

STEP-BY-STEP GUIDE
USING THE INTERPRETER ONLINE PORTAL

silentsounds
crossing language barriers

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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 portal is designed with a user-friendly layout and some great 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/

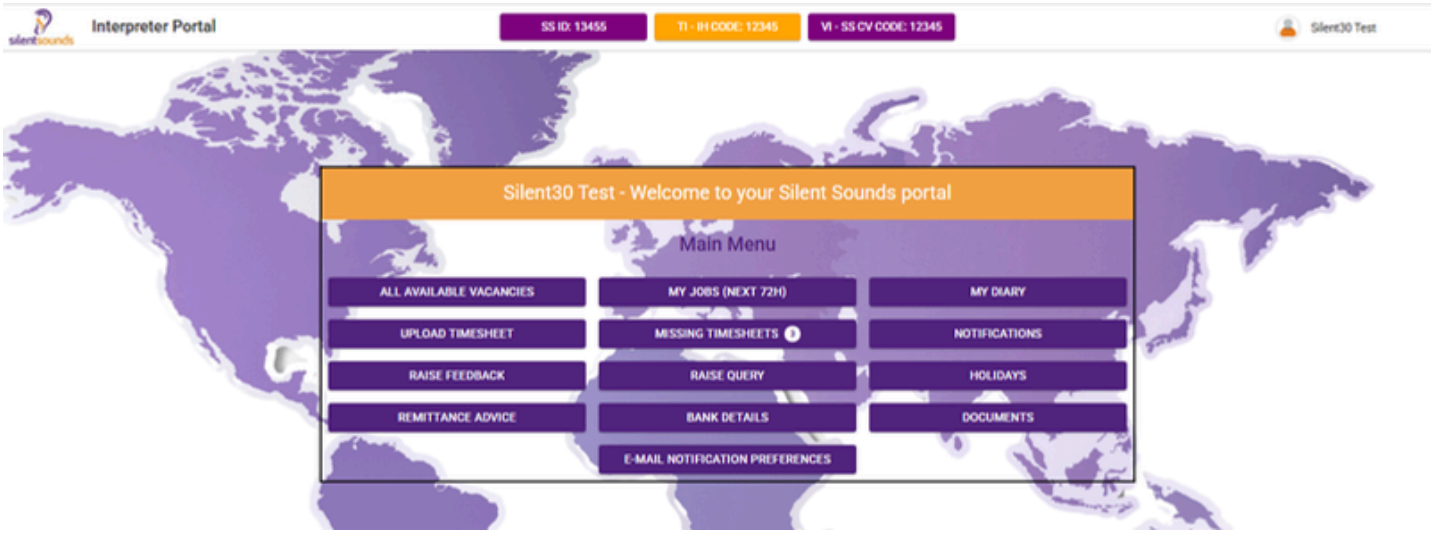
2. Via our Website: www.silent-sounds.co.uk

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

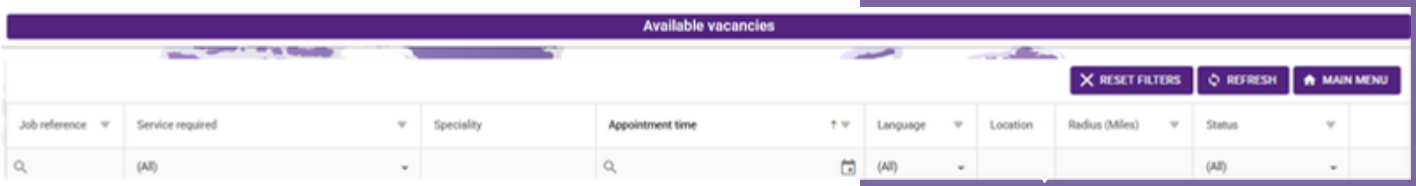
All available vacancies – View and mark your availability for current interpreting opportunities.
My jobs for next 72h – See your scheduled assignments within the next three days.
My diary – Access all your scheduled assignments.
Upload timesheet – Submit your completed timesheets for payment processing.
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.
Email notification preferences - You can set your notification preferences to reflect your availability for vacancies.

ALL AVAILABLE VACANCIES

This page shows all available jobs in real time.
You can view key details such as service required, appointment time, language, and status to quickly find suitable assignments. Use the filters to refine your search.

