



ONLINE USER GUIDE

Interpreting & Translation Services

www.language-empire.net
0330 20 20 270 (Interpretation Support)
0330 20 20 273 (Translation Support)

bookings@empire-groupuk.com
translations@empire-groupuk.com



Contents

Logging In	- 3 -
Face To Face (LEF2F) User Guide	- 5 -
Scheduled Telephone Booking (STEL) User Guide	- 11 -
Video Booking (LEVID) User Guide.....	- 16 -
Cancelling a booking	- 19 -
A. Online	- 19 -
B. Email	- 20 -
How to request a document translation	- 21 -
How to download the document	- 24 -
Index:.....	- 26 -

Logging In

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.

Enter your unique login details into the blue box. This will be an **Account Number**, **Username** and **Password**. All logins

Log into your LE-LSM Customer Account

Account Number

Username

Password

Login to Make Language Service Request

Contract Manager(s) LE-LSM Customer Account

Account Number Pin Code

Username

Password

Login as a Contract Manager

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, department/practice and a budget code. We can then send them across once we have authorisation.

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.

Language Empire

Empire House, College Road, Rochdale, Lancashire, OL12 6AE - 24 Hour Customer Services Support Line: 0845 370 2002 or 0330 20 20 270

Dashboard

COVID-19 Guidance

Bookings

+ F2F Spoken Booking (e.g. Polish, Kurdish, Arabic, Czech)

+ F2F Non Spoken Booking (e.g. BSL, Lipspeaking, Sign Language)

+ Schedule Telephone Booking

+ Document/File Translation Booking

+ Video Spoken Booking

+ Video Non Spoken Booking

Bookings

CANCELLED BOOKINGS
0
Bookings which have been cancelled.

PENDING BOOKINGS
0
These are bookings which have not been assigned an interpreter.

COMPLETE BOOKINGS
0
These are bookings which have been completed.

All Bookings

Current Month Bookings Are Shown By Default.

Booking Type Language Venue Department

Bookings Customer Ref Booking Ref

Month Year Interpreter

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
No data available in table								

Showing 0 to 0 of 0 entries

Previous Next

You may need to use the search criteria to locate bookings, but you can then cancel and view the status of every booking made on that login.



In order to make a new request, you are required to select the service from the list on the left-hand side of the screen. If you do not have an option, we may not be contracted to provide this to you. Please do not select the wrong form unless instructed to by Customer Service.

- F2F Spoken Booking – Face to Face Community Languages: Polish, Chinese, Urdu etc.
- F2F Non-Spoken Booking – Face to Face British Sign Language, Lip Reading etc. For clients who do are unable to communicate verbally
- Scheduled Telephone Booking – Pre-booked telephone appointment at a set time. This goes through our conferencing system
- Translation Booking – Translation of a document or audio transcriptions
- Video Spoken – This is for spoken languages on a video platform of your choosing
- Video Non-Spoken – Video bookings where the patient communicates in sign language

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.

Face To Face (LEF2F) User Guide

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.

Each portal is tailored to each client so some information may be slightly different on your screen. If you're unsure of what to add in the box, please give us a call and we can advise.

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

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: Your 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:

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

1. Your Details:

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's 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 pre-filled, 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

2. Appointment Details:

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 ***

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 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 ***

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 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

3. Venue Details:

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

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? *

[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 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

4. Service User Information:

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**

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 *

Additional Language

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/>

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 or RT number. We are unable to accept names of Non-English Speakers due to Information Governance and Data Protection.

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
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”
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 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.

5. Alternative Service:

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

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

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 *

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

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.

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: **Akaan**)

☐ 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.

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.

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: **Penine Care NHS Trust**
 Your Customer Ref: ***BECKETT PLACE - SSMH - 220107**
 Appointment Date: **28/07/2021** Appointment Time: **05:00** Duration: **300**
 Venue/Department Address: **"Acorn Lodge, , 1 Guido Street, , Fallowfield, Greater Manchester, M6"**
 Language Requested: **Amharic**
 Interpreter Gender Requested: **MF**
 Confirmation Required by Date: **24/07/2021**
 Confirmation Required 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: **0000000000**
 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 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.

Scheduled Telephone Booking (STEL) User Guide

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:

 New Telephone Interpreting Booking
 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

Previous
Next

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.

