



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



Sheffield Children's
NHS Foundation Trust

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Logging In

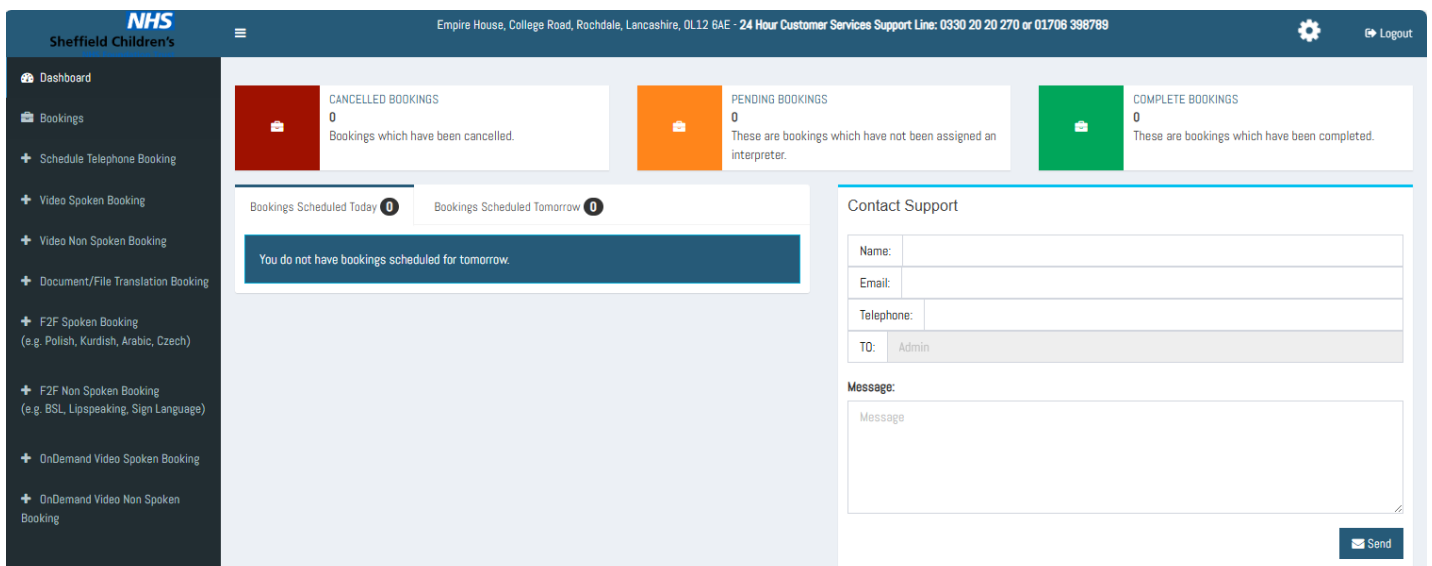
In order to make, manage, track and cancel bookings, please sign into Language Empire's Online LE-LSM portal. Open your web browser and search for <http://www.language-empire.net/> where you will find lots of resources and a blue and green login box.

Enter your unique login details into the blue box. This will be an **Account Number**, **Username** and **Password**. All logins are case sensitive so please ensure you are entering them correctly.

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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If you are unsure of your login details, please email bookings@empire-groupuk.com stating your name and the care group that you fall under. We can then send your log in details across as well as any other relevant information.

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 on the left hand side.



The screenshot shows the NHS Sheffield Children's LE-LSM portal dashboard. The header includes the NHS logo, the text 'Sheffield Children's', and contact information: 'Empire House, College Road, Rochdale, Lancashire, OL12 6AE - 24 Hour Customer Services Support Line: 0330 20 20 270 or 01706 398789'. There is a 'Logout' button in the top right corner.

The main content area is divided into three columns:

- CANCELLED BOOKINGS** (Red box): 0 Bookings which have been cancelled.
- PENDING BOOKINGS** (Orange box): 0 These are bookings which have not been assigned an interpreter.
- COMPLETE BOOKINGS** (Green box): 0 These are bookings which have been completed.

Below these columns, there are two tabs: '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.'

