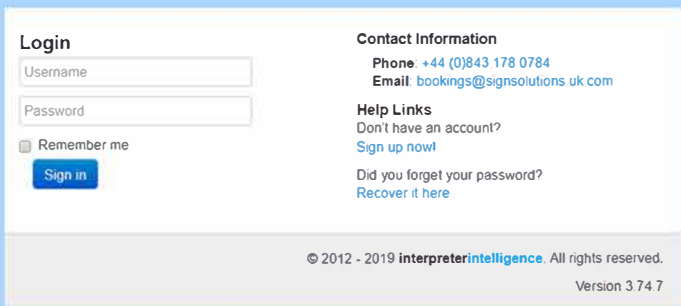


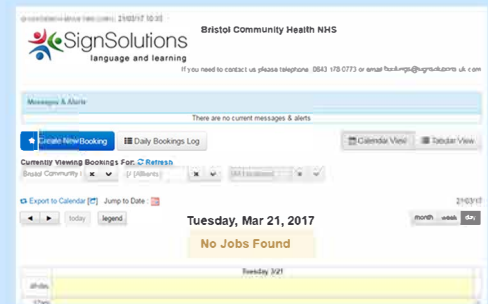
Online Portal Guide for booking interpreting support via face-to-face and video

Go to <https://signsolutions.interpreterintelligence.com/login/auth>



Login using your username and password as shown above

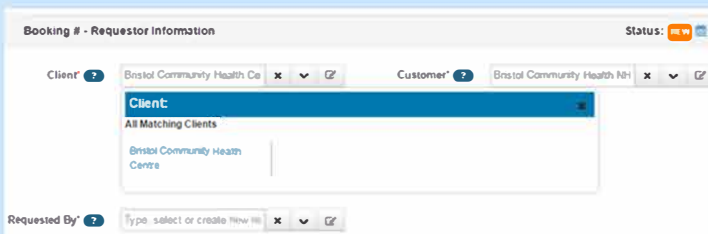
You will then reach the following home page, from here you can;



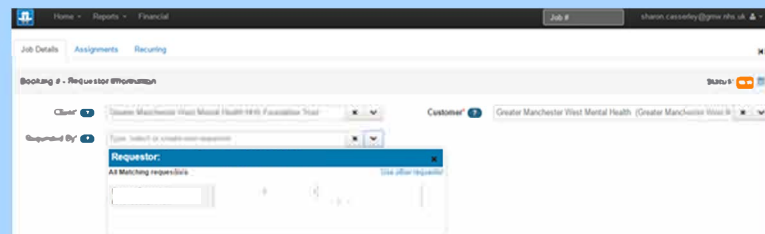
- View existing bookings on a daily, weekly or monthly view
- Create a new booking

[★ Create New Booking](#)

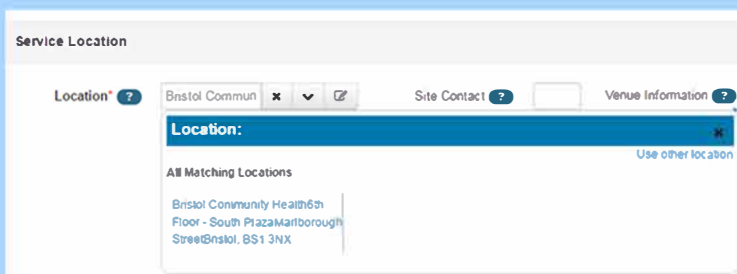
1. Choose the client you need the Interpreter to attend for



2. Choose the requestor (person making the booking request) name, using the drop down arrow or add using pencil icon

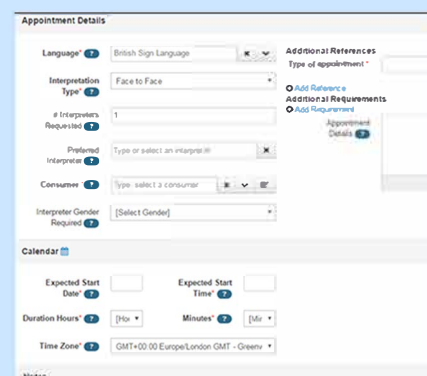


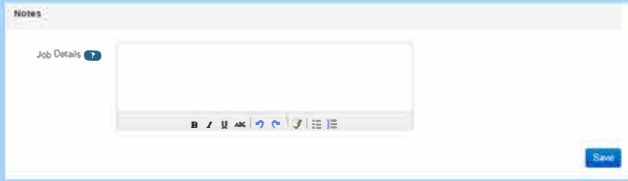
3. Choose the venue address you need the Interpreter to attend by using the drop down arrow or add by clicking pencil icon



