

# FAQ's

## Client online portal

**Q. What should I do if I forget my login details?**

**A.** Click on 'Forgot your password?' and follow the instructions. Refer to the 'Step-by-step login guide provided.

**Q. How do I log in to the client online portal?**

**A.** You can log in using the link provided by Silent Sounds, alternatively you can access the online portal from our website, Login, Client Online Portal. Enter your username and password to access your account. If you do not have login credentials, please ask your manager to contact us at: [customerservice@silent-sounds.co.uk](mailto:customerservice@silent-sounds.co.uk)

**Q. How can I book an interpreter?**

**A.** Go to 'New Booking' in the main menu, select the service type (Spoken or Deaf Service), and complete all required fields such as date, time, language, and venue.

**Q. Can I request to book a specific interpreter?**

**A.** Yes, you can select your preferred interpreter by entering the dropdown field and entering the ID number of the interpreter. Please note: You will have to have booked the preferred interpreter within the past 3 months to be able to utilise this function.

**Q. Can I request to book a specific gender interpreter?**

**A.** Yes. There are 5 options to select from:

- No preference
- Female only
- Female preferred
- Male only
- Male preferred

Please note that unless it is essential to have a specific gender only, we recommend that you select the 'No preference' or preferred gender fields.

**Q. How can I add an alternative venue address instead of the default one?**

**A.** When you select a face-to-face service and department, the system will automatically prompt you to confirm whether the venue is the default address. If the venue is different, you will have the option to add an alternative address for that specific booking request.

**Q. How do I make a block booking for ongoing sessions?**

**A.** Upon completing the new booking, click on the 'Block Booking' button and enter the booking date, start & end time and 'Other information' if relevant, and hit the 'Submit' button. You can continue this process for a series of future appointment dates.

**Q. Where can I check the status of upcoming bookings?**

**A.** Go to 'All bookings' where you can view all upcoming appointments and statuses. Please use the filter function to refine your search. In this section, you can also view up to six months of past bookings. Alternatively, you can go to 'Search booking' where you can search by booking reference number displaying all details of your booking.

**Q. Can I make a booking amendment or cancellation?**

**A.** You can amend or cancel a booking by going to 'Raise booking query' directly. Alternatively, you can go to 'All bookings', find the relevant booking, open it and raise a query there.

**Q. How can I leave feedback about an interpreter or service?**

**A.** Use the 'Feedback' section to share your comments. Please include the job number (if applicable, or leave blank), and full details to help us review your feedback thoroughly.