On the right side, there is a 'Contact Support' form with fields for Name, Email, Telephone, and TO (set to Admin). There is also a 'Message' field and a 'Send' button.

The left sidebar contains a 'Dashboard' menu with the following options: Bookings, Schedule Telephone Booking, Video Spoken Booking, Video Non Spoken Booking, Document/File Translation Booking, F2F Spoken Booking (e.g. Polish, Kurdish, Arabic, Czech), F2F Non Spoken Booking (e.g. BSL, Lipspeaking, Sign Language), OnDemand Video Spoken Booking, and OnDemand Video Non Spoken Booking.

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.



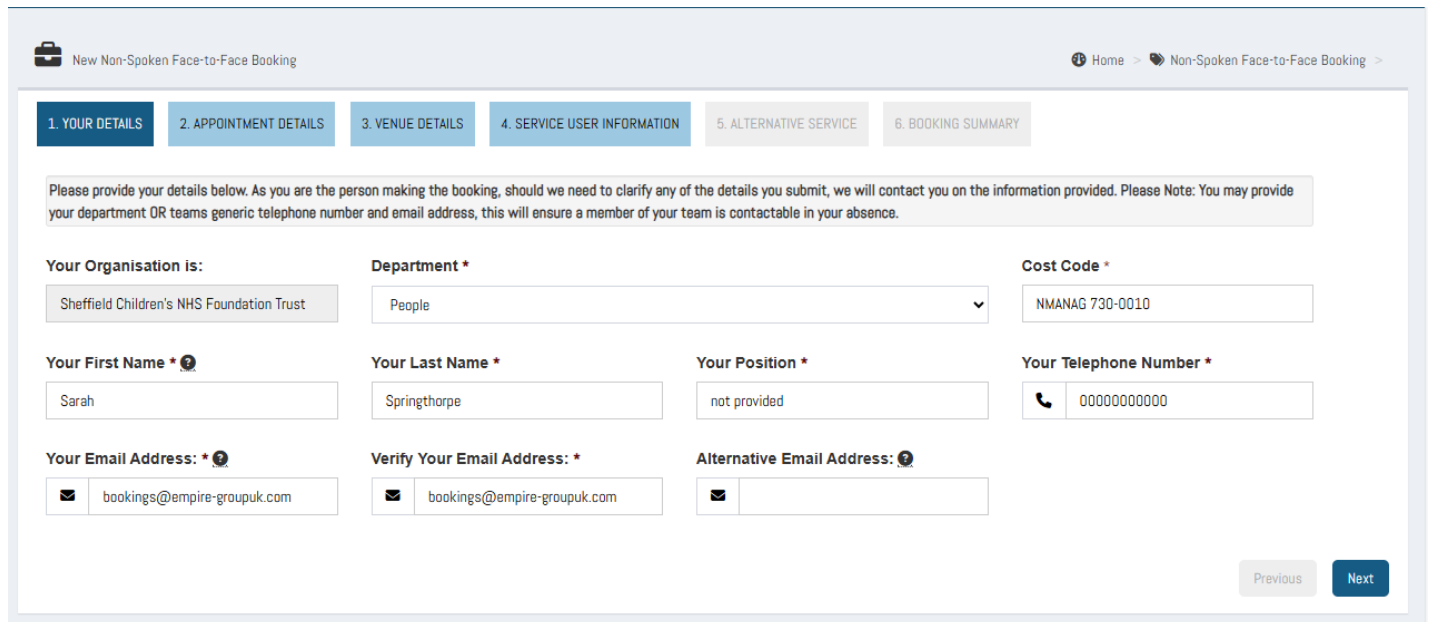
In order to make a new request, you are required to select the service from the list on the left-hand side of the screen. If you do not have an option, we may not be contracted to provide this to you. Please do not select the wrong form unless instructed to by Customer Service.

- 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 Face to Face booking forms are located on the left hand side of the dashboard titled “F2F Spoken Booking” and “F2F Non Spoken Booking”. Both forms are identical to each other except from the language drop down list.



