

Interpreter Intelligence guide 2025

for both app and desktop portals



Body

Interpreter Intelligence 

Language Access in Your Hands

BoostLingo LLC

Designed for iPad

Welcome to our Interpreter Intelligence guide

Contents

- Page 2 – 9:** You will find how to use the Interpreter Intelligence app
- Page 10 – 15:** You will find how to use the Interpreter Intelligence desktop portal
- Page 16 – 17:** You will find frequently asked questions

To log in, or for any support see:



www.signsolutions.interpreterintelligence.com/app/login



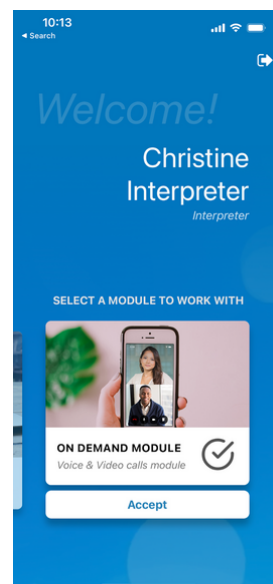
bookings@signsolutions.uk.com

Interpreter Intelligence Mobile App Guide

Language Service Professionals can download the Interpreter Intelligence app from the app store applicable to their mobile device. Login with your username, password, and the “token,” which is “signsolutions”.

[Click here to download the Interpreter Intelligence app via Apple](#)

[Click here to download the Interpreter Intelligence app via Google](#)

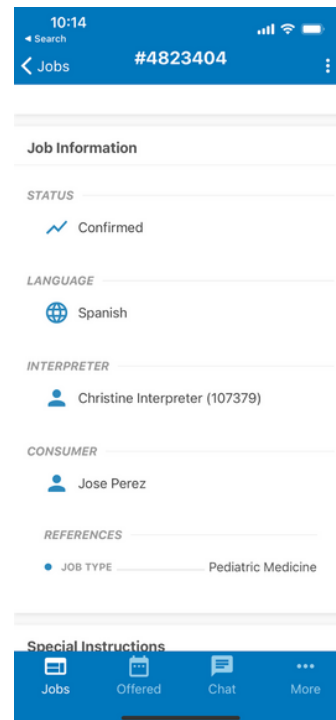
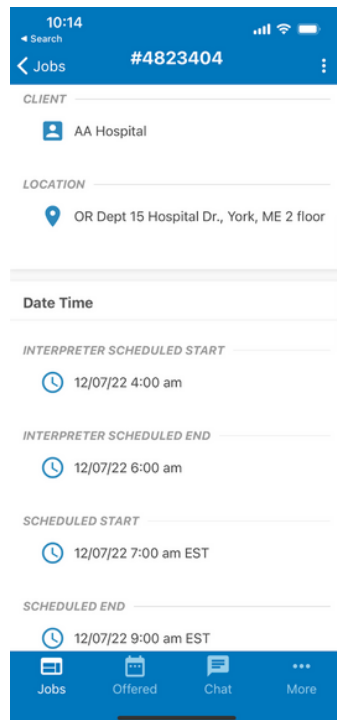
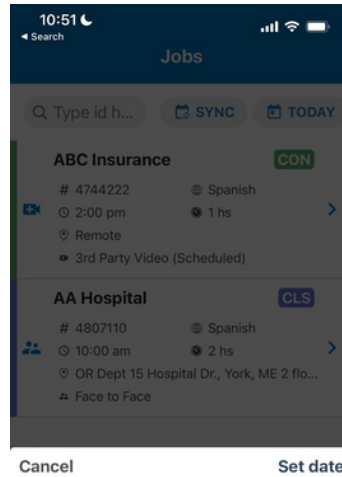
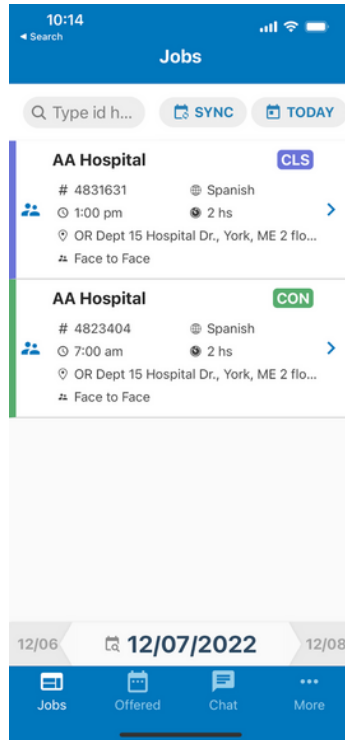


