

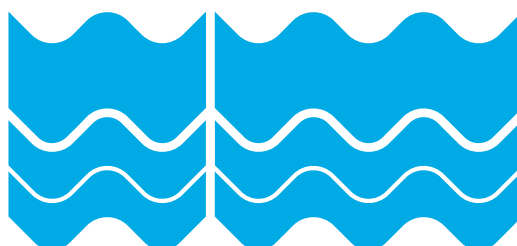


ONLINE USER GUIDE

Interpreting Services

**www.language-empire.net
0330 2020 270 (24/7 customer service line)
bookings@empire-groupuk.com**

**East Sussex
County Council**



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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.

Logins will be created following an initial booking made via email. If you have misplaced your login details, please email bookings@empire-groupuk.com from an @eastsussex.gov.uk inbox stating your name & department.

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

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.

Empire House, College Road, Rochdale, Lancashire, OL12 6AE - 24 Hour Customer Services Support Line: 0330 20 20 270 or 01706 398789

Logout

Dashboard

COVID-19 Guidance

Carbon Reduction Plan

Bookings

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

Schedule Telephone Booking

Video 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

Booking

Customer Ref

Booking Ref

Jobs Between

Month

Year

Interpreter

Status

Search Booking

Clear Filters

50 records per page

Search:

Booking Ref	Booking Type	Booking Status	Appointment Date	Your Ref	Booking Made By	Language	Name Of Interpreter	Department
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.
- Scheduled Telephone Booking – Pre-booked telephone appointment at a set time. This goes through our conferencing system
- Video Spoken – This is for spoken languages on a video platform of your choosing
- Video Non-Spoken – Video bookings where the client 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

This portal has been tailored to East Sussex Council's needs. If you're unsure of what to add in the box, please give us a call and we can advise.

1. Your 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 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 Team Name *

Purchase Order Ref (ESCC-PO-00) *

Language Empire will be unable to accept bookings without a valid PO provided.

Your First Name *

Your Last Name *

Your Position *

Your Telephone Number *

Your Email Address: *

Verify Your Email Address: *

Alternative Email Address: *

Previous
Next

Your Organisation	Pre-filled to East Sussex County Council.
Your Team Name	Please enter your team name within the council.
Purchase Order Ref	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. All East Sussex PO numbers begin ESCC-PO-00.
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 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/Client 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 client 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 client.
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 client 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 *

- Hours - - Minutes -

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.

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

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

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

Your Booking Reference Number is: 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:

 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 (ESCC-PO-00)
Department *

East Sussex County Council
Language Empire will be unable to accept bookings without a valid PO provided.
- Select -

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

Your Email Address: *
Alternative Email Address:

Previous
Next

Your Organisation	This should be automatically filled and displays the organisation responsible for paying the invoice. In this case the invoice will go to East Sussex County Council.
Purchase Order Ref	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. All East Sussex PO numbers begin ESCC-PO-00.
Department	This is where your team is based. This drop down is linked to the venue list. If your venue is not on the list, please email bookings@empire-groupuk.com and we will add this for you.

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 * Appointment Time * Duration *(minutes)

dd/mm/yyyy - Hours - - 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 * Start Time *

dd/mm/yyyy - 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 "** 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
Home
Telephone 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? *

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 at the time of the call? *

Please enter service user email and/or mobile *

Service User's Phone Number *

Previous
Finish

Service User Initials	In line with Data Protection guidelines, we only accept service user's initials with no spaces. Service User refers to your 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 a 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 mandatory 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

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.

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.

You must provide a link to the booking prior to the start time of the appointment. There is a box on the booking form to provide this if you wish to send it immediately. It is your responsibility to chase Language Empire if the interpreter does not join as we have no way of monitoring attendance.

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.

Customer Name *

East Sussex County Council

Your Team Name *

Purchase Order Ref (ESCC-PO-00) *

Department *

- Select -

Language Empire will be unable to accept bookings without a valid PO provided.

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 *

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

Customer Name	This should be automatically filled and displays the organisation responsible for paying the invoice. In this case the invoice will go to East Sussex County Council.
Your Team Name	Please enter your team name within the council.
Purchase Order Ref	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. All East Sussex PO numbers begin ESCC-PO-00
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. This drop down is linked to the venue list. If your venue is not on the list, please email bookings@empire-groupuk.com and we will add this for you.
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.

Are you flexible with the date and time of the appointment?	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/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: *

Additional Language

Language Required *

If you have a video link prepared, please include this below and we will send it to the assigned interpreter. If you wish to send the link at a later date, you must add it on the booking or email the link by replying to the acknowledgement or confirmation email.