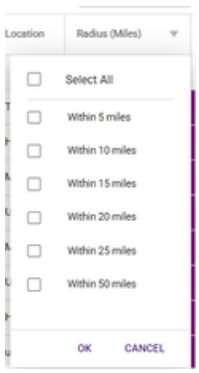
- All available vacancies are automatically displayed in ascending order by appointment date, so you can see upcoming bookings at the top straight away.
- You can filter vacancies by their status, making it quicker and easier to find exactly what you're looking for.

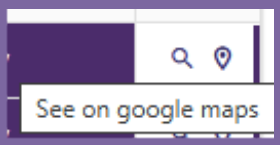
Note: *The layout may vary by device. On hand-held devices, you may need to scroll horizontally to view all filters and confirm availability.*

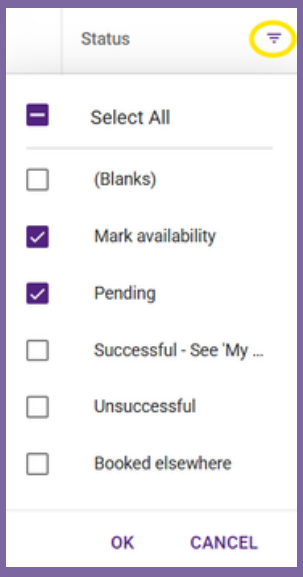


Vacancy radius filter
You can filter available vacancies using the new Radius (Miles) filter.
The radius is calculated from your registered home address to the appointment venue. Please note that this is a straight-line radius and not the actual travel distance.

To check the actual distance and suggested route, we recommend using the maps feature.
You can filter vacancies within the following radius options:







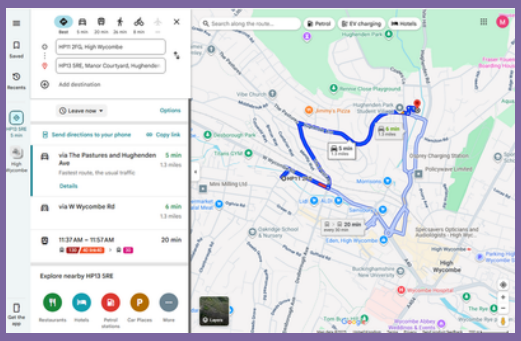
If you 'Select All' or leave the filter unselected, you will see all available vacancies regardless of the radius.
You can also filter all jobs by **Status**. This useful feature enables you to filter more than one option.

ALL AVAILABLE VACANCIES

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.

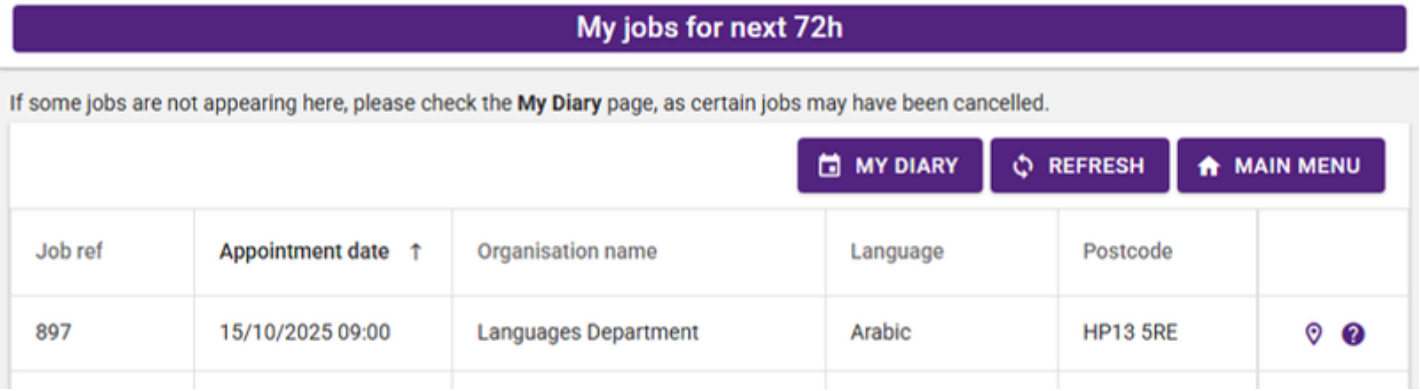




Zoom icon – Opens the full job details so you can review and mark your availability.

