional Info ⓘ

Block Booking

If you require a repeat booking for the same Service User, please tick the box below and provide the appointment dates and times etc.
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.

☐ Additional Dates Required

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. This is the time you need the interpreter for and may differ from the appointment time for the client.
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.
Are you flexible with the time and date of the appointment?	Click yes and provide any alternative dates and times we can look for. Please make sure you press the green add date/time booking after each one is added to ensure they save.
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.
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 its 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.

If you choose to use your own platform, you will be asked two additional questions:

What platform will you be using?	You can use any platform you wish as long as this is an audio only call. This option will only appear if you have chosen to use your own platform
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

The image shows a screenshot of a web form titled "New Telephone Interpreting Booking". The form is divided into five steps: 1. Platform Selection, 2. Your Details, 3. Appointment Details, 4. Service User Information, and 5. BOOKING SUMMARY. The current step is 4. Service User Information. The form contains several fields and questions:

- Service User Initials:** A text input field with a required asterisk and a help icon.
- Gender:** A dropdown menu with a required asterisk and a default value of "- Select Gender -".
- Service User Reference:** A text input field with a required asterisk. Below it is a note: "Please enter the Non-English Speaker reference, for example if you are making a booking for a NHS patient, please enter the patients NHS or RT number. We are unable to accept names of Non-English Speakers due to Information Governance and Data Protection".
- Language Required:** A dropdown menu with a required asterisk and a default value of "- Select -".
- Additional Language:** A dropdown menu with a default value of "- Select -". Below it is a note: "If the service user speaks another language, please enter it on the drop down list. For any guidance, our Customer Hub may be able to assist https://customerhub.empire-groupuk.com/countries-and-languages/".
- Interpreter Gender:** A dropdown menu with a required asterisk and a default value of "- Select Interpreter Gender -".
- Would you like to brief the interpreter about this appointment?:** Radio buttons for Yes and No.
- Do you have a preferred interpreter?:** Radio buttons for Yes and No, with "No" selected.
- Will the service user be with you at the time of the call?:** Radio buttons for Yes and No, with a note: "(please note if you select yes, it will not dial the service user)".

At the bottom right, there are "Previous" and "Finish" buttons.

Service User 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”.
Service User Reference	This is your 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 client arriving at reception) 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.
Additional Language	If the service user speaks more than one language, please include the second language. It will help to widen our search. This is not a compulsory box.
Interpreter Gender	Please identify if you require a Male/Female interpreter (if the patient has made a specific request). If they’re flexible just choose “either male or female”.
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.
Do you have a preferred interpreter?	If you know the details of an interpreter who you wish to request, please click yes and 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.
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.

Click next and confirm the booking details once you’ve checked and are happy to proceed:

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: 23/10/2024 - Appointment Time: 05:00 - Language: Banjar)

Close Please wait while booking is created, it will redirect automatically.....

New Telephone Interpreting 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: **STEL1572118**

Name of Organisation: **Wakefield Council**
 Your Customer Ref: **Children and Young People**
 Appointment Date: **23/10/2024** Appointment Time: **05:00** Duration: **50**
 Venue/Department Address: **"Five Towns Resource & Technology Centre, Children & Young People - Early Help Hub, Welbeck Street, . . . Castleford, West Yorkshire, WF"**
 Language Requested: **Banjar**
 Interpreter Gender Requested: **MF**
 Confirmation Required by Date: **01/01/0001**
 Confirmation Required by Time: **00:00**
 Non-English speaker (your patient/client) initials: **DP**
 Non-English speaker (your patient/client) gender: **Female**
 Non-English speaker (your patient/client) reference: **0000000000**
 Purchase Order Ref: **0779 2701**
 Appointment With: **Claire Camsey**
 Appointment With Tel:
 Booking Made By: **TEST USER**
 Nature of Assignment: **test booking**
 Additional Information:
 Client Pin Code:

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](#).

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

Upon submitting this request to Language Empire, you will be given a unique **Booking Reference** number beginning STEL which allows you to identify your request. This is important so please keep this reference safe as our team will always ask you for this.

If you do not receive the above screen, please check the red error message at the top of the page and make the necessary changes before reconfirming.

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 on your confirmation email.

If you have selected to use our platform, you will also receive a unique pin number and telephone number to dial for this request. This will be on the **Booking Acknowledgement** and **Booking Confirmation** emails.

