



STEP-BY-STEP GUIDE USING THE INTERPRETER ONLINE PORTAL



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WELCOME TO THE SILENT SOUNDS INTERPRETER ONLINE PORTAL

Welcome! We are delighted to provide you with this step-by-step guide for using the online interpreter portal.

The brand-new portal is designed with a more user-friendly layout and some great new features to improve your experience.

GETTING STARTED

To access the online portal, you have multiple options:

1. Direct Portal Link: – <https://interpreter.silent-sounds.co.uk/>
2. Via our Website: www.silent-sounds.co.uk



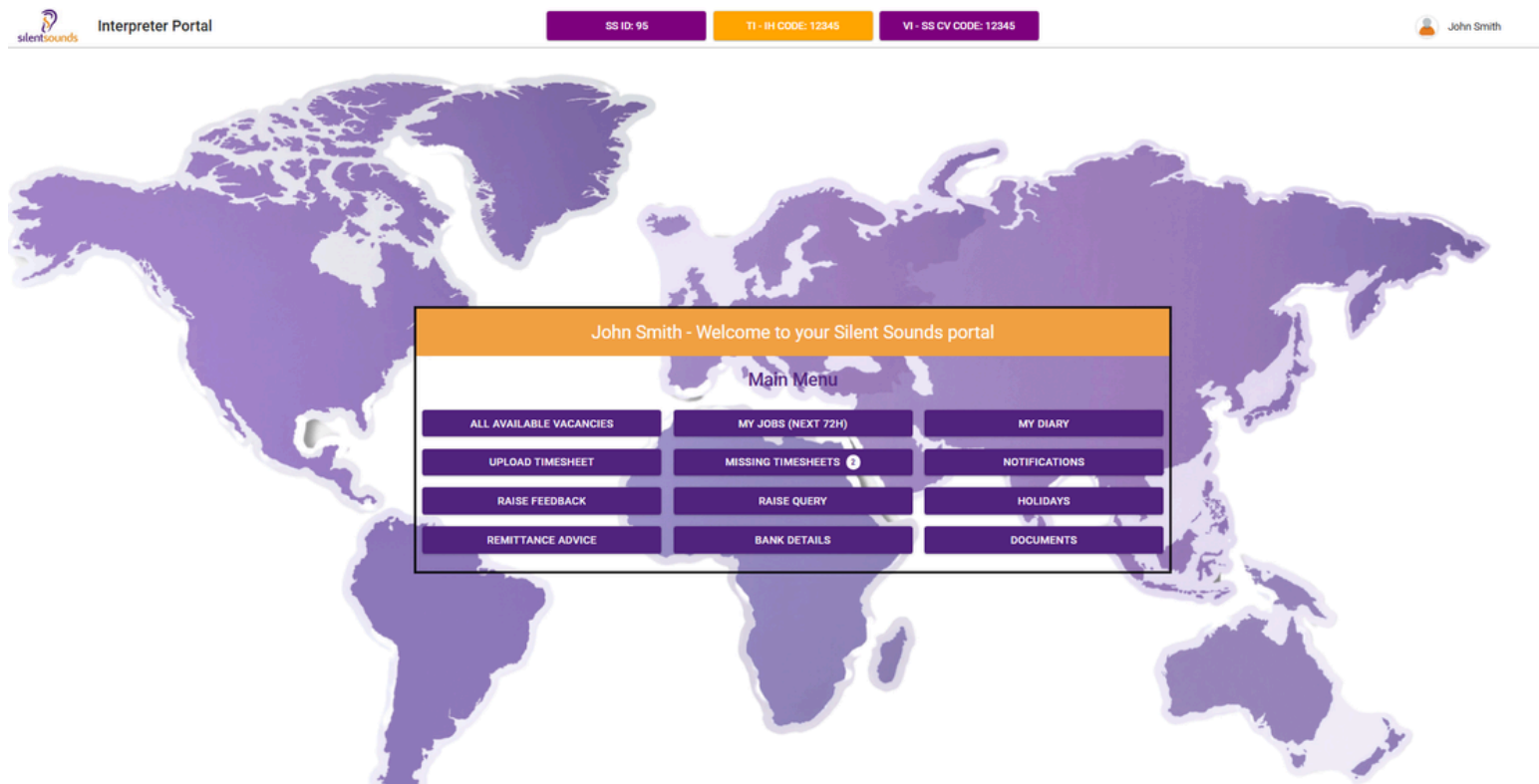
Click the 'Login' button on the top-right corner of the homepage which takes you to the main page and select the 'Interpreter portal' button.