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.



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

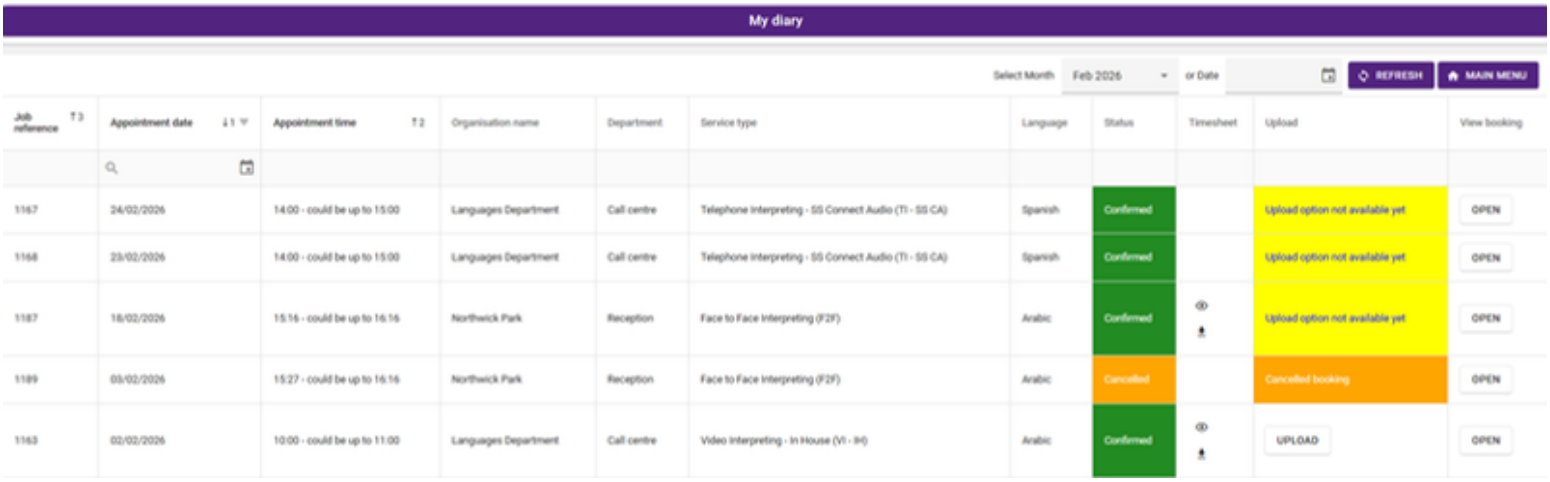
Raising a Query

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.

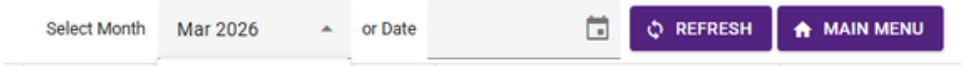
For step-by-step instructions, please refer to the '*Raise query*' section of this guide.

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/ upload printable timesheets.



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.

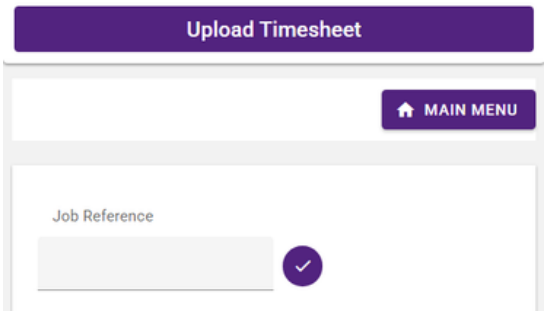


Timesheet – Provides access to your timesheet for that job (printable).

- 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



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

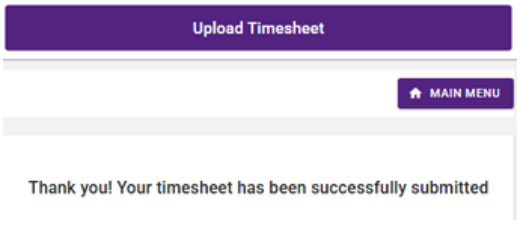
- Click 'Choose file' under 'Upload timesheet*'.
- Select your completed timesheet file from your device.
- The uploaded file name will appear below once it's selected.