2. Your Details (this section may be slightly different for yourselves depending on what your contract requires):

 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

Language Empire Ltd
.
- Select -

Your First Name
Your Last Name
Your Telephone Number

Your Email Address:

Previous
Next

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's 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)

3. Appointment 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 the appointment details below.

Appointment with (Professional's Name) *

Appointment Date * dd/mm/yyyy Appointment Time * - Hours - - Minutes - Duration *(minutes) - Select -

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 * dd/mm/yyyy Start Time * - Hours - - Minutes - Add Date/Time

What Platform will you be using? *

Please note, this is for audio calls only. If you require a video interpreter, please select the "4 Video Spoken/Non-Spoken" option on the left hand side of the page.

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

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
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
Alternative dates	Provide any alternative dates and times we can look for, if you have any. Press the green add date/time booking after each one is added to ensure they save
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

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

4. Service User Information:

New Telephone Interpreting Booking

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

Service User Initials: *

Gender *

Service User Reference: *

Language Required *

Additional Language

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 dial the service user)

☐ Yes

☒ No

Please enter service user email and/or mobile*

Service User's Phone Number*

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
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 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.

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 Brief (Appointment Date: **24/03/2017** - Appointment Time: **01:00 AM** - Language: **Afrikaans**)

Close
Confirm

Tel *
03302020270

Email *
katie.wild@empire-groupuk.com

Verify Email *
katie.wild@empire-groupuk.com

Previous
Finish

Name of Organisation: **Language Empire Ltd**

Appointment Date: **31/05/2022** Appointment Time: **05:00** Duration: **35**

Venue/Department Address: **"Alexandria Road, , 14a Alexandria Road, , West Ealing, London, "**

Language Requested: **Arabic - Algeria**

Non-English speaker (your patient/client) initials: **xx**

Non-English speaker (your patient/client) gender: **Male**

Non-English speaker (your patient/client) reference: **0000000000**

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](#).

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.

Video Booking (LEVID) User Guide

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:
Department *

Appointment Date *
Appointment Time *
Duration *(minutes)

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 *
Add Date/Time

Service Contact Name *
Service Contact Tel
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

Previous
Next

Your Ref	Please select your team's 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.
Alternative dates	Provide any alternative dates and times we can look for, if you have any. 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.

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

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 *

Non-English Speaker Reference: *

Language Required *

Additional Language

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/>

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.

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

☐ 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 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.
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.
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”.

3. Your Details:

 New Schedule Video Booking
 Home > Video Booking >

1. Appointment Details
2. Non-English Speaker 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 received the booking you will be redirected to a confirmation page with a unique booking reference.

Close
Confirm

+ Add Non-Speaker Booking
Your Name *
Tel *
Email *
Verify Email *

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

5. Confirmation:

 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 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.