Instructions are included on both emails:

You will need this 6-digit pin number to access the conference call: X

How to access your scheduled telephone interpreting appointment:

1. At the time of your appointment dial: 0808 196 0378 and select option 1.
2. Enter the unique pin number provided in this email.

3. Follow the instructions provided in the automated message to access your interpreter and non-English speaker.
4. At the scheduled start time of the appointment or after the briefing duration if requested, the Service User will be auto dialled through the system.
5. If the Service user fails to answer the call, you will have an option to leave them a voicemail, if the voicemail service is enabled on the Service User's phone.
6. If the voicemail service is disabled on the Service User's phone, you will have 3 attempts to call the Service User.
7. You must access the call within 15 minutes of the start time, or it will expire automatically.
8. If you get disconnected for any reason during the call, please dial back in within 30 minutes of disconnection to access the service again.

Please note: You can access the call 5 minutes prior to the start time, and you will be placed in a virtual waiting room until all participants have joined in.

How to book a video interpreter



We generally request a minimum of 60 minutes notice for this type of booking as we need to contact our available interpreters. We have a video spoken option for spoken languages (e.g. Arabic, Polish, Hindi) and non-spoken for British Sign Language and other non-verbal languages.

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.

New Schedule Video Booking

Home > Video Booking

1. Appointment Details

2. Non-English Speaker Details

3. Your Details

Please enter the appointment details below.

Customer Name *

Wakefield Council

Directorate *

- Select -

Team Name *

- Select -

Cost Centre Code *

Appointment Date *

dd/mm/yyyy

Appointment Time *

- Hours -

- Minutes -

Duration *(minutes)

- Select -

Department *

- Select -

Are you flexible with the time and date of the appointment ?

☐ Yes
☒ No

Service Contact Name *

Service Contact Tel *

Interpreter Gender *

-- Select Interpreter Gender --

Brief Nature of Assignment *

Additional Info *

Block Booking

If you require a repeat booking for the same Service User, please tick the box below and provide the appointment dates and times etc.
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.

☐ Additional Dates Required

Customer Name	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.
Directorate	This may be prefilled. If not, please select your directorate's name from the drop-down list. If you cannot find what you are looking for, please call Customer Service for assistance.
Team Name	This may also be prefilled. If not, it will vary depending on the directorate you have previously selected.
Cost Centre Code	This may be pre-filled, however if it is not, you are required to enter your 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.
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. This is the time you need the interpreter for and may differ from the appointment time for the client.

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.
Department	This is the venue list and just requires you to select where you are based. If your venue is not on the list, please give us a call and we can add this for you.
Are you flexible with the time and date of the appointment?	Click yes and provide any alternative dates and times we can look for. Please make sure you press the green add date/time booking after each one is added to ensure they save.
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.
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 its 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.

New Schedule Video Booking
 Home 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 *

- Select Gender -

Non-English Speaker Reference: *

Language Required *

- Select -

Additional Language

- Select -

If the service user speaks another language, please enter it on the drop down list. For any guidance, our Customer Hub may be able to assist <https://customerhub.empire-groupuk.com/countries-and-languages/>

Do you have a preferred interpreter ?

☐ Yes
☒ No

Previous
Next

Non-English Speaker Initials	The initials of your client, i.e. the person who cannot communicate in English.
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 is a case reference for your client. There should be no spaces. There should be no spaces in this box.
Language Required	If you are unsure of the language, please give us a call and we can do our best to assist.
Additional Language	If the service user speaks more than one language, please include the second language. It will help to widen our search. This is not a compulsory box.
Do you have a preferred interpreter?	If you know the details of an interpreter who you wish to request, please click yes and 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.
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”.

New Schedule Video Booking

Home

Video Booking

1. Appointment Details2. Non-English Speaker Details3. 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 *

TEST USER

Alternative Email Address:

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.
Alternative Email Address	If you want another inbox to receive the communication, you can add that email address as well.

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.

Close

Confirm

F2F New Spoken Booking

Your NameTelEmailVerify Email

Confirm	Click to submit your booking
----------------	------------------------------

Confirmation

[Home](#) > [Bookings](#) >

Thank You for making this request with Language Empire and please make a note of your booking reference which is LEVID1080178, as booking details will be quickly accessed if you provide the booking ref when you call us. Once the booking has been confirmed you will receive a notification by e-mail, if you do not receive a confirmation within 45 minutes please contact our offices and ask to speak to the bookings 'Account Manager' for your organisation.

