



# STEP-BY-STEP GUIDE USING THE CLIENT ONLINE PORTAL



Welcome to the client portal

SIGN IN

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# WELCOME TO YOUR SILENT SOUNDS ONLINE PORTAL

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

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

This guide will help you request interpreting services, manage bookings, submit queries, and access all the tools available.

## GETTING STARTED

To access the online Portal, you have multiple options:

1. Direct Portal Link: - <https://client.silent-sounds.co.uk>

2. Via our Website: [www.silent-sounds.co.uk](http://www.silent-sounds.co.uk)

Click the "Login" button on the top-right corner of the homepage.



### Sign in

Sign in with your username

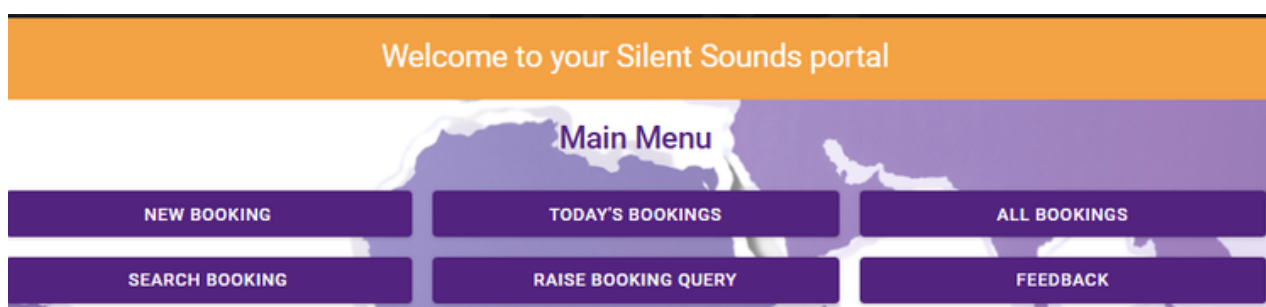
[Forgot your password?](#)

### Tip:

Bookmark the portal URL in your browser for easy access, and make sure you have login credentials ready. If you need to add additional users, email us: [customerservice@silent-sounds.co.uk](mailto:customerservice@silent-sounds.co.uk)

# MAIN MENU OVERVIEW

The main menu provides quick access to key features and tools available. Each section is designed to help you manage bookings, and communicate with our team.



## **New booking**

Request interpreting services for any date, time, language, and service type. You can also include all relevant details and special instructions to ensure your request is processed accurately.

## **Today's bookings**

View upcoming appointments for the day with key details: Requester name, service user, language, date, start time, and status.

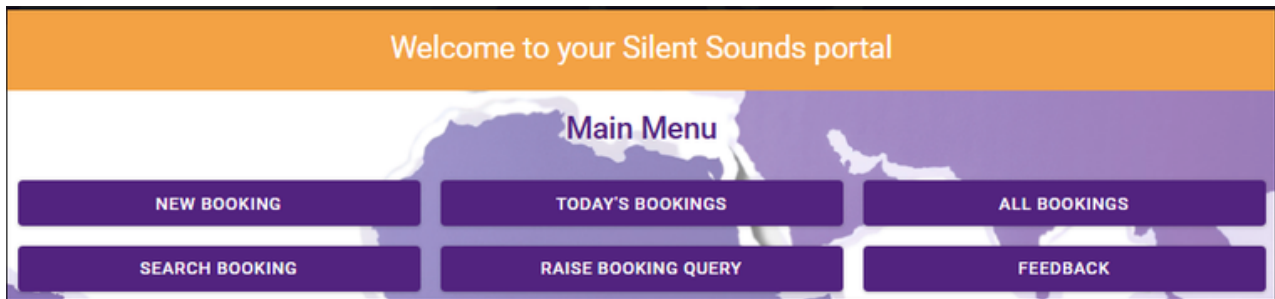
## **All bookings**

View all upcoming appointments with key information, and historical bookings for past 6 months. Please use the available filters.