Tip:

Bookmark the portal URL in your browser for easy access.

MAIN MENU OVERVIEW

Below is the main menu of your Silent Sounds Interpreter Online Portal. Each button provides quick access to key functions for managing your interpreting assignments, related tasks, and more.



Top menu IDs

At the top of your 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 in house (**VI-IH**) on platforms like Teams, Zoom, or other systems. Please provide this ID when you call us.
- **TI-IH code** – Your unique code for telephone interpreting assignments.
- **VI-SS CV code** – Your unique code for the Video Interpreting SS Connect service via InterpretManager.

MAIN MENU OVERVIEW

Button functions

All available vacancies – View and mark your availability for current interpreting opportunities.

My jobs for next 72h – See your scheduled assignments within the next three days.

My diary – Access all your scheduled assignments.

Upload timesheet – Submit your completed timesheets for payment processing.

Missing timesheets – Check for any outstanding timesheets from your past assignments and submit a request for any late timesheets.

Notifications – View important updates, reminders, and announcements from Silent Sounds.

Raise feedback – Provide feedback on completed assignments or related matters.

Raise query – Submit queries for the relevant department.

Holidays – Record your planned leave dates with option to accept remote work.

Remittance advice – Access remittance statements and details of payment.

Bank details – View or update your bank details.

Documents – Upload, view, or download documents.

ALL AVAILABLE VACANCIES

This page shows all available jobs in real time.

You can view key details such as appointment time, location, and language to quickly find suitable assignments. Use the filters to refine your search.

Note: *The layout may vary by device. On hand-held devices, you may need to scroll horizontally to view all filters and confirm availability.*

Job reference	Service required	Speciality	Appointment time	Language	Location	Status
1345	Video Interpreting - In House (VI - IH)	Medical	23/03/2026 @ 10:00 - could be up to 11:00	Arabic	VI - IH	Awaiting decision from the booking team
1346	Video Interpreting - In House (VI - IH)	Medical	22/04/2026 @ 10:00 - could be up to 11:00	Arabic	VI - IH	Awaiting decision from the booking team
1360	Video Interpreting - In House (VI - IH)	Medical	18/03/2026 @ 17:00 - could be up to 18:00	Arabic	VI - IH	Awaiting decision from the booking team
1367	Face to Face Interpreting (F2F)	Medical	09/04/2026 @ 10:00 - could be up to 11:00	Arabic	HP13 SRE	Please mark your availability
1387	Telephone Interpreting - In House (TI - IH)	Medical	22/06/2026 @ 10:00 - could be up to 11:00	Arabic	TI - IH	Please mark your availability
1397	Face to Face Interpreting (F2F)	Medical	18/05/2026 @ 18:00 - could be up to 19:00	Arabic	HP13 SRE	Please mark your availability

Job reference – The unique reference number for the job.

Service required – Type of interpreting service required (e.g., Telephone Interpreting (TI), Face-to-Face Interpreting (F2F)).

Speciality – The specialist field for the job (e.g., Medical, Legal, Community).

Appointment time – Scheduled date and time of the job, including estimated duration.

Language – The language required for the job.