Our office contact number is: 0845 370 2002.

If the booking has been made successfully you will receive the above 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.

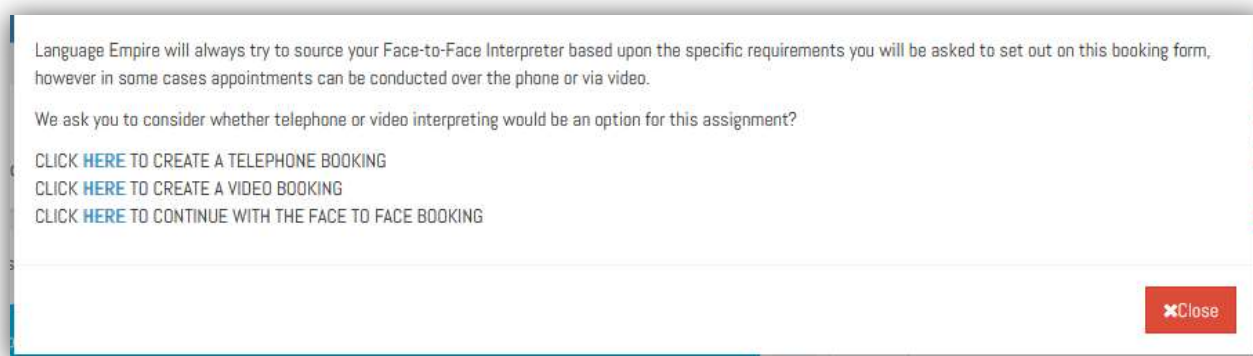
You will receive an email in due course with confirmation of an interpreter and a further email with the subject "INTERPRETER'S CONTACT DETAILS FOR VIDEO BOOKING LEVIDXXXXXXX". This will contain the interpreter's contact details and will be sent to the email address provided.

How to book a face-to-face interpreter



Whilst we do not have timeframes on notice periods, we do ask for as much notice as possible. The system does allow you to add additional times and dates as well. You can also request a remote interpreter as a last resort on this form.

The non-spoken form is identical except for languages, but please ensure you select the correct form. If you are unable to see one of those options, we may not supply this to your organisation.



The first question will ask you to consider remote services as an alternative to a face-to-face interpreter. If you are wanting face to face but are willing to consider remote services as a last resort, you can select this later.

New Spoken Face-to-Face Booking

HomeSpoken Face-to-Face Booking

1. YOUR DETAILS2. APPOINTMENT DETAILS3. VENUE DETAILS4. SERVICE USER INFORMATION5. ALTERNATIVE SERVICE6. 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:

Wakefield Council

Directorate *

- Select -

Team Name *

Cost Centre Code: *

Your First Name * ⓘ

TEST

Your Last Name *

USER

Your Position *

Admin

Your Telephone Number *

Your Email Address: * ⓘ

Verify Your Email Address: *

Alternative Email Address: ⓘ

PreviousNext

Your Organisation	Pre-filled to Wakefield Council (the organisation responsible for paying for the service) – if this is not your organisation, please contact us to query as this is who we will invoice for the booking.
Directorate	This may be pre-filled. If not, please select the relevant one from the drop down list. If your directorate is incorrect and it is already pre-filled, please do not continue with the form. Contact Language Empire and we can seek authorisation.
Team Name	This may also be pre-filled. If not, it will vary depending on the directorate you have chosen. If your directorate is incorrect and it is already pre-filled, please do not continue with the form. Contact Language Empire and we can seek authorisation.
Cost Centre Code	This may be pre-filled or will automatically fill once you have selected your team name. If this looks incorrect, you can contact Language Empire for clarification.
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. This information can be prefilled if you require.
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

New Spoken Face-to-Face Booking
 Home > Spoken Face-to-Face Booking

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

Appointment Date *
Appointment Time *
Estimated Duration Required *

30/10/2024

03 AM
- Minutes -

02 Hours
- Minutes -

Language Empire will endeavour to fill this booking as quickly as possible. If the booking is still pending 72 hours prior to the start time, we will email you to provide an update. If the booking is urgent, Language Empire will contact you with updates but please also give us a call on 0330 20 20 270 to chase.

Block Booking

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.

☒ Additional Dates Required

Appointment Date *
Start Time *
Duration *

dd/mm/yyyy

- Hours -
- Minutes -

- Hours -
- Minutes -

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

- Select -

Is this a home visit? *

No

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.
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 its 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.

