



LinguaNyx Portal User Guide Client

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Introduction

Welcome to Prestige Network's User Guide for the LinguaNyx Client Portal. This user guide has been designed to provide you with all the information that you may need regarding LinguaNyx and Interpreting Bookings.

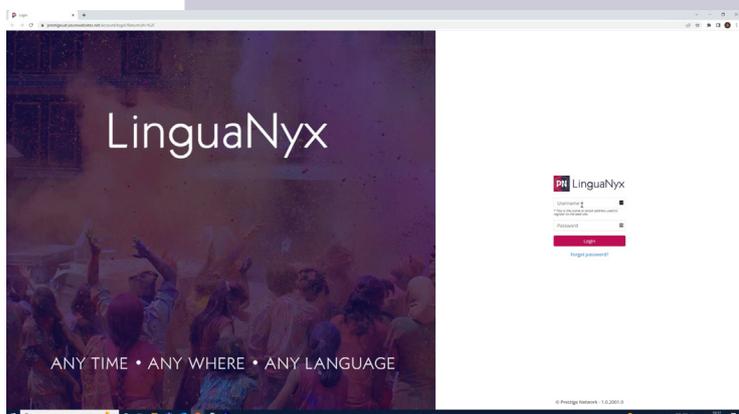
Please ensure you read and understand the contents of this guide.

If you have any questions regarding the LinguaNyx portal, our dedicated team will be on hand to support you. You can contact them by calling **01635 246 700** or you can email interpreting@prestigenetwork.com



Getting Started

Logging into the LinguaNyx Portal

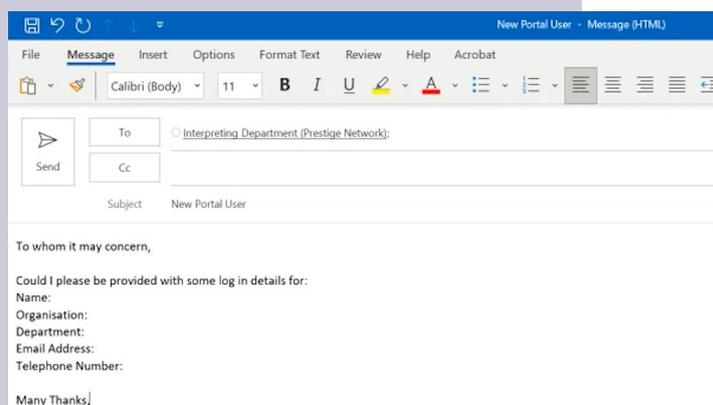


Enter **www.prestigeportal.co.uk** into your web browser.

You will then need to enter your user-name and password (you will need to set up a new password if you haven't already), then click the **login** button.

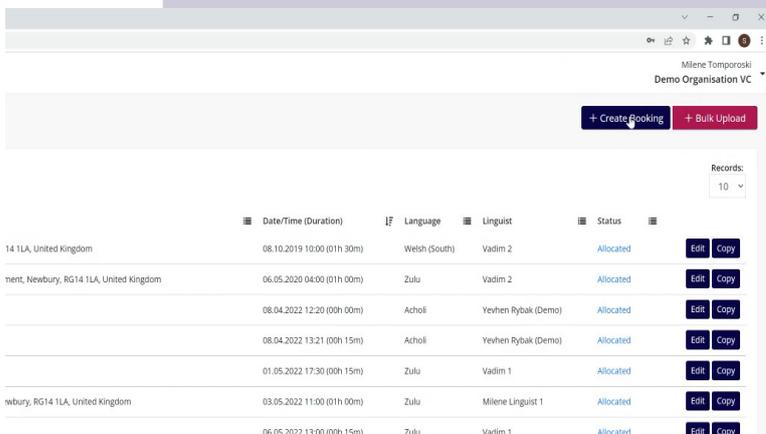
If you haven't been provided with login details yet please email: **interpreting@prestigenetwork.com** with "**New Portal User**" as the subject line. List your Name, Organisation, Department, Email Address and Telephone Number. Our interpreting team will get back to you as soon as possible and provide login details.

Alternatively, you can request access to the portal via a Client Manager User within your Department.