Upload other documents (see more on following page)

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

Submit the timesheet

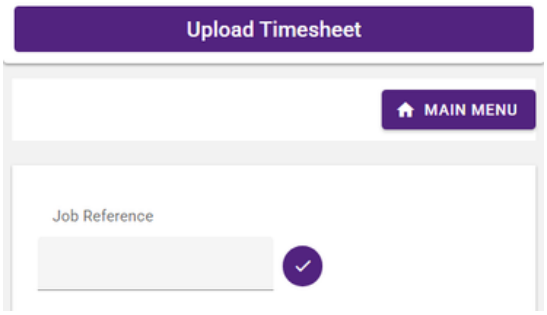
- Click the 'Upload' button.
- A confirmation message will appear.



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

***Tip:** Always ensure you are uploading the right timesheet for the correct Job Reference to avoid delays in processing your payment.*

UPLOAD TIMESHEET



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Submit the timesheet

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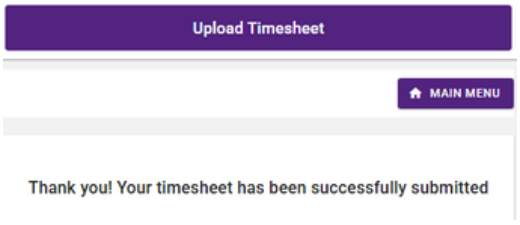
- A confirmation message will appear.

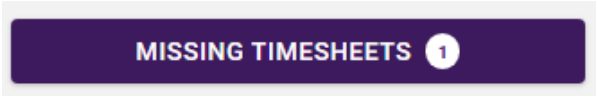


Important Notes: *Timesheets are expected to be submitted within 24 hours of completing the assignment, and only Word, PDF, PNG, JPeg documents apply.*

***Tip:** Always ensure you are uploading the right timesheet for the correct Job Reference to avoid delays in processing your payment.*

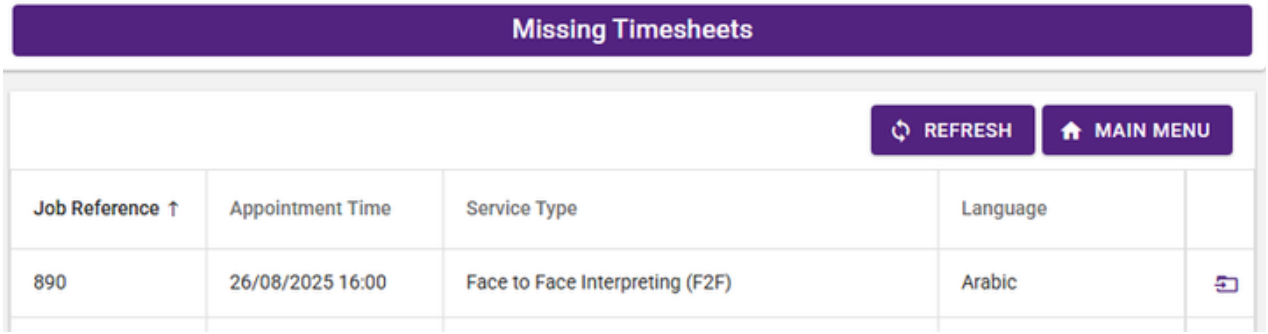
MISSING TIMESHEETS

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.

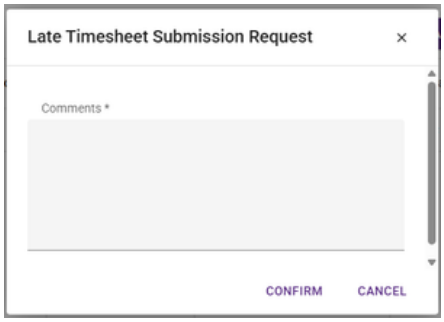


Process

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



- 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.

