



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

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



Sign in

Sign in with your username

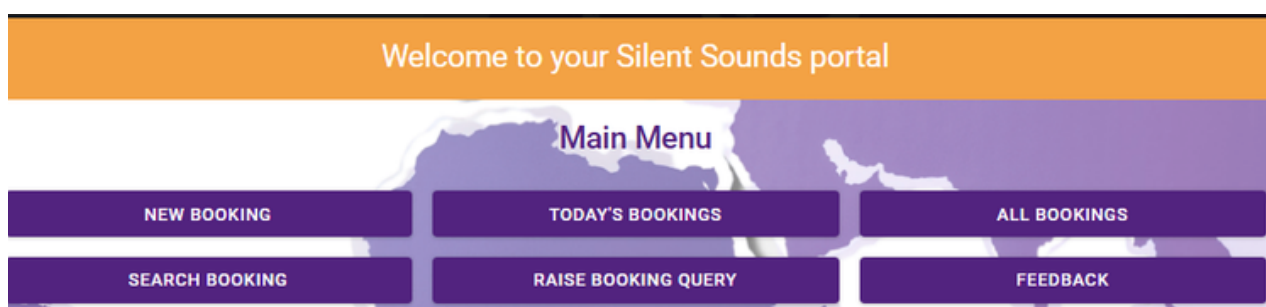
[Forgot your password?](#)

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

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.

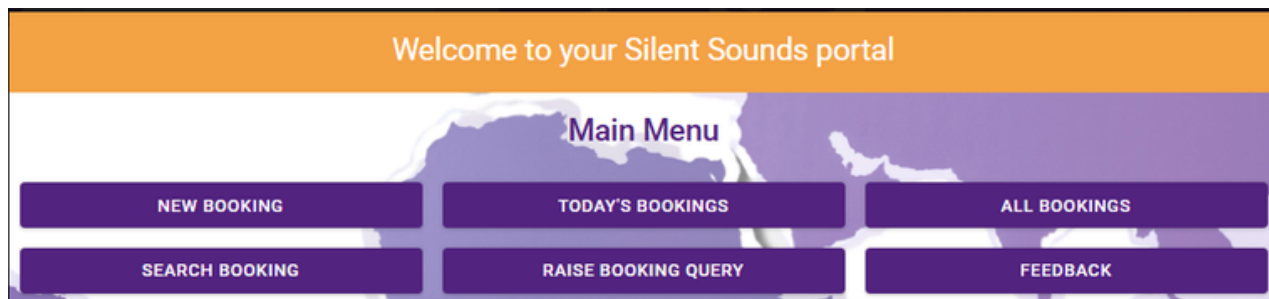
All bookings

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

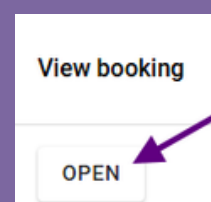
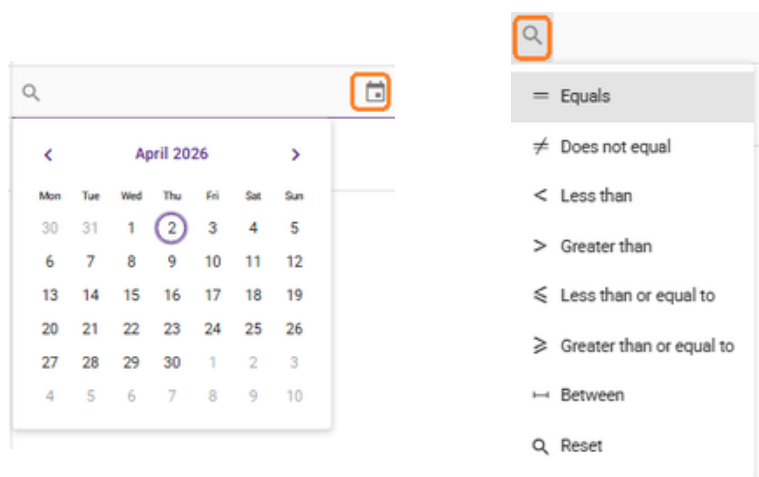
[X RESET FILTERS](#)
[REFRESH](#)
[MAIN MENU](#)