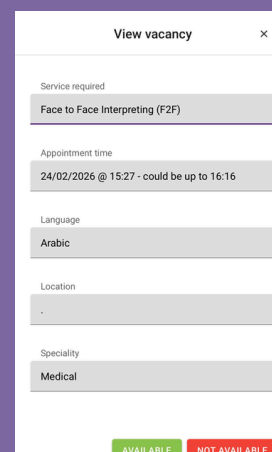
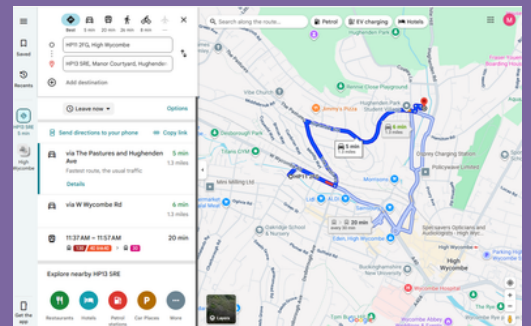
Location – Location code video remote or postcode for the job. For TI (Telephone Interpreting), no location needed.

Status – Indicates the stage of your application:

- **Green** – You've been successfully assigned to this job.
- **Orange** – Job awaiting confirmation.
- **Purple** – Other available vacancies you can still apply for.
- **Red** – This job has already been covered or you are already booked for this time elsewhere.

Map icon 📍 – Opens a map showing the exact appointment location.

ETA to Appointment Location – New feature! Displays the estimated travel time from your **home** address location to the assignment venue.



Zoom icon 🔍 – Opens the full job details so you can review and mark your availability.



MY JOBS FOR THE NEXT 72 HOURS

This section displays all your confirmed jobs over the next three days. It helps you quickly see what work is confirmed, and if some jobs are not appearing here, please check the **'My Diary'** page, as certain jobs may have been cancelled.

My jobs for next 72h

If some jobs are not appearing here, please check the **My Diary** page, as certain jobs may have been cancelled.

[MY DIARY](#) [REFRESH](#) [MAIN MENU](#)

Job ref	Appointment date ↑	Organisation name	Language	Postcode	
897	15/10/2025 09:00	Languages Department	Arabic	HP13 5RE	 

? Icon – Click to raise a query about this specific job.

Raising a Query

When you click the **? Icon** next to a job, you will be prompted to select the department your query relates to, followed by the Query type.

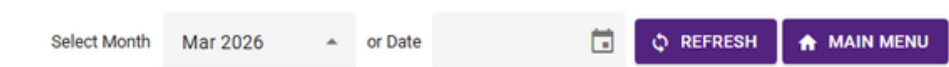
For step-by-step instructions, please refer to the *'Raise query'* section of this guide.

MY DIARY

The 'My diary' page allows you to view and track all of your assigned appointments. You can check job details, booking status, and access printable timesheets.

My diary											
Job reference	Appointment date	Appointment time	Organisation name	Department	Service type	Language	Status	Timesheet	Upload	View booking	
	🔍	📅									
1167	24/02/2026	14:00 - could be up to 15:00	Languages Department	Call centre	Telephone Interpreting - SS Connect Audio (TI - SS CA)	Spanish	Confirmed		Upload option not available yet	OPEN	
1168	23/02/2026	14:00 - could be up to 15:00	Languages Department	Call centre	Telephone Interpreting - SS Connect Audio (TI - SS CA)	Spanish	Confirmed		Upload option not available yet	OPEN	
1187	18/02/2026	15:16 - could be up to 16:16	Northwick Park	Reception	Face to Face Interpreting (F2F)	Arabic	Confirmed	👁️ ⬇️	Upload option not available yet	OPEN	
1189	08/02/2026	15:27 - could be up to 16:16	Northwick Park	Reception	Face to Face Interpreting (F2F)	Arabic	Cancelled		Cancelled booking	OPEN	
1163	02/02/2026	10:00 - could be up to 11:00	Languages Department	Call centre	Video Interpreting - in House (VI - IH)	Arabic	Confirmed	👁️ ⬇️	UPLOAD	OPEN	

Use the **'Select date'** filter to view jobs for a specific day or month. Select full month to display all jobs for that month. If you cannot find a booking, double-check that the correct date range is selected.

