

FAQ's

Interpreter online portal

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

A. Enter your Username, click on 'Forgot your password?' and follow the instructions.

NB: Silent Sounds is not able to reset any passwords on your behalf because of data security purposes.

Q. What's my Silent Sounds ID number?

A. At the top of your online portal, you will see three coloured ID buttons:

SS ID – Your main interpreter ID with Silent Sounds. This is also your ID for prebooked video interpreting on platforms like Teams, Zoom, or other systems. Please provide your Silent Sounds ID when you call us.

TI-IH code – Your unique code for telephone interpreting in house (IH) assignments.

VI-SS CV code – Your unique code for the Silent Sounds Connect Video system (InterpretManager).

Q. How can I see available vacancies?

A. Go to the 'All available vacancies' button where there is an option to filter specific services, languages, and date.

Q. How can I offer my availability for a job?

A. In 'All available vacancies' you can select the job you are interested in, click the Zoom icon, and accept or reject a job.

Q. Where can I see all my assigned jobs?

A. You can see all your assigned jobs in the 'My Diary' section, plus an exciting new feature 'My jobs for the next 72h' allows you to see all confirmed jobs over the next 72 hours enabling you to better plan your schedule.

Q. How can I upload my timesheet?

A. You can upload the timesheets via the new feature from the main menu , 'Upload Timesheet'.

Alternatively, you can upload timesheets within 'My Diary' page.

Please refer to the Interpreter online portal guide for more details.

Q. What should I do if I missed the 48 hour deadline to submit my timesheet?

A. Click onto the new feature 'Missing Timesheets', Late Timesheet Submission request, you are required to input a reason for the delay within the notes section. You will receive an email notification when your timesheet is ready to upload. Go to 'Upload Timesheet' directly, or 'My Diary' and follow the steps.

Q. Can I access my remittance advice?

A. Yes. The 'Remittance Advice' feature allows you to view all remittance details related to your jobs with an option to see full a breakdown of individual payments.

Q. What should I do if I wish to raise a query?

A. On the main menu of the online portal, select 'Raise a query' and submit. You can expect to receive a response via email.