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
Department	Please select your Department name from the drop-down list.
Cost Centre Code	This will be pre-filled once you have selected your Department from the drop down list. 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.
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

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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? *

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Professional Contact Name	Please provide the name of the person who is hosting/leading the appointment. This could be the name of your Doctor, Nurse 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. Doctor, Nurse etc.
Professional Contact Email	If known, please provide the professionals email address where we will also send the automated emails
Region	This will be prefilled.
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 from the drop down list.
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:

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: *

Non-English Speaker Reference: *

Please enter the Non-English Speaker reference, for example if you are making a booking for a NHS patient, please enter the patient's NHS or C number. We are unable to accept names of Non-English Speakers due to Information Governance and Data Protection. For internal staff bookings, use the reference 007.

Language Required *

Additional Language

Interpreter Gender *

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/>

Would you like to request a specific interpreter ?

☒ 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: *

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
Non-English Speaker Reference	This can be an NHS number / Hospital number. It is to help everyone identify who the booking is for and needs to be between 6 and 10 characters, no spaces or special characters.
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	Please select the relevant description from the drop down list.
Additional Information	Any other information which you feel we may need to know. You may state not to send a particular interpreter for example. Please note, the interpreter will not be sent this information.

5. Alternative Service:

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 *

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.

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.

Previous Finish

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

When happy, click "Confirm", this will then generate your unique booking ref number beginning LEF2F. An email acknowledgement will be sent to all email addresses you provide.

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: LEF2F1691518

Name of Organisation: **Sheffield Children's NHS Foundation Trust**
 Your Customer Ref: **Finance, Estates and Digital**
 Appointment Date: **28/08/2025** Appointment Time: **13:00** Duration: **120**
 Venue/Department Address: **"Advanced Wellness Research Centre, , , 2 Old Hall Road, , Sheffield, South Yorkshire, S"**
 Language Requested: **Afrikaans**
 Interpreter Gender Requested: **MF**
 Confirmation Required by Date: **15/08/2025**
 Confirmation Required by Time: **13:00**
 Non-English speaker (your patient/client) initials: **NA**
 Non-English speaker (your patient/client) gender:
 Non-English speaker (your patient/client) reference: **0000000000**
 Purchase Order Ref: **NMANAG 730-0010**
 Appointment With: **TEST**
 Appointment With Tel:
 Booking Made By: **ethan thomas**
 Nature of Assignment: **Straightforward appointments with low emotional or clinical complexity (e.g., follow-ups, prescription checks).**
 Additional Information: **TEST**

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. Your Details

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

Your Organisation: Sheffield Children's NHS Foundation Trust	Department * --Please Select--	Cost Code ? 	Venue of appointment * - Select -
Your First Name * ? 	Your Last Name * 	Your Telephone Number * ☎	
Your Email Address: * ? ✉	Alternative Email Address: ? ✉		

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Your Organisation	This should be automatically filled and displays the organisation responsible for paying the invoice.
Department	Please select the Department from the drop down list in which you are based.
Cost Code	This will be prefilled upon selection of Department.
Venue of appointment	This will be where the appointment will be taking place.
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)
Alternative Email Address	If you want any communication

2. Appointment Details

Please enter the appointment details below.

Appointment with (Professional's Name or Clinic Code) *

Appointment Date *

Appointment Time *

Duration *(minutes)

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 *

Add Date/Time

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 appointment. If this is yourself, you can include your own name here.
Appointment Date	Please use the calendar to select the date of the appointment
Duration	Please select from the hours and minutes drop down boxes. The hours are in AM/PM
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
Brief Nature of Assignment	Please select the relevant description from the drop down list.
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 for example.

3. 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: *

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

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/>

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*

Email address

Service User's Phone Number*

Please enter full number with country code e.g. the format for UK numbers should be 447123456789.
Please Note: This phone number will be auto dialed out through the system at the time of the appointment.

Service User Initials	In line with Data Protection guidelines, we only accept service user's initials with no spaces or special characters. Service User refers to your patient – i.e. the person who needs the interpreter
Service User Reference	This can be an NHS number / Hospital number and is only to help everyone identify who the booking is for. It needs to be 6 – 10 characters with no spaces or special characters.
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.
Would you like to request a specific interpreter?	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 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. PLEASE DO NOT ENTER YOUR PHONE NUMBER IN THIS BOX AS THE CALL WILL NOT WORK.