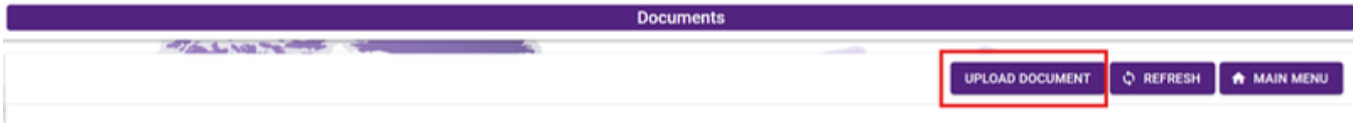
Important

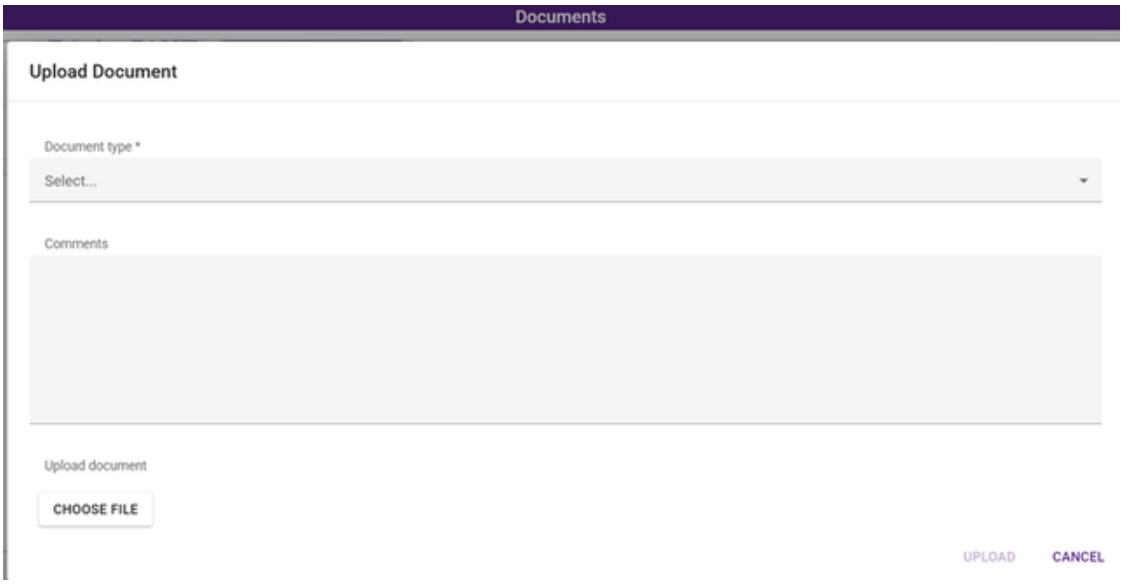
Timesheets must be uploaded promptly to avoid payment delays.

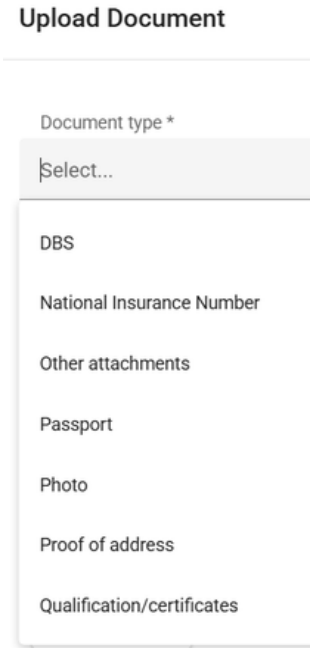
DOCUMENTS

Use this tab to stay on top of important files.
You will receive email notifications for any documents that require your attention, such as contracts or compliance files.

There is an option to upload documents in the 'Documents' tab.







You have the option to upload documents such new qualifications or training related to languages/ interpreting, new passport etc.

The recruitment team may request specific documents, and this is the area on the portal where you are required to upload it.