Home 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 * North

Postcode Area * - Select -

Please select your venue from the drop down list. (if the venue is not on the list, please call Language Empire on 0330 20 20 270 and we can add this venue for you before proceeding)

- Select -

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? *

No

Previous
Next

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 prefilled to North.
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.
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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”.
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.
Additional Language	If the service user speaks more than one language, please include the second language. It will help to widen our search. This is not a compulsory box.
Interpreter Gender	Please identify if you require a Male/Female interpreter (if the patient has made a specific request). If they’re flexible just choose “either male or female”.
Do you have a preferred interpreter?	If you have a preferred interpreter, you can press yes, and some additional boxes will appear.
Interpreter Details Known	Enter 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 linguist’s 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.

New Spoken Face-to-Face Booking

HomeSpoken Face-to-Face Booking

1. YOUR DETAILS

2. APPOINTMENT DETAILS

3. VENUE DETAILS

4. SERVICE USER INFORMATION

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

We also offer remote video interpreters. Please can you advise if this option would be suitable.

☐ Yes, Suitable

☐ No, Not Suitable

Are you flexible with the time and date of the appointment ?

☒ Yes

☐ No

Alternative Dates

If you are flexible with the dates, please tick the button below and add the times and date(s) you are able to rearrange to if we are unable to accommodate your original request. Please make sure you click the green "Add Date/Time" button for each date to ensure they save.

PLEASE NOTE: IF WE LOCATE SOMEONE FOR THE ALTERNATIVE TIME/DATE, WE WILL AMEND THIS AND SEND CONFIRMATION. WE WON'T CONTACT YOU PRIOR TO BOOKING THEM SO PLEASE ENSURE THIS DATE IS SUITABLE BEFORE REQUESTING.

Appointment Date *

Start Time *

dd/mm/yyyy

- Hours -

- Minutes -

Add Date/Time

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

Previous

Finish

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.

There is also an option to provide alternative dates and times, if you are flexible with this. Make sure you click the green “add date/time” button after each new date so it saves. We will then amend the booking if we have someone free for any of the alternatives provided. Confirmation will then be emailed across.

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: 09/11/2024 - Appointment Time: 03:0 - Venue Name: - Language: Arabic - All or Any)

Close

Confirm

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.

19

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.

New Spoken Face-to-Face Booking

Home Spoken Face-to-Face Booking

1. YOUR DETAILS 2. APPOINTMENT DETAILS 3. VENUE 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: **LEF2F1575186**

Name of Organisation: **Wakefield Council**
Your Customer Ref: **Children and Young People**
Appointment Date: **09/11/2024** Appointment Time: **03:00** Duration: **120**
Venue/Department Address: **"Queen Elizabeth House, Sensory Impairment Team, Queen Elizabeth Road, . . Wakefield, West Yorkshire, WF"**
Language Requested: **Arabic - All or Any**
Interpreter Gender Requested: **MF**
Confirmation Required by Date: **06/11/2024**
Confirmation Required by Time: **03:00**
Non-English speaker (your patient/client) initials: **XX**
Non-English speaker (your patient/client) gender: **Male**
Non-English speaker (your patient/client) reference:
Purchase Order Ref: **0779 2701**
Appointment With: **TEST TEST**
Appointment With Tel: **01234567890**
Booking Made By: **TEST USER**
Nature of Assignment: **This is a test booking**
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](#).

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.

How to request a document translation

+ Document/File Translation Booking

New Translation Booking Home > Translation Booking >

1. Appointment Details 2. Document Details 3. Your Details

Please enter the details of your document/file translation below.

Your Organisation: Wakefield Council

Directorate * - Select -

Team Name * - Select -

Cost Centre Code * - Select -

Service User Type: Client

Service User Reference:

Job Description: Local Council Support Services

Due Date * dd/mm/yyyy

Due Time * - Hours - - Minutes -

Notes / Other Requirements

Previous Next

Your Organisation	Pre-filled to Wakefield Council (the organisation responsible for paying for the service) – if this is not your organisation, please contact us to query as this is who we will invoice for the booking.
Directorate	This may be pre-filled. If not, please select the relevant one from the drop-down list. If your directorate is incorrect and it is already pre-filled, please do not continue with the form. Contact Language Empire and we can seek authorisation.
Team Name	This may also be pre-filled. If not, it will vary depending on the directorate you have chosen. If your directorate is incorrect and it is already pre-filled, please do not continue with the form. Contact Language Empire and we can seek authorisation.
Service User Type	This is prefilled.
Cost Centre Code	This may be pre-filled or will automatically fill once you have selected your team name. If this looks incorrect, you can contact Language Empire for clarification.
Service User Reference	If you have a case reference for your document, you can enter this on the form. If not, you can leave it blank.
Job Description	This is prefilled.
Due Date & Due Time	This is the deadline you can set for when you require the document to be completed.
Notes/Other Requirements	If you want to give our Translator or the team any guidance or instructions, please add this into the box. E.g. if you want the original document to be sent back in a different format.

New Translation Booking
 Home > Translation Booking >

1. Appointment Details
2. Document Details
3. Your Details

Please enter details of the document that you would like to translate.

Translate From *
-- Select -

Translate To *
-- Select -

Document Type *
-- Select -

Required Service *
-- Select --

Description *

No of Words *

No of Pages *

Upload File *

Browse... No file selected.

Browse... No file selected.

Browse... No file selected.

Browse... No file selected.

Browse... No file selected.

Previous
Next

Translate from/Translate to	Translate from is the language of the original document. Translate to is the language you need the new document to be written/transcribed in.
Document Type	Select the type of document from the drop-down menu.
Required Service	This is type of service you need, e.g. translation, proof reading.
Description	A short description of what you are sending through.
Number of words	Please provide a rough estimate of how many words need translating/transcribing
Number of pages	The total number of pages combined for all documents sent
Upload file	You can upload upto 5 documents in various formats.

New Translation Booking
 Home > Translation Booking >

1. Appointment Details
2. Document Details
3. Your Details

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

Full Name *
 TEST USER

Tel *

Email *

Verify Email *

Previous
Finish

Full Name	This is your name. If it's not prefilled, please enter in this box.
Tel	Please enter your contact number if this is not already entered.
Email	This email address is where we will send the quote and confirmation.
Verify Email	Re-enter the email address so both boxes match.

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.

Close Confirm

Once you are happy, click confirm to send the document to our team. You will receive a booking reference on screen starting LETR and an email acknowledgement. We will email across a quote for your approval.

Upon approval of the quote and completion of your document, you will receive a confirmation via email and the document will be available to download through the **Bookings** tab of the portal.



CANCELLED BOOKINGS

1

Bookings which have been cancelled.



PENDING BOOKINGS

1

These are bookings which have not yet been confirmed.

Bookings Scheduled Today 1

Bookings Scheduled Tomorrow 0

10 records per page

Search:

Booking Ref	Booking Type	Appointment Date	Booking Made By	Language	Venue	
LETR1197607	Translation	14/01/2022 11:30:00	Tester			

Showing 1 to 1 of 1 entries

← Previous

1

Next →

Cancelling a booking

A. Online

You can cancel a booking directly online.

Sign into the LE-LSM2 Portal. Select **Bookings** tab on the left side of the screen.

Here you will see a list of bookings by your team/organisation. If you have an individual login, you will only be able to see your bookings.

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 have:

All Bookings

Current Month Bookings Are Shown By Default.

Booking Type

Bookings

Month
November

Language
---Language---
Customer Ref
--All--
Year
2024

Venue
--All Venues--
Booking Ref

Interpreter
--All Interpreters--

Department
--All Department--
Jobs Between
and
Status

Search Booking

Clear Filters

50 records per page

Search:

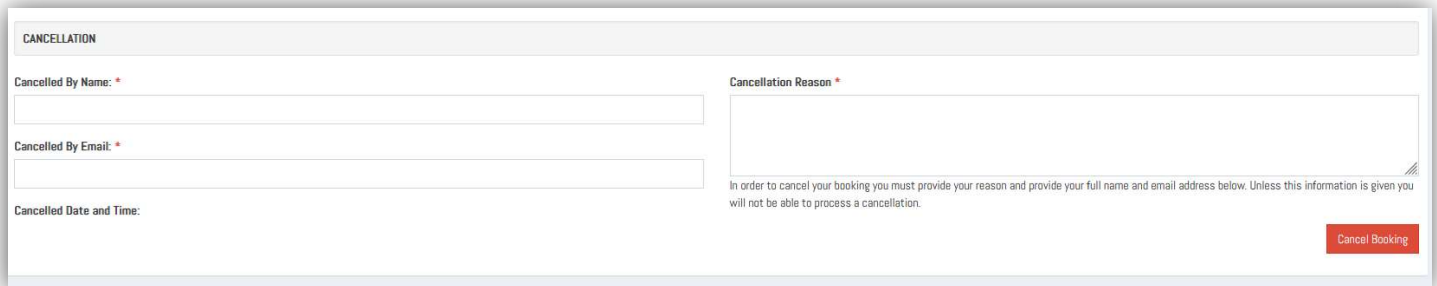
Booking Ref	Booking Type	Booking Status	Appointment Date	Your Ref	Booking Made By	Language	Name Of Interpreter	Department	
LEF2F1575005	Face to Face	Pending	28/11/2024 09:10:00	Children and Young People	TEST USER	Arabic - All or Any	Not Assigned	Corporate Services - Customer Service Team	
STEL1574987	Telephone	Pending	15/11/2024 14:00:00	Adults	TEST USER	Arabic - All or Any	Not Assigned	Children and Young People - Early Help Hub	
LEF2F1575186	Face to Face	Pending	09/11/2024 03:00:00	Children and Young People	TEST USER	Arabic - All or Any	Not Assigned	Sensory Impairment Team	
STEL1574985	Telephone	Pending	08/11/2024 14:45:00	Adults	TEST USER	Arabic - All or Any	Not Assigned	Children and Young People - Early Help Hub	
STEL1573426	Telephone	Cancelled	07/11/2024 10:00:00	Adults	TEST USER	Lithuanian	Not Assigned		
STEL1574596	Telephone	Cancelled	05/11/2024 11:00:00	Children and Young People	TEST USER	Lithuanian	Not Assigned		
STEL1574357	Telephone	Cancelled	05/11/2024 10:00:00	Children and Young People	TEST USER	Lithuanian	Not Assigned		
STEL1573424	Telephone	Cancelled	05/11/2024 10:00:00	Adults	TEST USER	Lithuanian	Jolanta Peters		

Showing 1 to 8 of 8 entries

Previous 1 Next

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.

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.

A screenshot of a web form titled "CANCELLATION". The form is divided into two main sections. The left section contains three input fields: "Cancelled By Name: *" with a red asterisk, "Cancelled By Email: *" with a red asterisk, and "Cancelled Date and Time:". The right section contains a large text area for "Cancellation Reason *" with a red asterisk. Below the text area is a small note: "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." At the bottom right of the form is a red button labeled "Cancel Booking".

CANCELLATION

Cancelled By Name: *

Cancelled By Email: *

Cancelled Date and Time:

Cancellation Reason *

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.

Cancel Booking

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

B. Email

If you're unable to cancel on the portal, you can cancel the 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

You will receive a confirmation from Customer Services that this has been done and an automated email in addition.

Index:

Cancelled	The booking was cancelled by yourselves. If you click the pencil symbol you can see who cancelled it and when. We would never cancel a booking without your consent.
LEF2F	Language Empire Face 2 Face. This is the reference for a face-to-face booking booked using the “+ F2F Spoken” or “F2F Non-Spoken” form. Every time and date booked has its own unique reference beginning LEF2F and 7 digits after. E.g. LEF2F1234567.
LETR	Language Empire Translation. This is the reference assigned to any translation/transcription request.
LEVID	Language Empire Video. This is a reference for a video booking booked using the “+ Video Spoken” or “+ Video Non-Spoken” options. Like the F2F bookings it will contain 7 digits after which will remain the same if a booking moves from LEF2F to LEVID.
Non-English Speaker	This is an alternative name for your patient/client i.e. the person who doesn’t speak English and requires the interpreter.
Non-Spoken Booking	Non-verbal languages which require communication via lip reading or hand communication, e.g. British Sign Language, Lip Reading, Deafblind Communicator.
Pending	This booking is still being worked on by ourselves. We will continue to work on it until you advise us to stop, or we advise you ourselves.
Spoken Booking	Any language which is verbally spoken and requires an interpreter, e.g. Polish, Urdu, Bengali & Spanish.
STEL	Scheduled Telephone booking. This is the reference code for any pre-booked telephone requests or any face-to-face bookings we have converted to STEL. The 7 digits remain the same even if a booking moves from LEF2F to STEL.
UTP	Unable to provide. We will log a booking as a UTP if we have been unable to source an interpreter. If we are able to move it to an alternate service, the UTP will be removed.