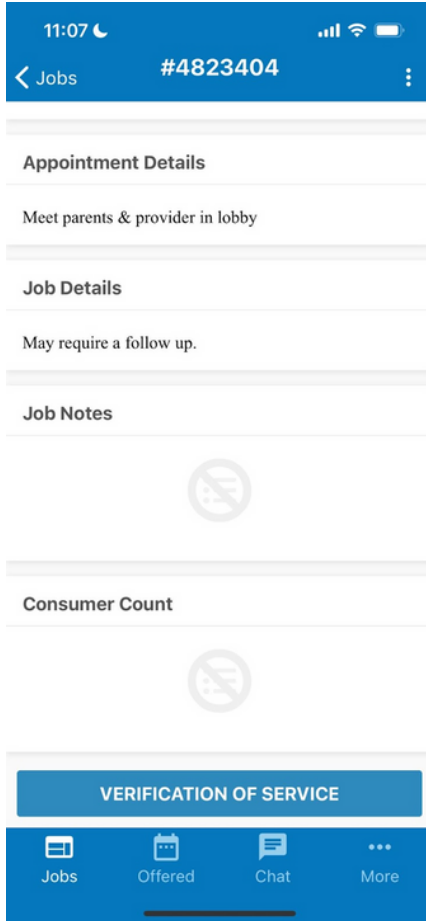
After logging in, you will select the module entitled “on site”. The On Site module contains all onsite jobs and is used to accept, confirm, and close on-site and scheduled pre-booked video assignments.

On Site Module

On the home page, use the arrow toggles to move between dates or touch the bold date at the bottom of the screen to open on the calendar wheel to navigate to a particular date. You may also tap on Offered at the bottom of the screen to see active job offers to accept or decline. Tapping on More enables you to switch modules within the app, to get agency contact information, and to log out.

Job details



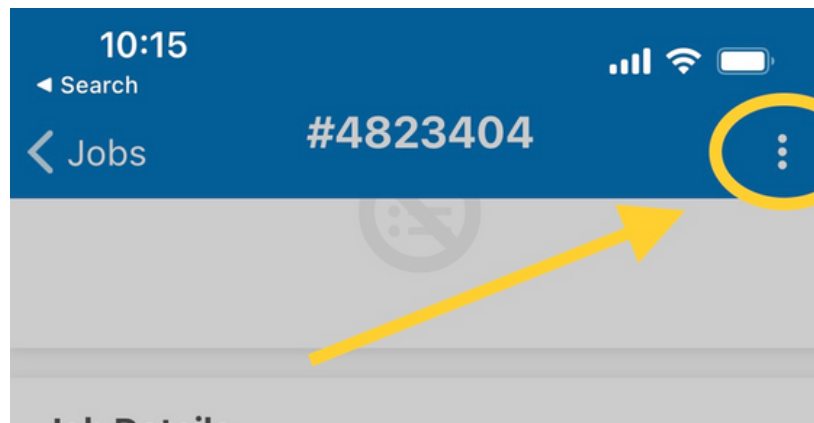


Tap on any **Job** to scroll through the Job details, map, get directions etc. Information will appear in the applicable **Notes** fields.

Please complete a **Verification of Service** for each job unless other specified. Tap on the **Verification of Service** to open the VoS complete and upload at closing down of the job.

Incidentals and Job Close

Tap on the three vertical dots at the top right of the screen to **Confirm a job**, add **Incidentals**, and/or **Close a job**.