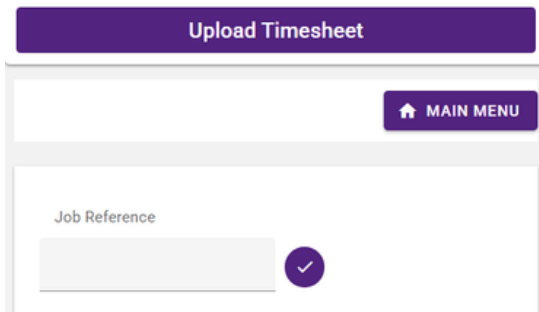


Timesheet – Provides access to your timesheet for that job (printable).

- Eye icon: View timesheet 👁️
- Arrow icon: Download timesheet ⬇️

Upload – Option to upload your completed timesheet or related documents. *Alternatively, please refer to the 'Upload Timesheet' section of this guide.*

UPLOAD TIMESHEET



The screenshot shows the top part of the 'Upload Timesheet' form. It has a purple header with the text 'Upload Timesheet'. Below the header is a navigation bar with a home icon and the text 'MAIN MENU'. The main form area has a label 'Job Reference' above a text input field. To the right of the input field is a circular icon containing a white checkmark on a purple background.

Enter job reference

- In the Job reference field, enter the reference number for the booking.
- Click the checkmark icon to confirm.

Review booking details

After entering the job reference, the following details will appear automatically:

- Timesheet status (e.g. Not received)
- Appointment date & time
- Organisation name
- Service type
- Language

Check that these details match your booking.

Add comments (optional)

- If you need to add any notes or clarifications, type them in the comments box.

Upload your timesheet

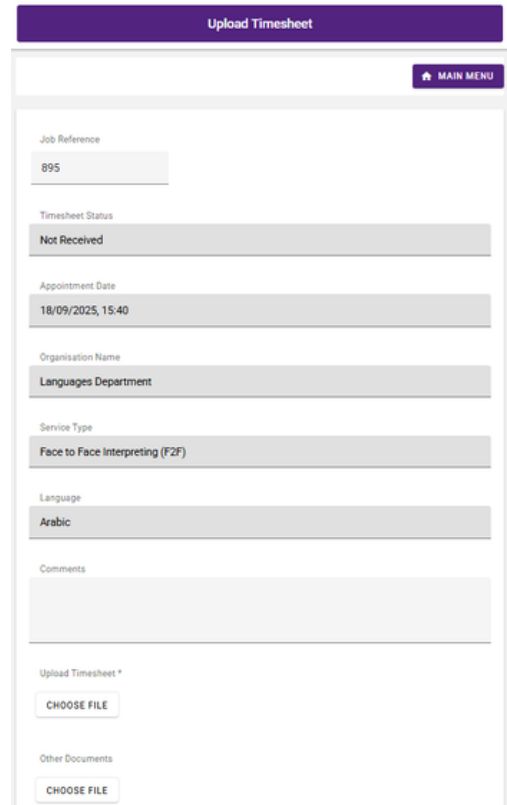
- Click 'Choose file' under 'Upload timesheet*'.
• Select your completed timesheet file from your device.
• The uploaded file name will appear below once it's selected.

Upload other documents (if required)

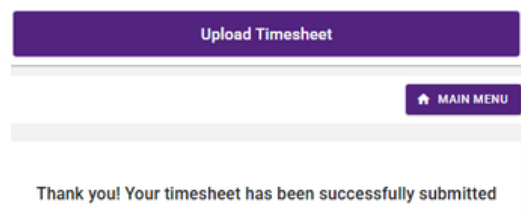
- If you have any additional documents to submit, click 'Choose file' under Other documents and select the file.

Submit the timesheet

- Click the 'Upload' button.
- A confirmation message will appear.