Booking reference	Booking created date	Sub-organisation	Department	Contact name	Service user	Service user reference	Service type	Service required	Language	Booking date	Booking start/end time	Booking type	Booking status	View booking
							(All)					(All)	(All)	
1764767	26/08/2026	Silent Sounds	Silent Sounds	Silent Sounds	N/A	N/A	Spoken Services	T1 - IH	Farsi	26/08/2026	11:30 - 12:30	Emergency	Confirmed	OPEN
1764768	26/08/2026	Silent Sounds	Silent Sounds	Silent Sounds	N/A	N/A	Spoken Services	V1 - IH	Spanish	26/08/2026	13:00 - 14:00	Emergency	Confirmed	OPEN
1764766	26/08/2026	Silent Sounds	Silent Sounds	Silent Sounds	N/A	N/A	Spoken Services	F2F	Arabic	26/08/2026	14:00 - 15:00	Emergency	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 downloaded and 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.

Client Portal Silent Sounds

All bookings

[RESET FILTERS](#)
[REFRESH](#)
[MAIN MENU](#)

Booking reference	Booking created date	Sub-organisation	Department	Contact name	Service user	Service user reference	Service type	Service required	Language	Booking date	Booking start/end time	Booking type	Booking status	View booking
							(All)					(All)	(All)	
1692894	12/06/2026	Silent Sounds	Silent Sounds	Silent Sounds	N/A	N/A	Spoken Services	T1 - IH	Farsi	28/08/2026	11:00 - 12:00	Standard	Confirmed	OPEN
1764117	24/08/2026	Silent Sounds	Silent Sounds	Silent Sounds	N/A	N/A	Spoken Services	F2F	Arabic	28/08/2026	11:00 - 12:00	Standard	Cancelled	OPEN
1692873	12/06/2026	Silent Sounds	Silent Sounds	Silent Sounds	N/A	N/A	Spoken Services	T1 - IH	Portuguese	31/08/2026	10:31 - 11:31	Public Holiday	Confirmed	OPEN
1692883	12/06/2026	Silent Sounds	Silent Sounds	Silent Sounds	N/A	N/A	Spoken Services	V1 - IH	Spanish	31/08/2026	12:00 - 13:00	Public Holiday	Confirmed	OPEN
1764079	24/08/2026	Silent Sounds	Silent Sounds	Silent Sounds	N/A	N/A	Spoken Services	F2F	Arabic	01/09/2026	15:00 - 16:00	Standard	Confirmed	OPEN
1692893	12/06/2026	Silent Sounds	Silent Sounds	Silent Sounds	N/A	N/A	Spoken Services	F2F	Arabic	02/09/2026	11:00 - 12:00	Standard	Pending	OPEN
1764080	24/08/2026	Silent Sounds	Silent Sounds	Silent Sounds	N/A	N/A	Spoken Services	F2F	Arabic	02/09/2026	11:00 - 12:00	Standard	Pending	OPEN
1764081	24/08/2026	Silent Sounds	Silent Sounds	Silent Sounds	N/A	N/A	Spoken Services	F2F	Arabic	04/09/2026	12:00 - 13:00	Standard	Confirmed	OPEN

NEW BOOKING

New booking

SAVE

MAIN MENU

Organisation: *

Silent Sounds

Sub-organisation: *

Select...

Requester name: *

Silent Sounds

Phone/Mobile:

01494796030

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

E-mail: *

languages@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: *

Service required: *

Select...

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.

Client Portal

Silent Sounds

New booking

SAVE MAIN MENU

Service user: *

Service user reference: *

Service user gender: * Select...

Booking date: * [Calendar icon]

Start time: * [Calendar icon]

End time: * [Calendar icon]

Service type: * Spoken Services

Service required: * Face to Face Interpreting (F2F)

Department: * Silent Sounds

Venue: * Units 9-10, Manor Courtyard, Hughenden Avenue, High Wycombe,

Postcode: * HP13 5RE

- Input the service type, service required, department, venue, and postcode.
- Primary speciality will always be set, however you can select additional specialities in this field.
- Choose the language required for the service.
- If the service user speaks multiple languages, specify them in the provided field.