11:40

< Back Incidentals #4807109 New

Tap to add incidental
NO INCIDENTALS FOUND

Jobs Offered Chat More

11:45

< Back Edit Incidental Save

Type

Misc. (Hours)

Travel Time (Hours)

Deduction (Hours)

Description

Travel Time (Hours)

Quantity (Hours)

2

Jobs Offered Chat More

11:46

< Back Edit Incidental Save

Type

Cancel Fee

Parking

Tax

Description

Park fee

Quantity (\$)

5

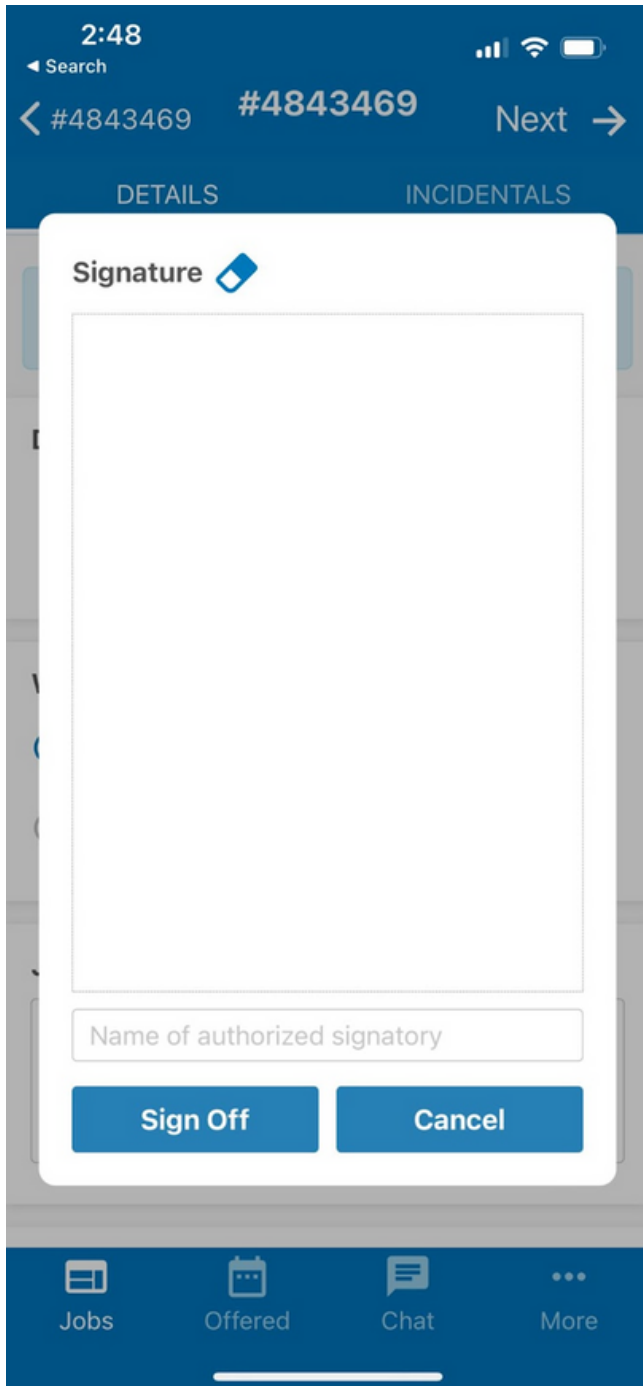
Receipt

GALLERY CAMERA ATTACH

Remove

Jobs Offered Chat More

Tap New to add an Incidental. Use the scroll feature to select the type, add the quantity to the field, and tap Save. Receipts and other items may be uploaded from this tab.

A screenshot of a mobile app interface. At the top, the status bar shows the time 2:48, signal strength, Wi-Fi, and battery. Below is a search bar with a back arrow and the text '#4843469'. To the right of the search bar is the text '#4843469' and a 'Next' button with a right arrow. Below this are two tabs: 'DETAILS' and 'INCIDENTALS'. A modal window titled 'Signature' with a blue diamond icon is open. It contains a large white box for a signature. Below the box is a text input field with the placeholder 'Name of authorized signatory'. At the bottom of the modal are two buttons: 'Sign Off' and 'Cancel'. At the bottom of the app screen is a navigation bar with four icons: 'Jobs', 'Offered', 'Chat', and 'More'.