4. 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 *
0330202270

Email *
katie.wild@empire-groupuk.com

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

Previous
Fresh

New Telephone Interpreting Booking

Home
>
Telephone Booking
>

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

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

Your Booking Reference Number is:STEL1244781

Name of Organisation: **Language Empire Ltd**
Appointment Date: **31/05/2022** Appointment Time: **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.

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:

Please enter the appointment details below.

Customer Name:  Sheffield Children's NHS Foundation Trust

Department *  - Select -

Cost Code 

Venue of appointment *  - Select -

Appointment Date *  dd/mm/yyyy

Appointment Time * - Hours - - Minutes -

Duration *(minutes) - 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 *  ---Please select---

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

Department	Please select your department name from the drop-down list.
Cost Code Ref	This will be prefilled once you have selected your department.
Venue of appointment	Where the appointment will be taking place.
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 select the relevant description from the drop down box.
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):

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: * 

Non-English Speaker Reference: * 

Please enter the Non-English Speaker reference, for example if you are making a booking for a NHS patient, please enter the patient's NHS or C number. We are unable to accept names of Non-English Speakers due to Information Governance and Data Protection. For internal staff bookings, use the reference 007.

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/>

If you have video link prepared, please include this below and we will send it to the assigned interpreter :

If you wish to send the interpreter a link at a later date, please ensure you are including the reference number starting LEVID in the subject line.

Would you like to request a specific interpreter ?

☐ Yes

☒ No

Non-English Speaker Initials	The initials of your patient.
Non-English Speaker Reference	This could be an NHS number or a case reference for a client. There should be no spaces or special characters. If the interpreter is for the parent of a child but your child is the patient, please add the child's NHS number.
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.
Video Link box	If you already have a video call set up, you can place the video link in this section. The video link will then be provided to the interpreter once assigned. This is not a Mandatory box.
Would you like to request a specific interpreter?	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 1 and we can have a look for you.
Assign alternative interpreter/Arrange to reschedule	If you only want your requested 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:

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 * 

Alternative Email Address: 

Your Name	This is your name.
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 contact 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	If you want another inbox to receive the communication, you can add that email address as well