Cancelling a booking

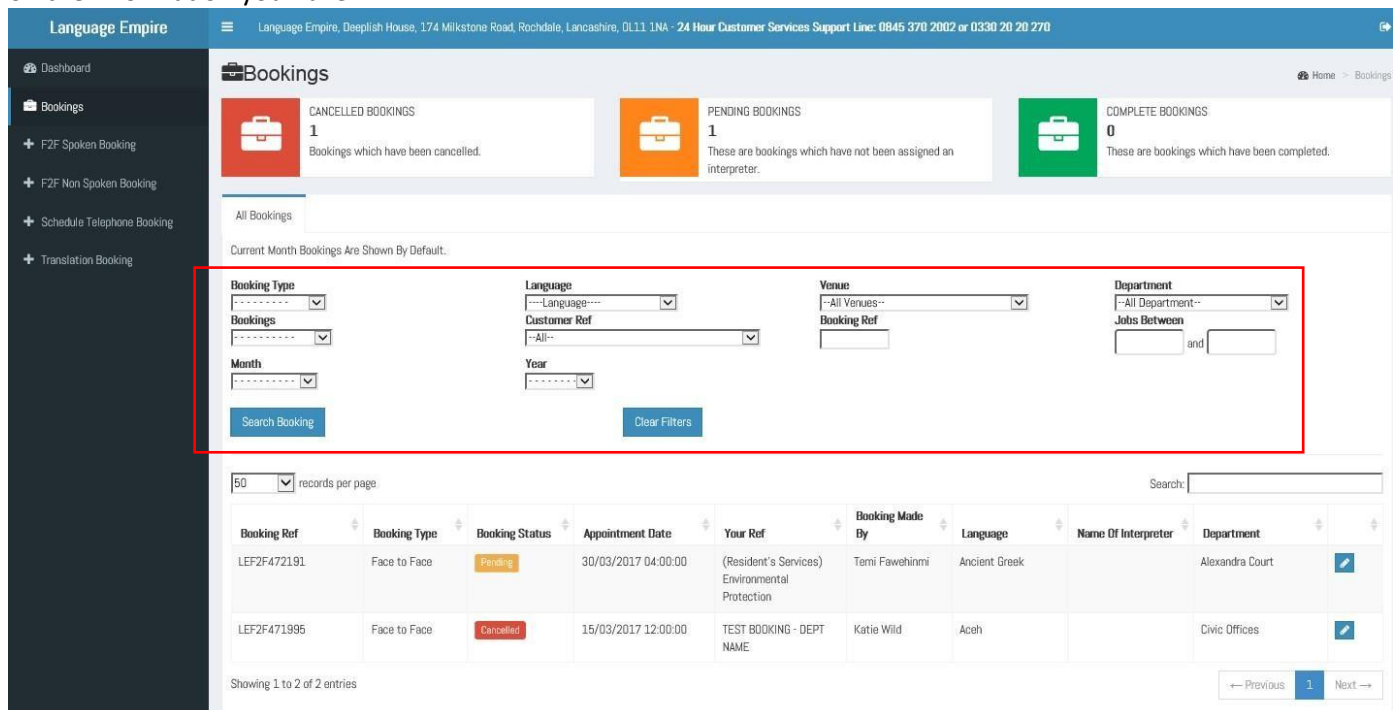
A. Online

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:



The screenshot shows the 'Language Empire' portal with a sidebar menu on the left containing 'Dashboard', 'Bookings', 'F2F Spoken Booking', 'F2F Non Spoken Booking', 'Schedule Telephone Booking', and 'Translation Booking'. The main area is titled 'Bookings' and displays three summary cards: 'CANCELLED BOOKINGS' (1), 'PENDING BOOKINGS' (1), and 'COMPLETE BOOKINGS' (0). Below these is a search section with a red border containing filters for Booking Type, Language, Venue, Department, Customer Ref, Booking Ref, Month, and Year. A 'Search Booking' button is at the bottom of the filters. Below the search section is a table of bookings with columns: Booking Ref, Booking Type, Booking Status, Appointment Date, Your Ref, Booking Made By, Language, Name Of Interpreter, and Department. Two bookings are listed: one pending and one cancelled. A 'Showing 1 to 2 of 2 entries' message is at the bottom of the table.

1. 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.
2. 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 'Cancellation Reason' section with a larger text input field. Below these fields is a 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 is a red 'Cancel Booking' button.

3. 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.

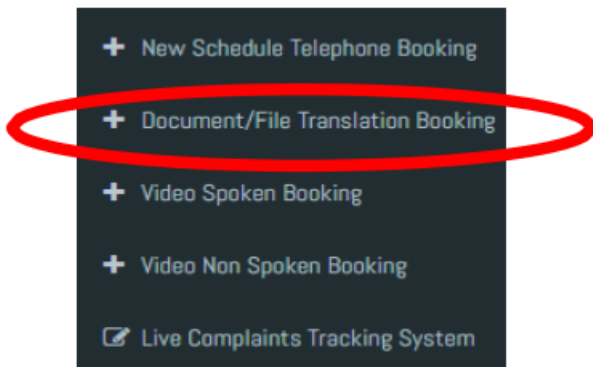
You must provide as a minimum:

- 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.

How to request a document translation



- Select “Document/File Translation Booking” from the left hand column

New Translation Booking

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

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

Your Organisation:
Language Empire Ltd

Your Ref *
GP Letter

Service User Type:
Patient

Purchase Order Ref
1234567

Service User Reference:
Translation Department

Job Description
Court Service

Requested Date *
14/01/2022

Requested Time *
11 AM 20

Due Date *
18/01/2022

Due Time *
09 AM 00 Minutes

Notes / Other Requirements
Please keep the same formatting, leave space for the name so that we can fill it in after we get the translated document.