The Job Close screen contains the same information as per the process outlined for the Desktop site, however, prior to the final job close screen you may be required to gain an e-signature.

E-signature is unique to Job Close on the mobile app. The e-signature replaces a VoS in this instance, you will be asked to get an e-signature from a Customer representative or whoever would normally sign the VoS form.

The signatory can sign directly on the device and also add their name to the Signoff.

To Close a job, tap on the three vertical dots on the upper right hand of the screen. You will be asked to complete fields as required. Follow steps as you would on the desktop portal.

2:53

Search

#4807107

Next

DETAILS

INCIDENTALS

Date Time

Start 11/30/22 10:00 am

End 11/30/22 12:00 pm

Was Interpretation Provided?

☒ Yes - Interpretation provided

☐ No - Interpretation NOT Provided (Select a reason)

Job close notes

Enter any notes for the attention of the agency

Additional References

Collect at Closing

Jobs

Offered

Chat

More

3:15

#4807107

Close

Quantity	Rate	Total
2	\$45.00	\$90.00

Misc. Fee

lunch break (Ref #4807107)

Quantity	Rate	Total
1	\$-5.00	\$-5.00

Disclaimer

By clicking the "agree" button below, you agree that the information contained on this page constitutes a final invoice from you, as an independent contractor, to Demo Agency, Inc. You are responsible for ensuring that the information on this page is correct. Demo Agency will process this information and issue payment to you in accordance with its standard operating procedure as set forth in the Subcontractor Handbook, and you will receive a payment summary with your check. If you have any questions about the payment summary, or realize that you made an error when inputting information on this page, please direct your questions to an Interpreter Manager.