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

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

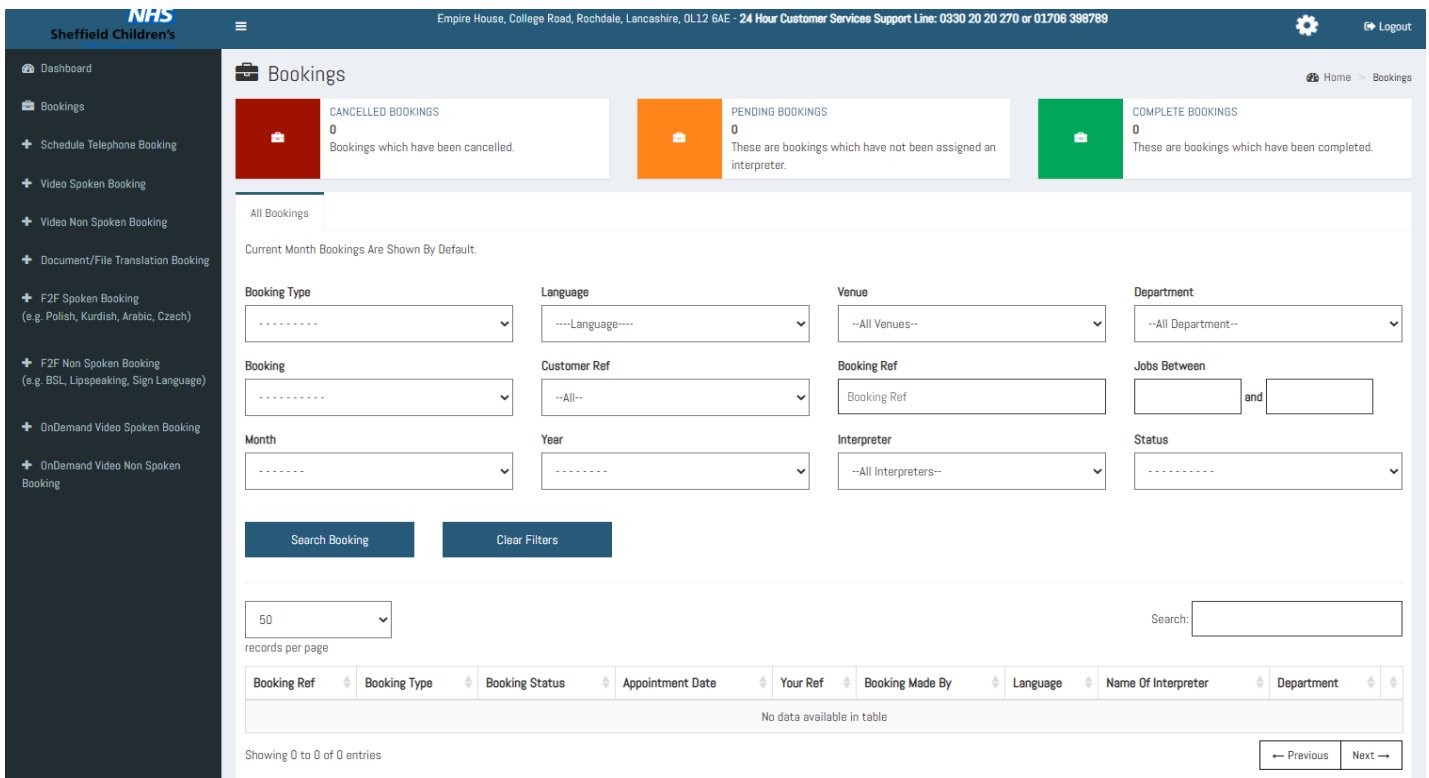
A. Online

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 made by your Care Group.

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:



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.



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.

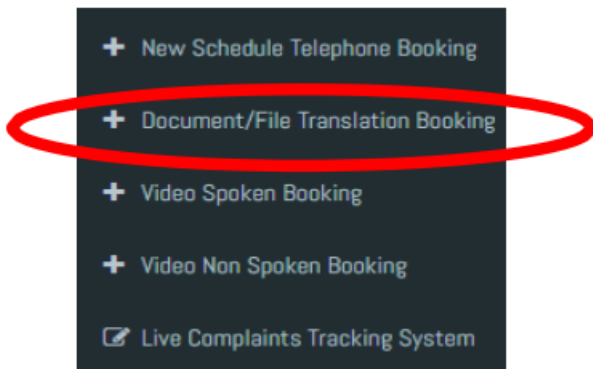
You must provide as a minimum:

- Your Name
- 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

Home > Translation Booking >

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

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

Your Organisation: Sheffield Children's NHS Foundation Trust

Department *: Clinical Support

Cost Code: *****

Service User Type: Patient

Service User Reference:

Job Description: NHS/Local Government

Due Date *: dd/mm/yyyy

Due Time *: - Hours - - Minutes -

Notes / Other Requirements

Previous Next

Department	Please select the department that you fall under on the drop down list
Cost Code	This section will prefill once the department has been selected
Service User Reference	This can be the NHS number or Hospital number for the patient the document relates to. This can be alphanumeric but must not contain spaces or any other special characters.
Due Date	Please select the date you would need the transcription/translation back by from the calendar.
Due Time	Please select from the hours and minutes drop down boxes. The hours are in AM/PM.
Other requirements	Please state any other information you would like to provide us with.

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 Pages *

Upload File *

Choose file No file chosen

Choose file No file chosen

Choose file No file chosen

Choose file No file chosen

Choose file No file chosen

Maximum size of a file to be uploaded is 50MB

Previous

Next

Translate from	Please provide the language of the document/audio file.
Translate to	Please provide the language you would like the document/audio file to be translated into.
Document Type	Please provide the type of document/audio file you are submitting. This will help us to assign the most suitable translator.
Required Service	Please confirm if you would like a translation, proof reading, or other services.
Description	Please provide a brief description of the document you are sending across.
No of pages	How many pages are you submitting. If you are submitting multiple documents, please combine the number of pages. If it is an audio file(s), please confirm how many files in total.
Upload File	You can submit upto 5 files with a maximum size of each document at 50MB. If the document is larger, please contact translations directly to discuss how this can be sent in an alternate way.