## **Search booking**

Search for a specific booking by entering the booking reference. (All upcoming or past six months appointments.)

# MAIN MENU OVERVIEW



## **Raise booking query**

Submit booking cancellation, booking amendment or other type of query. Please quote your booking reference (mandatory field) to make any alterations.

## **Feedback**

We value your feedback. You can submit comments regarding a specific appointment using your booking reference number, or share general feedback about your overall experience with our services.

# TODAY'S BOOKINGS

This section displays all of your scheduled bookings for the day. Each entry includes the current status of the appointment along with all relevant details, allowing you to stay informed and manage your upcoming interpreting sessions effectively.

Client Portal Silent Sounds

Today's bookings

✕ RESET FILTERS
🔄 REFRESH
🏠 MAIN MENU

Booking reference	Booking received	Department	Contact name	Service user	Service user reference	Service type	Service	Language	Appointment date	Start time	Booking type	Interpreter ID	Status	View booking
1494	30/03/2026	department 1	Silent Sounds	nic	test	Spoken Services	F2F	Arabic	31/03/2026	10:32	Emergency		Pending	OPEN
1495	31/03/2026	Call centre	Michelle M	sgft	fcj	Spoken Services	F2F	Arabic	31/03/2026	11:03	Emergency	95	Confirmed	OPEN
1492	30/03/2026	Call centre	Silent Sounds	me	you	Spoken Services	VI - IH	Arabic	31/03/2026	12:00	Emergency		Pending	OPEN
1496	31/03/2026	Call centre	Michelle M	df	fgh	Spoken Services	VI - IH	Arabic	31/03/2026	13:04	Emergency		Pending	OPEN
1491	28/03/2026	Call centre	Silent Sounds	N/A	N/A	Spoken Services	F2F	Arabic	31/03/2026	13:30	Standard		Pending	OPEN
1493	30/03/2026	department 1	Silent Sounds	nic	na	Spoken Services	F2F	Arabic	31/03/2026	14:27	Emergency		Pending	OPEN
1391	06/03/2026	Call centre	Silent Sounds	12345	12345	Spoken Services	VI - IH	Arabic	31/03/2026	17:30	Standard	95	Confirmed	OPEN

Booking information can be viewed individually by clicking 'Open' to the far right column.

All booking details will be displayed and can be printed if needed.

You can use the improved filters to refine your search seen below.

# ALL BOOKINGS

This section provides a comprehensive overview of all upcoming bookings, including real-time status updates and appointment specifics. Utilise the advanced filters to quickly locate detailed information on service types, languages, and other relevant criteria. Please note: Appointment history is available up to six months.

Booking reference	Booking received	Department	Contact name	Service user	Service user reference	Service type	Service	Language	Appointment date	Start time	Booking type	Interpreter ID	Status	View booking
1494	30/03/2026	department 1	Silent Sounds	nic	test	Spoken Services	F2F	Arabic	31/03/2026	10:32	Emergency		Pending	OPEN
1495	31/03/2026	Call centre	Michelle M	sgft	fgj	Spoken Services	F2F	Arabic	31/03/2026	11:03	Emergency	95	Confirmed	OPEN
1492	30/03/2026	Call centre	Silent Sounds	me	you	Spoken Services	VI - IH	Arabic	31/03/2026	12:00	Emergency		Pending	OPEN
1496	31/03/2026	Call centre	Michelle M	df	fgh	Spoken Services	VI - IH	Arabic	31/03/2026	13:04	Emergency	95	Confirmed	OPEN
1491	28/03/2026	Call centre	Silent Sounds	N/A	N/A	Spoken Services	F2F	Arabic	31/03/2026	13:30	Standard		Pending	OPEN
1498	31/03/2026	Call centre	Silent Sounds	1	1	Spoken Services	VI - IH	Arabic	31/03/2026	14:00	Emergency	2	Confirmed	OPEN
1493	30/03/2026	department 1	Silent Sounds	nic	na	Spoken Services	F2F	Arabic	31/03/2026	14:27	Emergency		Pending	OPEN
1497	31/03/2026	department 1	Silent Sounds	test	test	Spoken Services	F2F	Arabic	31/03/2026	15:00	Emergency	95	Confirmed	OPEN
1391	06/03/2026	Call centre	Silent Sounds	12345	12345	Spoken Services	VI - IH	Arabic	31/03/2026	17:30	Standard	95	Confirmed	OPEN
1467	26/03/2026	Call centre	Silent Sounds	Test	12345	Spoken Services	F2F	Arabic	02/04/2026	09:30	Standard	95	Confirmed	OPEN
1468	26/03/2026	Call centre	Silent Sounds	Test	12345	Spoken Services	F2F	Arabic	06/04/2026	09:30	Standard	95	Confirmed	OPEN