Previous Next

- Fill in the boxes especially the ones that have an asterisk (*) as you cannot proceed unless they are filled
- Your Ref = Anything that will help you remember what the booking is about
- Requested time = +10 minutes into the future. Eg. Current time is 11:00 but you should put requested time as 11:10 as the whole process of creating the booking may take a couple of minutes and upon completion if the requested time has passed then an error message will appear and the booking will fail.
- Once you’ve finished filling in the boxes click “Next” to continue

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* Translate To*

Document Type* Description* No of Words*

Upload File* Lights Cleaning Services.docx

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

- Choose the translation language from X into X
- Select the appropriate document type
- Include a simple description of the document/booking
- Estimate the amount of words, if you cannot then enter 0 and staff will help you -if your document is a Word Document then you can use the word counter at the bottom
- Click "Next" to continue

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*

Tel* Email* Verify Email*

[Previous](#) [Finish](#)

- Enter your name, telephone and email
- Click "Finish"

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](#)

- Afterwards click "Submit"
- Translation Booking created.

Booking Confirmation



admin@translation-empire.com
To: Translations - Empire Group



11:27

Thank you for making a booking online, shortly you'll hear from one of the Language-Empire Team to confirm the Translation booking, your booking reference is LETR1197607.

Your Purchase Order Ref: 1234567.

If you have any queries, please do not hesitate to contact our translations department on the number below.

With kind regards

Translations Department
Language Empire Ltd
Tel: 0845 009 7867
Fax: 0845 890 5105

- You will receive an confirmation email after your Translation booking has been made

From: translations@empire-groupuk.com <translations@empire-groupuk.com>
Sent: 19 January 2022 15:47
To: translations@empire-groupuk.com <translations@empire-groupuk.com>

Subject: Translation Quote

Dear Customer,

Thank you for making an online booking. (LETR)

Please see attached estimated quote for your document(s) to be translated.

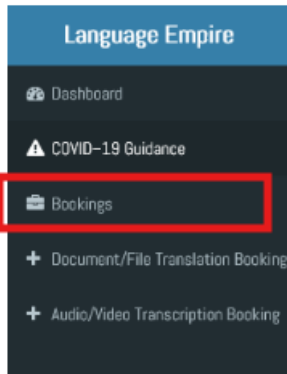
Please reply back to this email to confirm if you want to go ahead with the translation.

Translation Empire
Empire House | College Road | Rochdale | Lancashire | OL12 6AE
E: translations@empire-groupuk.com
T: 0330 2020 273

- If a quote is required then you shall get an email for it

How to download the document

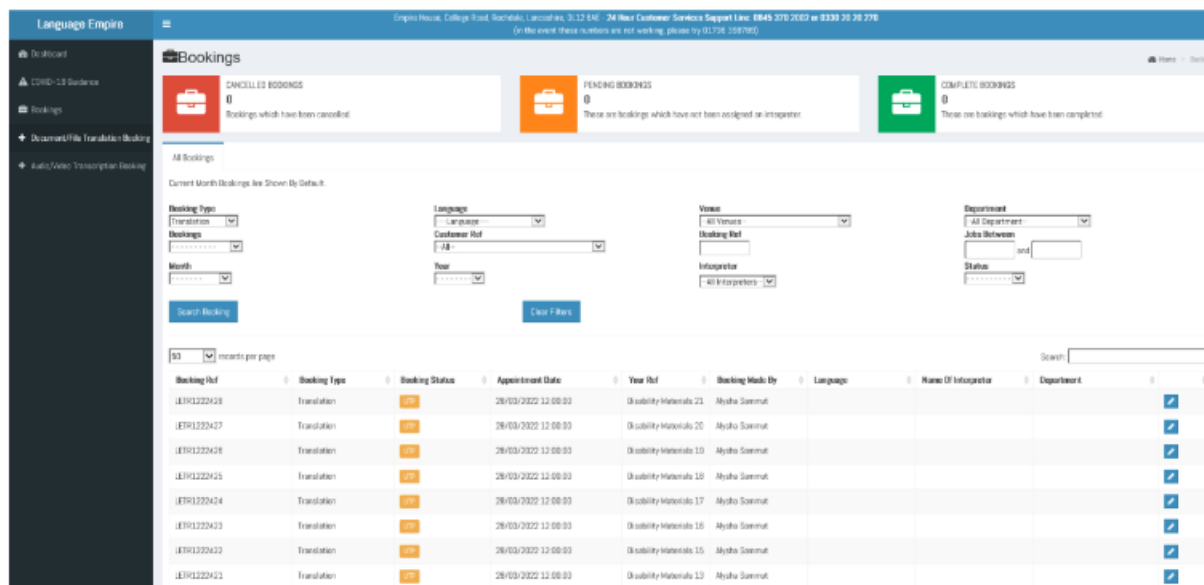
Once the document is ready, you will receive an email to advise you can now download it.