Initials

I Agree

I Need Help

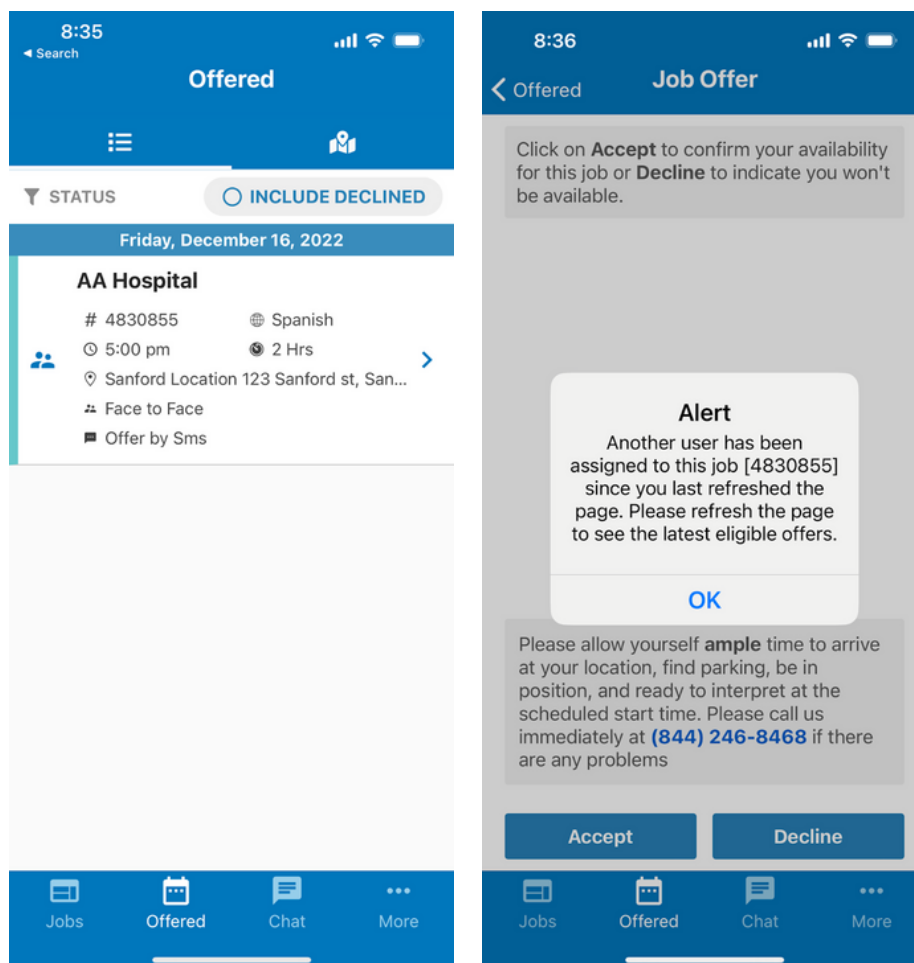
Jobs

Offered

Chat

More

The Offered screen will allow you to Accept/Decline Job Offers.
Click on any Job in the Offered screen to view Job details and use the Accept/Decline buttons as appropriate or Cancel to return to the Offered screen.



If you tap on an offered job that has already been accepted since the last time your screen was refreshed, you will receive an alert.

If you require any further assistance, please reach to us. Tel; 0121 447 9620
Email: bookings@signsolutions.uk.com or [click here to connect to a BSL interpreter](#)

Interpreter Intelligence Desktop Guide

Job offers will be sent to you via email, based on your location and qualification. If you are interested in a job, reply via email to the sender with your fee. The Booking Co-Ordinator will contact the Client and if you are chosen for that booking the Booking Co-Ordinator will let you know that you have been booked. You will then receive an automatic email asking you to CONFIRM the job on your portal account.

Confirming a booking

Once logged in you should see the screen below. This has separate sections listing:

- Offered Jobs
- Today's Job Diary
- Past Jobs- to be Closed
- Missing documents – To be Updated



Beth Test (3868) Dashboard
Sign solutions, Rectory Court, Old Rectory Lane, Alvechurch (A)

If you need to contact us please telephone: 0843 178 0773 or email bookings@signsolutions.uk.com

Open Jobs
Jobs Past Due
Note: This jobs total refreshes after 5 minutes

Invalid eligibilities
Eligibilities that expired

BRITISH SUMMER TIME (BST): 16/07/24

July 2024

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Quick Links

- Calendar
- Jobs
- Payments
- Reports
- Mobile Site

Dashboard | Calendar View

Offered Jobs - 0 Offered Jobs found

Action	ID	Declined?	Medium	Customer	Location	Start Date	Start time	Language	Size	Job Status	Avail When Offered
No jobs found											

Page 1 of 0 (0 Total Records)

Bulk Actions

Messages & Alerts

There are no current messages & alerts
There are no custom messages

Today's Job Diary (16/07/24)

ID	Date	Time	Customer	Location	Lng	Team Size	Stat	Job Notes	Type
1589906	16/07/24	10:00	Sign Solutions	First Floor, Ipsley Barn, Berrington Close, Ipsley, Redditch, B98 8TJ	bd	1	ASS	more...	

Page 1 of 1 (1 Total Records)

Past Jobs - To be Closed

Today's Job Diary (16/07/24)

	ID	Date	Time	Customer	Location	Lng	Team Size	Stat
								▼
▼	1589906	16/07/24	10:00	Sign Solutions	First Floor, Ipsley Barn, Berrington Close, Ipsley, Redditch, B98 0TJ	bfi	1	ASS

In the above example, a job is assigned and needs to be confirmed so we know that you have accepted it and have received details relevant to that booking.

Click the drop-down arrow on the left and find the option Confirm Attendance.

Today's Job Diary (16/07/24)

	ID	Date
▼	1589906	16/07/24

- View More
- View (in full)
- Incidentals
- Close
- Add References
- ✓ Confirm Attendance
- VoS Form
- add VoS
- eSignature

The Status will then change from assigned to Con (confirmed).

Reset Columns				
	Lng	Team Size	Stat	Job Notes
			▼	
e,	bfi	1	CON	more...