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

Full Name	Your full name
Tel	A contact number to call you back on if there are issues
Email & Verify Email	Please confirm your email address and add it in the next box for verification purposes. Acknowledgements and confirmation emails will be sent to this inbox.

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.

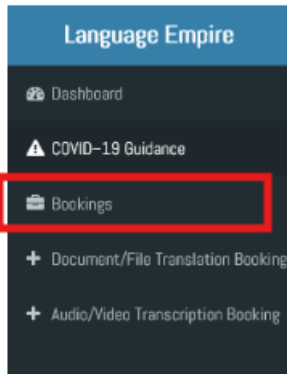
Please reply back to this email to confirm if you want to go ahead with the translation.

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

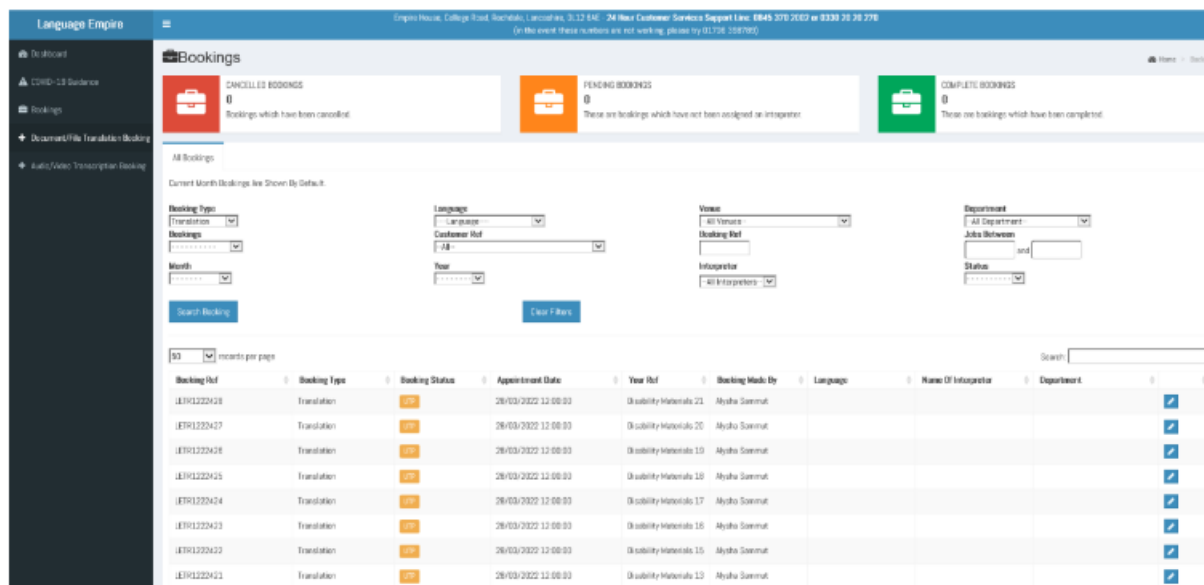
Once the document is ready, you will receive an email to advise you can now download it.



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 like 'Dashboard', 'COVID-19 Guidance', 'Bookings', 'Document/File Translation Booking', and 'Audio/Video Transcription Booking'. The main area displays a summary of booking statuses: CANCELLED BOOKINGS (0), PENDING BOOKINGS (0), and COMPLETE BOOKINGS (0). Below this, there are filters for 'Booking Type' (set to 'Translation'), 'Language', 'Venue', 'Department', and 'Status'. A 'Search Booking' button is visible. The bottom section shows a table of bookings with columns for Booking Ref, Booking Type, Booking Status, Appointment Date, Your Ref, Booking Made By, Language, Name Of Interpreter, and Department. The table lists several bookings for 'Translation' services, all with a status of 'Complete'.

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

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.