On the bookings portal, click “bookings”

On the bookings page, you will see the screen below. Click on 'Booking type' and select 'Translation' from the drop down option and then click on 'Search booking'.

This will bring up a list of all the translated bookings. On the bookings page, you will see the screen below:



The screenshot shows the 'Bookings' page in the Language Empire system. It includes a sidebar with navigation options and a main content area with filters and a table of bookings.

Filters:

- Booking Type: Translation
- Language: English
- Voice: All Voices
- Department: All Department
- Booking Ref: All
- Interpreter: All Interpreters

Table of Bookings:

Booking Ref	Booking Type	Booking Status	Appointment Date	Your Ref	Booking Made By	Language	Name Of Interpreter	Department
JE791222428	Translation	Completed	26/03/2022 12:00:00	Disability Materials 21	Alysha Sammut	English		
JE791222427	Translation	Completed	26/03/2022 12:00:00	Disability Materials 20	Alysha Sammut	English		
JE791222426	Translation	Completed	26/03/2022 12:00:00	Disability Materials 19	Alysha Sammut	English		
JE791222425	Translation	Completed	26/03/2022 12:00:00	Disability Materials 18	Alysha Sammut	English		
JE791222424	Translation	Completed	26/03/2022 12:00:00	Disability Materials 17	Alysha Sammut	English		
JE791222423	Translation	Completed	26/03/2022 12:00:00	Disability Materials 16	Alysha Sammut	English		
JE791222422	Translation	Completed	26/03/2022 12:00:00	Disability Materials 15	Alysha Sammut	English		
JE791222421	Translation	Completed	26/03/2022 12:00:00	Disability Materials 13	Alysha Sammut	English		

Click on the following button to view the booking.



From the following page you will be able to download the document by clicking on Download.

Language Empire

Empire House, College Road, Rochdale, Lancashire, OL12 6AF. 24 Hour Customer Services Support Line: 0845 378 2002 or 0330 20 20 270

Booking LETR894289

This booking was confirmed by Language Empire on 10/06/2019 10:59:33

Time Taken: 00:04:22.010000

Please note if you would like to make any changes to this booking request such as date, time, duration, venue etc. then please send an email to bookings@empire-groupuk.com and include the LEFZF booking reference in your correspondence. Please note, where a booking date has passed, you will not be able to process a cancellation.

Booking View | QC Feedback | Add Complaint | Message to LE

BOOKING DETAILS

Booking Ref: LETR894289

Customer Name: [REDACTED]

Your Ref: [REDACTED]

Appointment Date: 10/06/2019

Appointment Time: 12:00

Job Description: Medical - Hospital

Booking Made By Tel: [REDACTED]

Booking Made By Email: [REDACTED]

Original Document: [Download](#)

Translated Document: [Download](#)

Service User Type: Patient

Non-English Speaker Initials: [REDACTED]

Non-English Speaker Reference: [REDACTED]

Purchase Order Ref: [REDACTED]

Booking Made/Processed By: [REDACTED]

Booking Made By Position: [REDACTED]

Booking Made/Processed Date: 10/06/2019 10:55:11

Booking Made By Fax: [REDACTED]

Language: From: English -> To: Romanian

Interpreter Assigned: MARIAGETA MACARESCU

Print Confirmation

If you need any help or advice please do not hesitate to contact us on 0330 20 20 270 or translations@empire-groupuk.com.

Our (LE-LSM system) booking management portal has 256 bit TLS2 encryption and adheres to our ISO 27001:information security management systems.

Index:

Assigned	The booking is assigned to an interpreter and you can see the see their name and photo by clicking the pencil symbol next to the booking.
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 document reference. All document requests will begin with an LETR reference. This will be displayed on all automated emails from ourselves.
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.