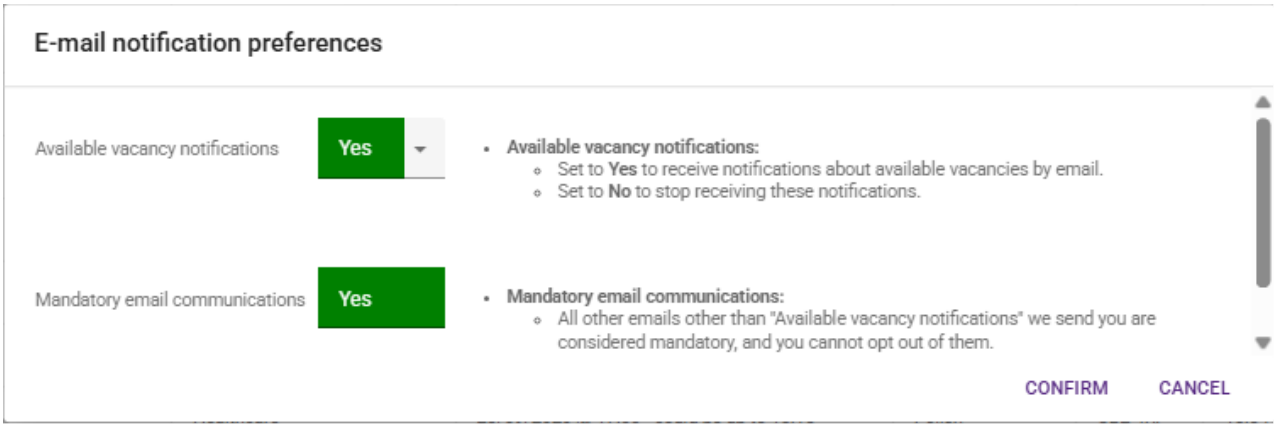
NOTIFICATIONS

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.
- You can choose your email notification preferences using the options available below.

EMAIL PREFERENCES

- You can choose your email notification preferences using the options available below.



RAISE FEEDBACK

Enter the job number

Verify the job details

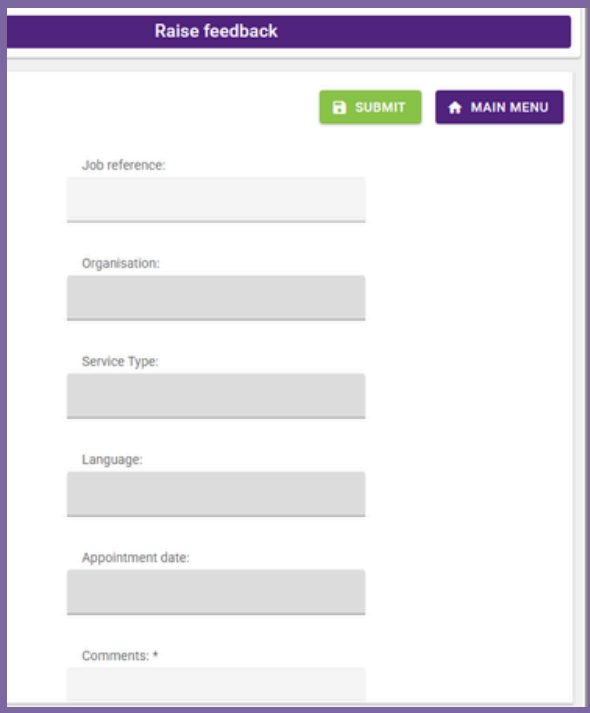
- Check that the organisation, appointment date, time and other details are correct and match the job you are referring to.
- If the information does not match, double-check the job number you entered.

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

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:



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)