# NEW BOOKING

New booking

SAVE MAIN MENU

Organisation: \* Silent Sounds Communications Ltd

Sub-organisation: \* Languages Department

Name of person booking: \* Silent Sounds

Phone/Mobile: 12345678910

Name of person booking (if different from above):

Phone/Mobile (if different from above):

If your email has changed and needs updating in our system, please contact us immediately at [customerservice@silent-sounds.co.uk](mailto:customerservice@silent-sounds.co.uk)

E-mail: \* Notification@silent-sounds.co.uk

E-mail (cc): Select...

Service user: \*

Service user reference: \*

Service user gender: \* Select...

This page enables you to place your booking selecting all relevant details.

Choose service type: Deaf Services  
Spoken Services

Choose service required: F2F, telephone (for Spoken services)  
F2F and Video (for Deaf Services)

Service type: \* Select...

Service required: \*

Deaf Services

Spoken Services

# NEW BOOKING

## Provide booking details

- Input the sub-organisation, and contact details if needed.
- There is an option to CC another contact to receive communications about the booking.
- Input the service user, service user reference and gender.
- Select the booking date, start and end time using the calendar tool.
- Input the service type, service required, department, venue, postcode and speciality.
- Choose the language required for the service.
- If the service user speaks multiple languages, specify them in the provided field.

Service user: *	<input type="text"/>
Service user reference: *	<input type="text"/>
Service user gender: *	Male <input type="button" value="x"/> ▾
Booking date: *	<input type="text" value=""/>
Start time: *	<input type="text" value=""/>
End time: *	<input type="text" value=""/>
Service type: *	Spoken Services <input type="button" value="x"/> ▾
Service required: *	Face to Face Interpreting (F2F) <input type="button" value="x"/> ▾
Department: *	Call centre <input type="button" value="x"/> ▾
Venue: *	9-10, Manor Courtyard Hughenden Ave High Wycombe
Postcode: *	HP13 5RE

# NEW BOOKING

## Interpreter preferences

- Select a preferred interpreter gender if applicable.
- Choose a preferred interpreter if required.

## Other relevant information

- Specify the number of expected participants.
- List attendees such as doctor, counsellor, lawyer etc..

**Preferred interpreter gender:**

Female only

**Preferred interpreter:**

No preference

Female only

**Number of expected participants (Type here if different): \***

Female preferred

Male only

Male preferred

**Attendance (i.e. Doctor, Counsellor, Lawyer etc.):**

**Other relevant information:**

# NEW BOOKING

## Save and confirm

- Review all details for accuracy.
- Click the 'Save' button to finalise the booking.
- You will see an acknowledgment message with booking details and a reference number.
- The status of your request can be viewed in the 'All Bookings' section.
- You will receive a confirmation email once an interpreter has been assigned to your booking.

Dear Jane Smith,

Thank you for placing your Interpreter request with Silent Sounds. As soon as an interpreter is assigned to this booking, we will send you full confirmation.