Primary Speciality is currently set. You can change it or add additional specialities by clicking in the box below.

Speciality: * Healthcare

Language required: * Arabic

Does service user speak more than one language?: Yes

If yes, please specify:

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 ID:

No preference

Female only

Female preferred

Male only

Male preferred

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

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 Silent Sounds,

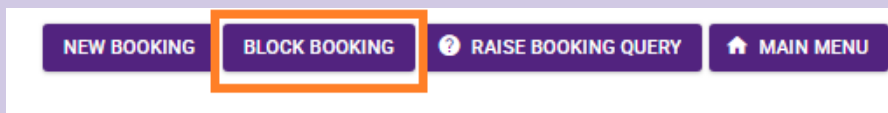
Thank you for placing your Interpreter request with Silent Sounds. As soon as an interpreter is assigned to this booking, we will send you full confirmation.

Booking Details

Booking reference:	1764800
Organisation:	Silent Sounds
Sub-organisation:	Silent Sounds
Department:	Silent Sounds
Requester name:	Silent Sounds
Contact number:	01494796030
Contact email:	languages@silent-sounds.co.uk
Service User / Ref:	N/A / N/A
Booking date:	27/08/2026
Booking start/end time:	15.00 - 16.00
Service type:	Spoken Services
Service required:	Face to Face Interpreting (F2F)
Language:	Arabic
Does service user speak more than one language?:	Yes
If yes, please specify:	Farsi
Address:	Units 9-10, Manor Courtyard, Hughenden Avenue, High Wycombe, HP13 5RE
Other relevant information:	N/A
If you have any queries regarding this booking, please contact us.	
Email:	languages@silent-sounds.co.uk
Tel:	01494 796030

BLOCK BOOKING

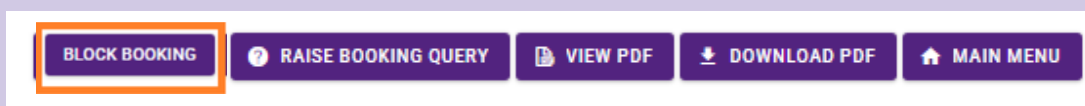
It's easy to create a Block Booking. Either after you have placed the initial booking.



Alternatively, go to Today's bookings or All bookings and click on View booking create a block booking
Simply click on 'Block Booking', select the appointment date, start and end times, interpreter preference (if applicable), and include any additional information.

View booking

OPEN



Click 'Submit' to confirm.

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

Add block booking

SUBMIT

MAIN MENU

Organisation:

Silent Sounds

Sub-organisation:

Silent Sounds

Department:

Silent Sounds

Requester name:

Silent Sounds

Service user / Ref:

N/A / N/A

Booking date: *

27/08/2026

Start time: *

15.00

End time: *

16.00

Service:

Face to Face Interpreting (F2F)

Address:

Units 9-10, Manor Courtyard, Hughenden Avenue, High Wycombe, HP13 5RE

Language:

Arabic

Preferred interpreter ID:

Select...

Does service user speak more than one language?:

Yes

If yes, please specify:

Farsi

Other relevant information:

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.

The screenshot shows a web form titled "Raise booking query". At the top right is a green "SAVE" button. The form fields are as follows:

- Query type:** A dropdown menu with "Booking amendment request" selected.
- Name of person completing this form:** A text field containing "Silent Sounds".
- Booking reference:** An empty text field.
- Sub-organisation:** A dropdown menu with "Select..." displayed.
- Service category:** A dropdown menu with "Select..." displayed.
- Comments:** A large, empty text area.
- People to notify (CC):** An empty text field.
- These people will be notified:** A list containing the email address "languages@silent-sounds.co.uk".

The screenshot shows an acknowledgement page titled "Raise booking query - Acknowledgement". The content is as follows:

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

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.

Feedback

SAVE

Name of person completing this form:

Silent Sounds

Booking reference:

Sub-organisation: *

Select...

Department:

Select...

Comments: *

People to notify (CC):

These people will be notified:

languages@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!