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.

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.

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 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 client please add the child's case reference 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 mandatory box.
Link for video booking	If you are using your own platform, you need to add the link to the booking form. This is shared with our interpreter on their app for easy access to the meeting. If you are unable to provide this at the booking time, you must add it later on the bookings tab or email it across to bookings@empire-groupuk.com with the booking reference.

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.

Confirm	Click to submit your booking.
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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. You can reply to these emails with the link and we can add it to the booking form.

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

Cancelling a booking

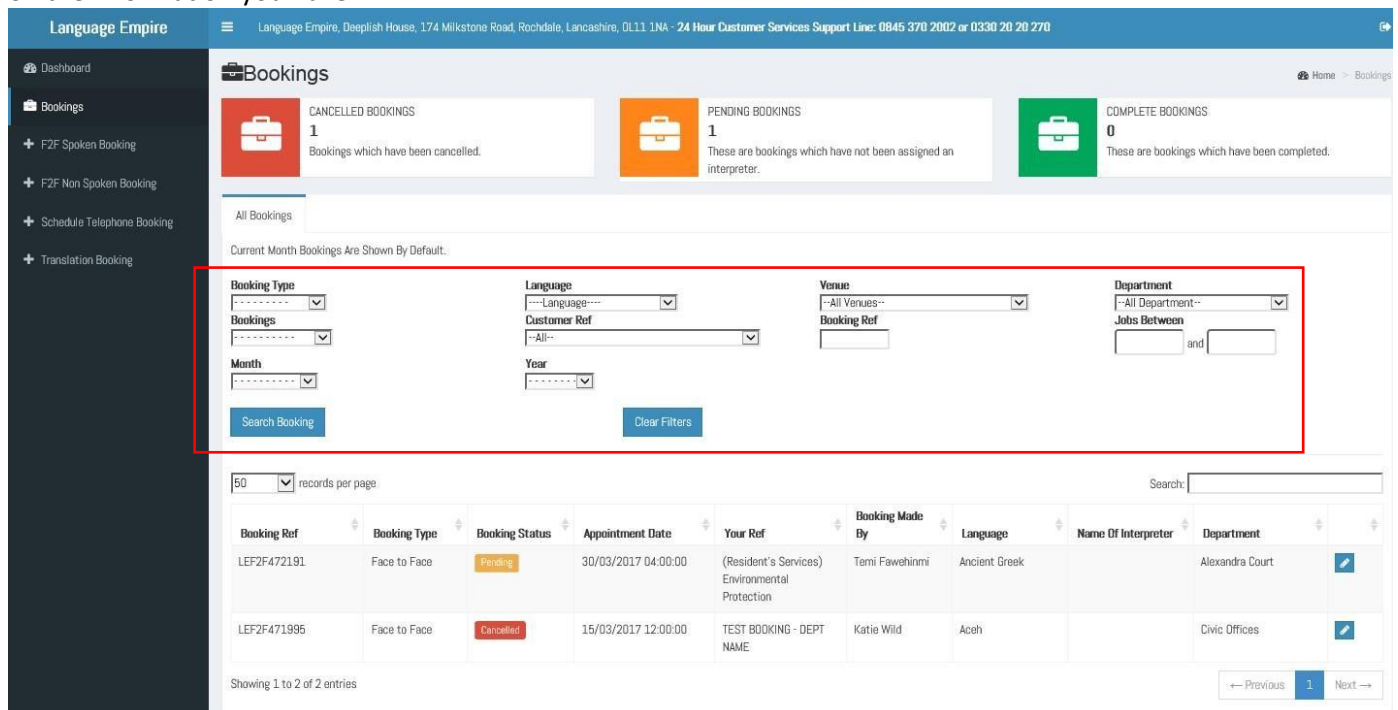
A. Online

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 Bookings Portal. On the left is a sidebar with navigation links: Dashboard, Bookings, F2F Spoken Booking, F2F Non Spoken Booking, Schedule Telephone Booking, and Translation Booking. The main area is titled 'Bookings' and shows three summary cards: CANCELLED BOOKINGS (1), PENDING BOOKINGS (1), and COMPLETE BOOKINGS (0). Below these is a search section with a red box highlighting the filters: Booking Type, Language, Venue, Department, Customer Ref, Booking Ref, Month, and Year. There are 'Search Booking' and 'Clear Filters' buttons. Below the filters 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. At the bottom right of the table is a 'Cancel Booking' button.

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.

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.
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 client i.e. the person who doesn’t speak English and requires the interpreter. It may also be called a service user on the form.
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.