This screenshot shows the 'Upload Timesheet' form with the following details filled in:
- Job Reference: 895
- Timesheet Status: Not Received
- Appointment Date: 18/09/2025, 15:40
- Organisation Name: Languages Department
- Service Type: Face to Face Interpreting (F2F)
- Language: Arabic
- Comments: (empty text box)
- Upload Timesheet *: CHOOSE FILE button
- Other Documents: CHOOSE FILE button

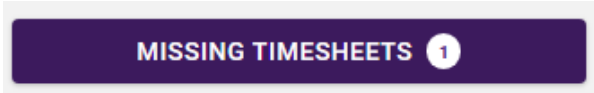


This screenshot shows the 'Upload Timesheet' form after submission. The form is mostly empty, and a confirmation message is displayed at the bottom: 'Thank you! Your timesheet has been successfully submitted'.

Important Notes: *Timesheets are expected to be submitted within 24 hours of completing the assignment, and only Word, PDF, PNG, JPeg documents apply.*

MISSING TIMESHEETS

If you have not uploaded a timesheet within 48 hours of completing a job, a notification will appear with the button 'Missing Timesheet'. This will also show the number of jobs where a timesheet upload is overdue.



Process

- Click the button 'Missing Timesheet'.
- Review the list of jobs that are missing timesheets, identified by their job reference number.

Missing Timesheets				
REFRESH MAIN MENU				
Job Reference ↑	Appointment Time	Service Type	Language	
890	26/08/2025 16:00	Face to Face Interpreting (F2F)	Arabic	

- Add a comment to explain the reason for the delay (e.g. Technical issue, forgot to upload).

- A notification will be sent to your email when your timesheet is ready to upload.
- Go to 'Upload Timesheet' or 'My Diary' to upload the timesheet.
- In 'My Diary', find the booking by its reference number and upload your timesheet.
- In 'Upload Timesheet', enter the booking reference number directly and upload the file.

Important

Timesheets must be uploaded promptly to avoid payment delays.



NOTIFICATIONS

Messages from Silent Sounds will show up on your notifications tab.

- A notification indicator will be visible on the button showing the number of unread notifications.
- Click on the indicator or go to the notification section to read the message.
- Always check your notifications regularly to ensure you do not miss important updates.

RAISE FEEDBACK

This feature allows you to provide any comments, suggestions or report issues related to a **specific job** you have completed. Please follow the steps below:

Enter the job number

Verify the job details


- Check that the organisation, appointment date, time and other details are correct and match the job you are referring to.
- If the information does not match, double-check the job number you entered.

Add your comments

- Use the 'Comments:*' box to write your feedback.
- Be clear and concise, and include all relevant details (e.g., issues during the appointment, positive feedback, suggestions).

Submit your feedback

The screenshot shows a web form titled "Raise feedback". At the top right, there are two buttons: a green "SUBMIT" button and a purple "MAIN MENU" button with a home icon. The form contains several input fields, each with a label above it: "Job reference:", "Organisation:", "Service Type:", "Language:", "Appointment date:", and "Comments: *". Each field is represented by a grey rectangular box.

 **Tip:** Feedback is an important way to improve services and address any issues promptly. Please provide as much relevant information as possible.

RAISE QUERY

This feature allows you to contact the appropriate team for assistance based on the type of query you have. Below is a breakdown of the teams and query types to help direct your request efficiently:

Accounts team – Payment and timesheet issues

Contact the accounts team for any queries related to payments or timesheets.

Available options:

'Late timesheet submission request' Use this for adding reason for late submission timesheets after the 48 hour deadline.

'Payment query' Use this to enquire about payments, including remittance advice.

'Other' Select this for any other accounts-related concerns not listed above.

Bookings team – Spoken services

The bookings team handles all matters related to scheduling and booking changes. Available options:

'Cancel a booking' Request the cancellation of an assigned job.

'Change my availability' Request to change your availability for available vacancy.

'Other' Select this for any booking-related queries not covered above.

Recruitment team – Profile and credential updates

For updates to your personal or professional profile, contact the recruitment team. Available options:

'Change email' Update your registered email address.

'Change telephone' Update your registered phone number.

'Change of address' Update your residential or correspondence address.

'ID badge request' Request a new or replacement ID badge.

'Reference request' Request a reference for employment verification or other purposes.

'Add new qualifications' Submit details of any additional qualifications you have acquired.