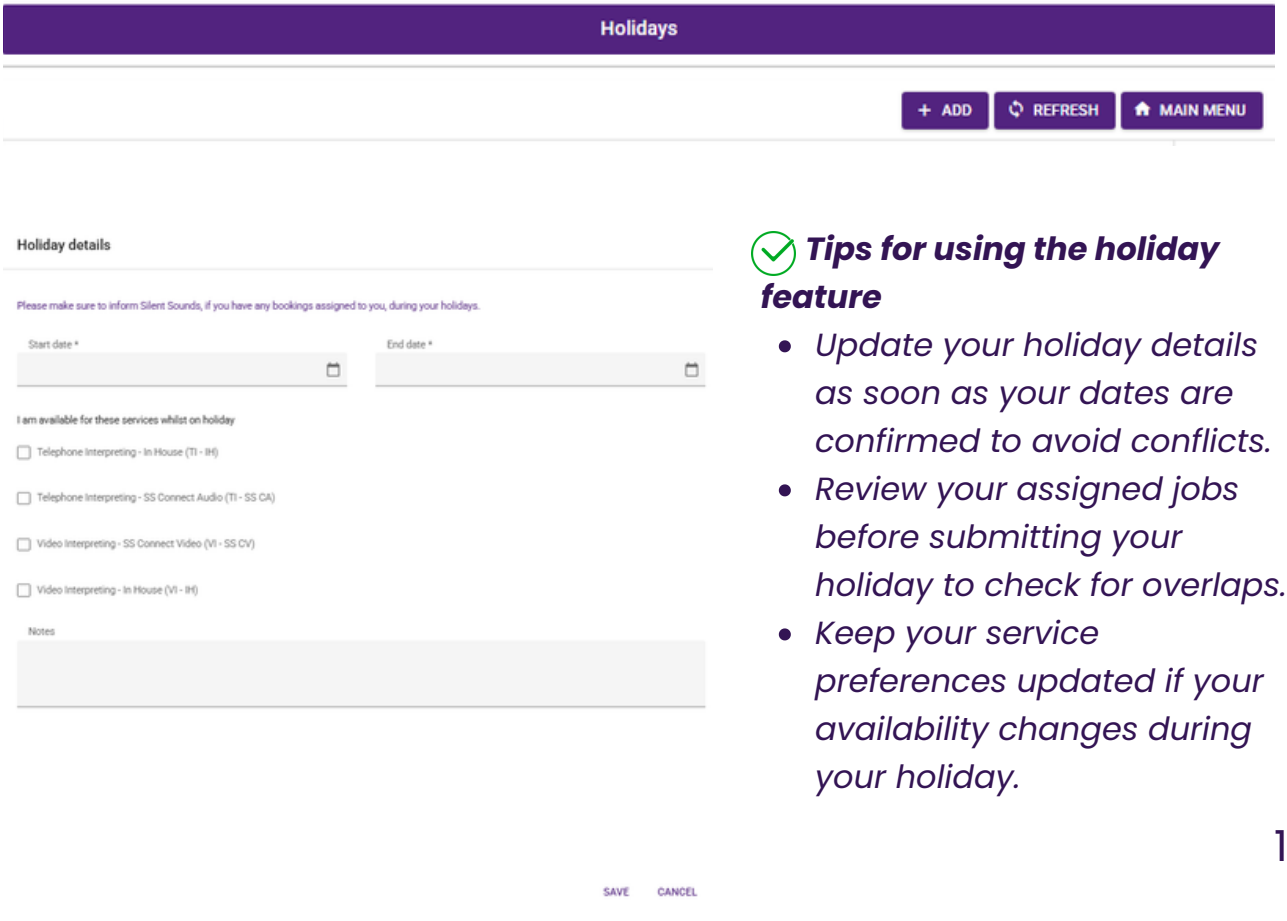
While on holiday, you can specify which services you are still able to provide:

- 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.

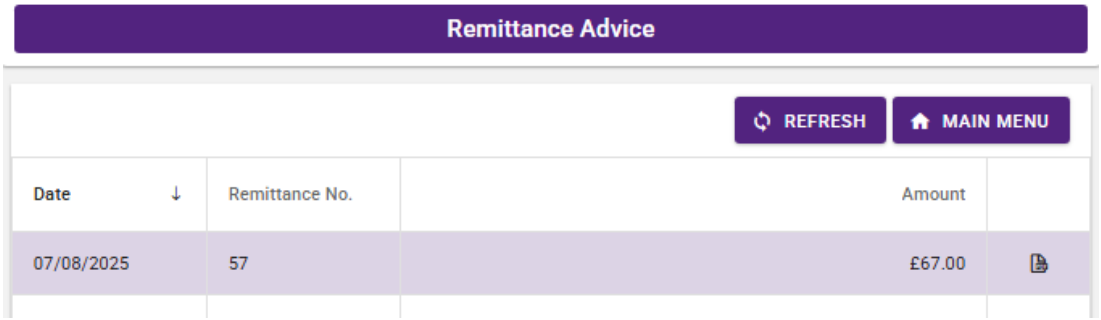


Tips for using the holiday feature

- *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.



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.

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.

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.

For the best experience, particularly when viewing "All Available Vacancies" we recommend switching to Desktop View, which displays the full website layout on your phone so you can see all vacancy details at a glance

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.