4. Next, booking details;

- Language requirement (ie British Sign Language)
- Interpretation type select face-to-face or video
- The number of interpreters required
- The preferred interpreter name if applicable
- The 'consumer' name e.g. patient name or add by clicking pencil icon
- The preferred gender
- The expected start and finish time of the assignment





5. Add appointment details/notes such as;

- The type of appointment, the ward/department
 - Any details the interpreter or booking team may require
 - Patient number/reference
- Then press save

Please note; *the more details provided the more effective we can be at fulfilling your requests*

The **Sign Solutions** bookings team will immediately start searching for your interpreters.

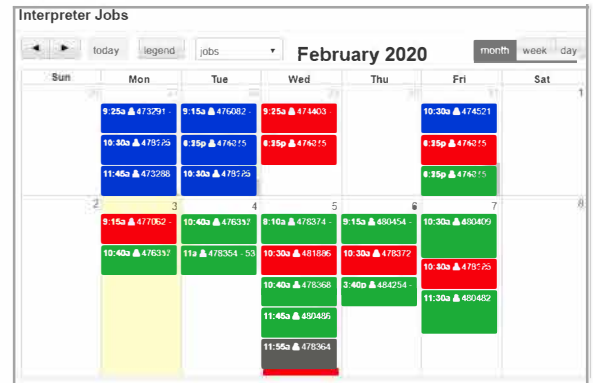
You will receive an email showing the details of the booking request you have made.

If you have any changes to the booking information, or need to cancel a booking, please email bookings@signsolutions.uk.com or call us at **0843 178 0773**

A confirmation will be sent to you, once an interpreter is allocated into the booking.

The colour of the bookings will also change dependant on the status of the booking. The colour key coding is as follows

- **Purple:** Open, this means we are still seeking BSL support
- **Grey:** Assigned, this means we have assigned an interpreter to booking, they are expected to attend
- **Green:** Confirmed, this means the interpreter has logged into their portal and have confirmed the appointment, they are expected to attend.
- **Red:** Cancelled
- **Pink:** Unfilled, this means we have not been successful if sourcing support.

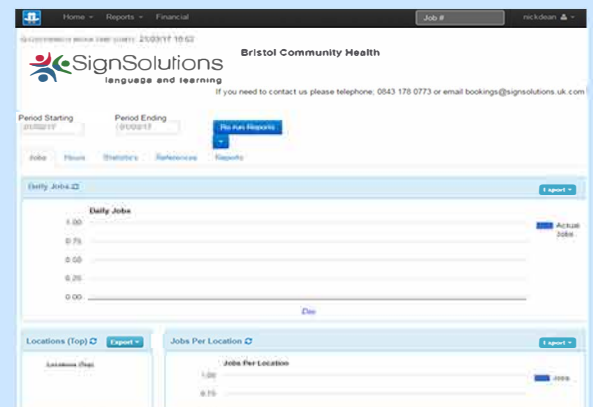


Other options available on your online portal;

REPORTING

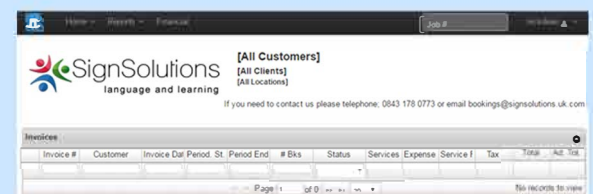
***Permission will need to be granted**

You can review current statistics by clicking on the reporting tab;



FINANCIALS

You can review current financials by clicking on the financials tab and click on the yellow drop down arrow to view an invoice;



Contact us with any further queries/questions on;
0843 178 0773 or bookings@signsolutions.uk.com

Alternative accessible contact options can be found via the following link
www.signsolutions.uk.com/contact/