



Guide for Pre-Booked Telephone Interpreting Calls

In order to accept pre-booked telephone interpreting calls, please follow the steps outlined below:

Pre-Booked Calls Only, feature – Available for Direct - This will eliminate the issue of being on the wrong call.

Step 1. Login into the telephone interpreting system using your credentials – **Online Access Only** via <https://ss.miton.co.uk/interpreter/login>

Step 2. Locate the status settings **Set availability** and switch to **Available for Direct** before your scheduled pre-booked call and press **Update Availability**.

The screenshot shows the 'Telephone Interpreting' dashboard. On the left, there is an 'Overview' section with a green bar indicating 'You are currently available at'. On the right, the 'Set availability' section is active, showing a dropdown menu with three options: 'Available', 'Available for Direct' (which is highlighted), and 'Unavailable'. Below the dropdown is a purple 'Update Availability' button.

Once you press to **Update Availability**, a message will pop up as below:

You are now only available for direct calls on

Step 3. Ending the Pre-Booked Call - After completing the pre-booked call, switch your status back to '**Available**' to receive on-demand calls or '**Unavailable**' if you do not want to receive any call. We will be monitoring all pre-booked calls to ensure interpreters are following the right procedure.