### Booking Details

<b>Booking reference:</b>	1500
<b>Organisation:</b>	Silent Sounds Communications Ltd
<b>Requester Name:</b>	Jane Smith
<b>Service User / Ref:</b>	Test / 12345
<b>Date:</b>	21/04/2026
<b>Time:</b>	14:00
<b>Service:</b>	Face to Face Interpreting (F2F)
<b>Department:</b>	Call centre
<b>Address:</b>	9-10, Manor Courtyard Hughenden Ave High Wycombe HP13 5RE
<b>Language:</b>	Arabic
<b>Preferred Interpreter:</b>	
<b>Your Ref:</b>	N/A

If you have any queries regarding this booking, please contact Silent Sounds Communications Ltd on the number below.

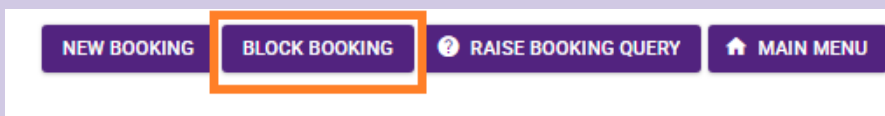
**Tel:** 01494 796030

**Email:** [languages@silent-sounds.co.uk](mailto:languages@silent-sounds.co.uk)

# BLOCK BOOKING

It's easy to create a Block Booking after you have placed the initial booking.

Simply click on 'Block Booking', select the appointment date, start and end times, interpreter preference (if applicable), and include any additional information.




Click 'Submit' to confirm.


You'll then see a new acknowledgment message with your updated booking number.


**Organisation:** Silent Sounds Communications Ltd

**Requester name:** Jane Smith

**Service user / Ref:** Test / 12345

**Booking date: \*** 17/06/2026 

**Start time: \*** 14:00 


**End time: \*** 15:00 

**Service:** Face to Face Interpreting (F2F)

**Department:** Call centre

**Address:** 9-10, Manor Courtyard Hughenden Ave High Wycombe HP13 5RE

**Language:** Arabic

**Preferred interpreter:** Select... 

**Other information:**

**SUBMIT** **MAIN MENU**



# RAISE BOOKING QUERY

Allows you to submit booking cancellations, booking amendments or other type of query.

How to use this page:

1. Select Query type: Choose the category that best matches your query .
  - i. Booking amendment request, ii. Booking cancellation request, iii Other.This helps our team route your request to the appropriate department.
  1. Provide details in the comments section.
  2. If your query is to do with cancellation or amendment, you will need to enter the reference number, and upon entering this, the autofill for your sub-org and service category will automatically appear, and you only need add your comments. Submit your query by clicking on the 'Save' button at the top right of the screen.
  3. Our team will review it and respond as soon as possible. You may receive updates or follow-up questions if additional information is required.

This page ensures clear communication and timely resolution of your queries, helping you manage your interpreting requests efficiently.

Raise booking query

SAVE

Query type: Booking amendment request

Name of person completing this form: Silent Sounds

Booking reference:

Sub-organisation: Select...

Service category: Select...

Comments:

People to notify (CC):

These people will be notified:

- Notification@silent-sounds.co.uk

languages@silent-sounds.co.uk'."/>

Raise booking query - Acknowledgement

Query Reference: 57

Your query has been successfully submitted.

We aim to respond to all queries within one working day. However, if you have not received a response within this time or would like an update on the progress of your query, please contact us using any of the methods listed below. Please ensure that you quote your query reference number when contacting us.