'Other' Select this for any recruitment related queries not covered above.

HOLIDAYS

This tab allows Interpreters to manage their upcoming holidays directly on the portal. This feature ensures that your availability is accurately updated and helps the team assign jobs appropriately while you are away.

Add upcoming holidays

- Select the start and end dates of your holiday.
- You can add any notes for the team regarding your time off.

Choose available services (New feature)

While on holiday, you can specify which services you are still able to provide:

- Telephone
- Video

This helps the team know if you can take limited assignments during your holiday.

Important:

Please notify the team if you have any assigned jobs you are unable to fulfil during your holiday by 'Raise query' or cancel via email to prevent missed appointments.

Holidays

+ ADD REFRESH MAIN MENU

Holiday details

Please make sure to inform Silent Sounds, if you have any bookings assigned to you, during your holidays.

Start date * End date *

I am available for these services whilst on holiday

Telephone Interpreting - In House (TI - IH)

Telephone Interpreting - SS Connect Audio (TI - SS CA)

Video Interpreting - SS Connect Video (VI - SS CV)

Video Interpreting - In House (VI - IH)

Notes

SAVE CANCEL

✓ Tips for using the holiday feature


- Update your holiday details as soon as your dates are confirmed to avoid conflicts.
- Review your assigned jobs before submitting your holiday to check for overlaps.
- Keep your service preferences updated if your availability changes during your holiday.


REMITTANCE ADVICE

Use this tab to view all your payments and related details.

View payments: Option to see all past remittance advices.

More details: Click the print option to see a breakdown of individual payments, including dates, amounts, and descriptions.



Remittance Advice			
Date	Remittance No.	Amount	
07/08/2025	57	£67.00	

BANK DETAILS

This section allows you to view and manage your bank information.

View bank details: See the bank account currently registered with the agency.

Update bank details: Click the 'Update bank details' button to make changes to your account information. Ensure your details are accurate to avoid delays in payments.

DOCUMENTS

Use this tab to stay on top of important files and notifications.

Notifications: You will receive alerts for any documents that require your attention, such as contracts or compliance files.

Review & revise: Click on the document notifications to view, download, and update the required files.

USING THE INTERPRETER PORTAL ON A MOBILE DEVICE

Using the interpreter portal on your mobile device can be convenient, but a few tips can help you navigate it more efficiently.

Accessing more options

- Look for the button with three dots (:) on any page.
- Tapping this button will open additional options or the menu for that page.

Optimising page view

- For pages like My Diary and All Available Vacancies etc., consider rotating your phone horizontally (landscape mode).
- This can make tables and lists easier to view and interact with.

Adjusting screen scaling

- You can pinch to zoom or adjust your phone's display scaling to make text and buttons more readable.
- Some browsers allow zooming by percentage (e.g., 100%, 125%, 150%) in their settings for precise control over text and content size.
- Some phones also have display settings for larger text or magnification, which can further improve usability.

Enabling pop-ups

- To open printable files like timesheets or booking details, make sure your browser allows pop-ups.
- Check your browser settings (Chrome, Safari, Edge) and enable pop-ups for the interpreter portal.

Adding the portal to your Chrome/ Safari (use it like an App)

You can add the Interpreter Portal directly to your phone's home screen for quicker access – it will function just like an app.

- On Android (Chrome):
 - Open the Interpreter Portal in Chrome.
 - Tap the three dots (:) in the top-right corner.
 - Select 'Add to Home screen', then tap 'Add'.
- On iPhone (Safari):
 - Open the Interpreter Portal in Safari.
 - Tap the (:) at the bottom right corner of the screen.
 - Choose 'Add to bookmarks'.

Once added, you can open the portal directly from your Bookmarks from Safari.

Additional tips

- Refresh the page if some updates (like timesheet status changes) do not appear immediately.
- Clear browser cache occasionally to prevent loading issues.
- Use a modern browser (Chrome, Safari, Edge) for the best experience.
- Save your login and password on your phone if your browser supports it, to make logging in faster and more convenient.