If a booking is not showing in your Offered Jobs or Today's Job Diary field, try using the calendar option on the left of the screen, clicking the relevant date.

Invalid eligibilities

1 Eligibilites that expired

BRITISH SUMMER TIME (BST): 16/07/24

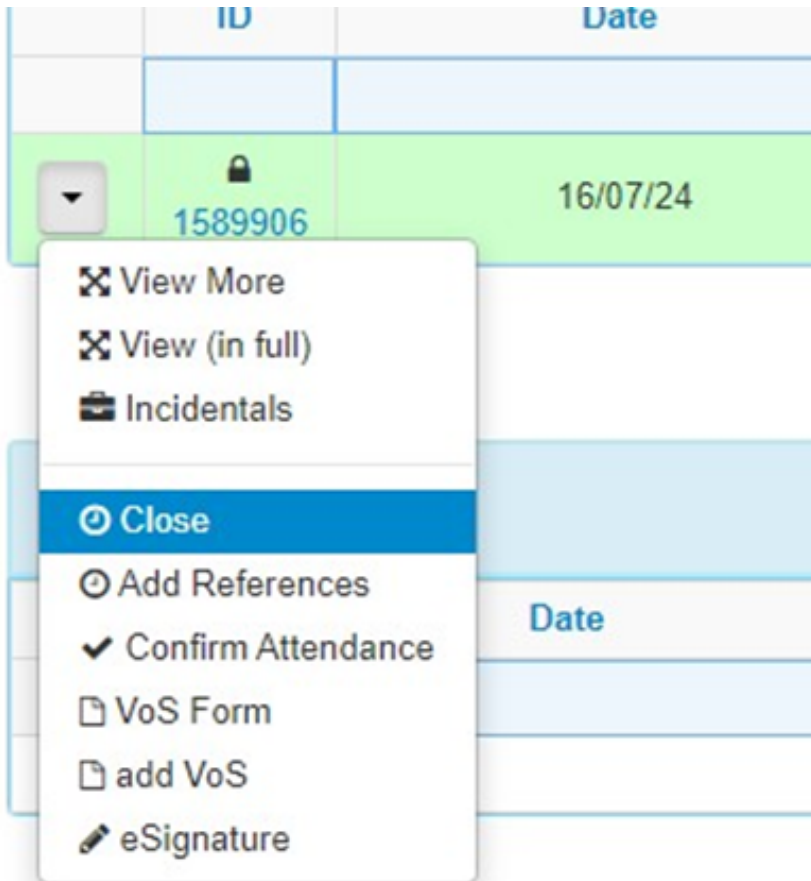
July 2024

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Once a booking has been completed you will need to close it so that Accounts can arrange payment. Jobs which need closing will be listed in the Past Jobs – to be closed field, toward the bottom of the screen but could also be found using the calendar option described above.

Again, click the arrow to the left of the job and select Close from the drop-down menu.

Again, click the arrow to the left of the job and select Close from the drop-down menu.



You should then see a pop-up window:

Dates and start times will have been automatically completed by the system. You will need to add your own agreed fee, any additional charges (i.e., travel expenses, parking) and upload a completed VoS (Verification of Service timesheet).

Click the Add Incidental Blue arrow to add a fee, etc.

Incidentals ([Get Mileage](#))
[+ Add Incidental](#)

Additional Documents
[+ Add Document](#)

Use the dropdown menu in the left box to select the Incidental you need to complete. In most cases this will just be Interpretation (there are other options listed for Translation work, etc.)

Incidentals ([Get Mileage](#))

Interpretat ▾	Interpretation	£100	+ x
Travel (Misc ▾	Travel (Misc)	£5	+ x
Parking ▾	Parking	£5	+ x

[Choose a Type] ▲
 Mileage
 Travel (Misc)
 Taxi
 Hotel
 Food & Drink
 Miscellaneous
 Interpretation
 Translation
 Rush Fee
 Cancel Fee
Parking
 Tolls
 Tax
 Credit
 Deduction
 Misc. Fee
 Misc. (Hours)
 Travel Time (Hours)
 Deduction (Hours) ▼

Once you're happy with what you've added click next – and you will be presented with a summary of your info entered for that job:

Close Job #1589906

You are submitting the following information. Please [review carefully](#) before submitting. If any information you submitted looks incorrect, you can click the [Previous](#) button below to correct it and re-submit.