Thank you

Silent Sounds Communications Ltd

Tel: 01494 796030

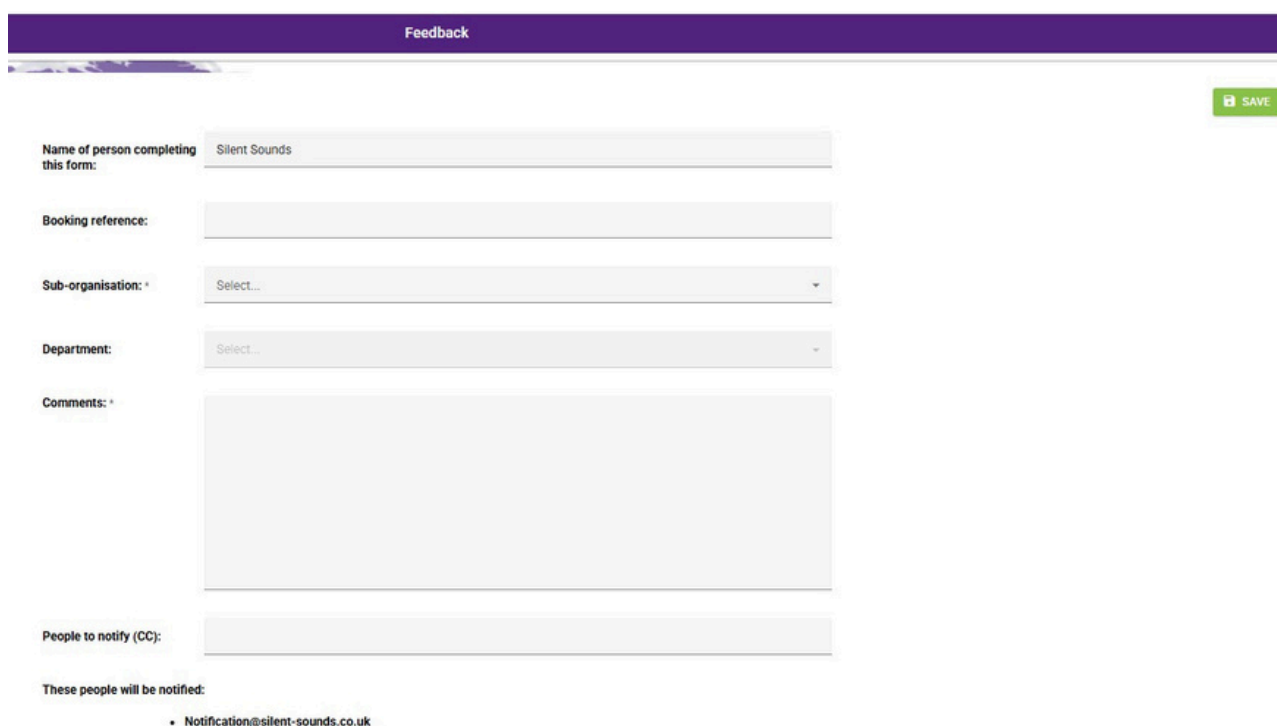
Email: [languages@silent-sounds.co.uk](mailto:languages@silent-sounds.co.uk)

After submitting your query, you will receive an acknowledgement message with a query reference number.

# FEEDBACK

We value your feedback and encourage you to share your experience with our interpreting services. You can submit comments regarding a specific appointment using your booking reference number, or share general feedback about your overall experience with our services.

Please provide as much detail as possible as this helps us review your feedback thoroughly and continue improving our services.



The screenshot shows a web-based feedback form with a purple header bar containing the word "Feedback". In the top right corner of the form area, there is a green "SAVE" button. The form fields are as follows:

- Name of person completing this form:** A text input field containing "Silent Sounds".
- Booking reference:** An empty text input field.
- Sub-organisation: \*** A dropdown menu with "Select..." as the current selection.
- Department:** A dropdown menu with "Select..." as the current selection.
- Comments: \*** A large, empty text area for providing feedback.
- People to notify (CC):** An empty text input field.

Below the form, a section titled "These people will be notified:" shows a list of email addresses:

- Notification@silent-sounds.co.uk

We truly value your input - thank you for helping us deliver the best service.



# THANK YOU

We hope you have a great experience using our services and navigating the online portal.

Our goal is to make managing interpreting bookings, and service requests as smooth and efficient as possible. Your feedback helps us continue improving the quality of our services.

Thank you for choosing Silent Sounds Communications, and we look forward to continuing to support your interpreting needs!