Duration: 1 hour

Interpretation: Interpretation 100
Travel (Misc): Travel (Misc) 5
Parking: Parking 5

Notes: Test job only - no charge being made.

References: [No references]

Your [estimated](#) reimbursement is as follows. Note that this is an estimate only and will be finalized before any reimbursement is issued. Please contact your interpreter manager with any questions.

Type	Description	Quantity	Rate	Total
Interpretation / Standard	Interpretation: 16/07/24 10:00 - 11:00 British Sign Language (Bf)	1	£3.00	£3.00
Parking	Parking	1	£5.00	£5.00
Travel (Misc)	Travel (Misc)	1	£5.00	£5.00
Interpretation	Interpretation	1	£100.00	£100.00

[Need help?](#) [Previous](#) [Confirm & Close Job](#) [Cancel](#)

Check the figures. You can click Previous if you need to amend, but if not click Confirm & Close Job:

[Previous](#) [Confirm & Close Job](#) [Cancel](#)

Finally, you'll then be presented with a confirmation pop-up:

Close Job #1589906

Job #1589906 successfully closed.

[Save as PDF](#)

[Cancel](#)

Frequently Asked Questions

VoS (Verification of Service timesheet)

This is a traditional timesheet that you'll be emailed once you've been assigned to a booking. Please print off, add your hours and get the VoS signed by the client while you're on site. If you don't receive the VoS or lose the email you can access it yourself through the portal:

- Find that particular job, click the 'Assignments' tab, and click the cog icon on the right of screen, around halfway down, next to 'Internal job notes'.
- Toward the end, the drop down will list 'VoS Form' – you can click and download from there.

NOTE: A signed VoS is NOT required for Remote/ Pre-Booked video work.

Invoices

You don't have to send us an invoice as Accounts will calculate your payment based on your agreed fee, your VoS timesheet and the sum you add to the Incidentals box before closing the job. However, if you want to add an invoice for your own records you can add it to a job ahead of closing it, the same way you would your VoS timesheet.

Cancellations

If a job you're booked in for is cancelled, you might still be paid if the cancellation happened within the client's cancellation window (this will be included when you accept the booking and varies from client to client. By accepting a job, you are accepting that client's cancellation rates).

When this happens, please wait until after the date and time the job was scheduled to take place has passed as the system won't let you close it before then, then close as usual. You won't be able to add a signed VoS, so this can be ignored, but please do add your fees based on the client's previously agreed cancellation rates.

Frequently Asked Questions continued...

When will I be paid?

Jobs completed and closed on the portal by the 15th of the month will be processed at the following mid-month payment run. Jobs completed and closed on the portal by the 30th of the month, will be processed at the following end of month payment run. You will receive a remittance for the payment made to you.

Receiving job alerts for the wrong region(s)

Job alerts are emailed to you based on locations and types of work you've agreed with us. Regions are very broad to capture the maximum number of potential candidates, so I'm afraid these can't be amended to only include bookings within a certain number of miles. If you receive alerts far outside your region it's possible this is one-off error due to the way a job was tagged on our system, so please ignore as there's no need to contact us. However, if you keep getting the job alerts for the wrong regions on a regular basis, email adminteam@signsolutions.uk.com and we'll see if your profile needs amending,

Problems using the portal?

If you've forgotten your password or username adminteam@signsolutions.uk.com can reset these for you.

Your account might also be automatically locked if one of your required criteria (DBS, NRCPD, etc.) has expired so it's important to keep these up to date or we won't be able to book you in for work.

If the portal login site is not loading it might be worth clearing your devices cookie cache or trying to access the site through a different internet server. Any issues though, contact Admin with as much detail about the issue as possible, including any error messages.

Thank you and please contact admin@signsolutions.uk.com if you have any further questions.