Bookings

How To Create a Face-to-Face Interpreting Booking



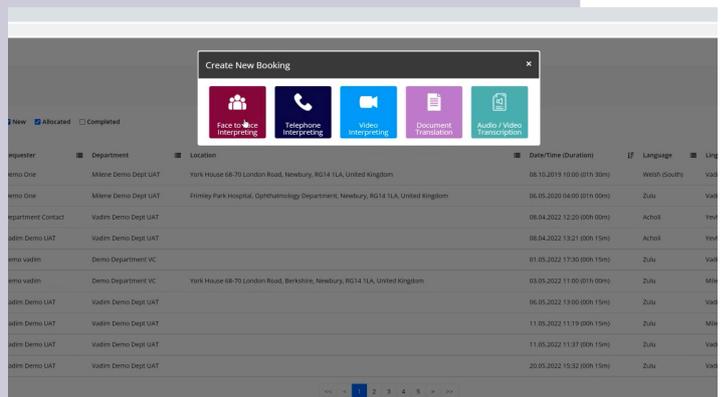
The screenshot shows a web application interface for managing bookings. At the top, there are two buttons: '+ Create Booking' and '+ Bulk Upload'. Below these is a table with columns for 'Date/Time (Duration)', 'Language', 'Linguist', and 'Status'. The table contains several rows of booking data, each with 'Edit' and 'Copy' buttons.

	Date/Time (Duration)	Language	Linguist	Status	
14 1LA, United Kingdom	08.10.2019 10:00 (01h 30m)	Welsh (South)	Vadim 2	Allocated	Edit Copy
ment, Newbury, RG14 1LA, United Kingdom	06.05.2020 04:00 (01h 00m)	Zulu	Vadim 2	Allocated	Edit Copy
	08.04.2022 12:20 (00h 00m)	Acholi	Yevhen Rybak (Demo)	Allocated	Edit Copy
	08.04.2022 13:21 (00h 15m)	Acholi	Yevhen Rybak (Demo)	Allocated	Edit Copy
	01.05.2022 17:30 (00h 15m)	Zulu	Vadim 1	Allocated	Edit Copy
ewbury, RG14 1LA, United Kingdom	03.05.2022 11:00 (01h 00m)	Zulu	Milene Linguist 1	Allocated	Edit Copy
	06.05.2022 13:00 (00h 15m)	Zulu	Vadim 1	Allocated	Edit Copy

To create a Face-to-Face Interpreting booking click on the button on the top right-hand side of the Dashboard (main landing page).

Now, choose the type of booking you'd like. For this part of the guide, we will be focusing on Face-to-Face Interpreting.

Once you've chosen the type of booking you require, you will be taken to the booking page.

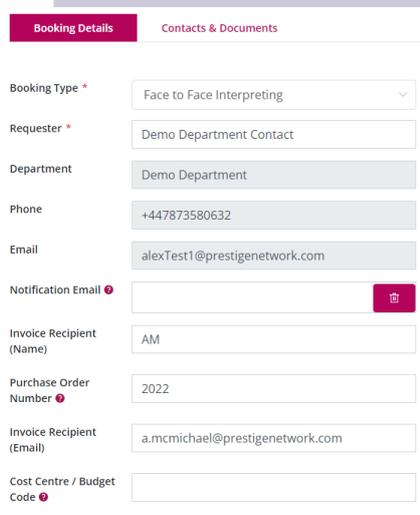


The screenshot shows a 'Create New Booking' modal window with five options: Face-to-Face Interpreting (selected), Telephone Interpreting, Video Interpreting, Document Translation, and Audio / Video Transcription. Below the modal is a table of existing bookings with columns for 'Requester', 'Department', 'Location', 'Date/Time (Duration)', 'Language', and 'Line'.

Requester	Department	Location	Date/Time (Duration)	Language	Line
ernst One	Milene Demo Dept UAT	York House 68-70 London Road, Newbury, RG14 1LA, United Kingdom	08.10.2019 10:00 (01h 30m)	Welsh (South)	1535
ernst One	Milene Demo Dept UAT	Emmsay Park Hospital, Ophthalmology Department, Newbury, RG14 1LA, United Kingdom	06.05.2020 04:00 (01h 00m)	Zulu	1536
Department Contact	Vadim Demo Dept UAT		08.04.2022 12:20 (00h 00m)	Acholi	1537
adim Demo UAT	Vadim Demo Dept UAT		08.04.2022 13:21 (00h 15m)	Acholi	1538
ernst vadim	Demo Department VC		01.05.2022 17:30 (00h 15m)	Zulu	1539
ernst vadim	Demo Department VC	York House 68-70 London Road, Berkshire, Newbury, RG14 1LA, United Kingdom	03.05.2022 11:00 (01h 00m)	Zulu	1540
adim Demo UAT	Vadim Demo Dept UAT		06.05.2022 13:00 (00h 15m)	Zulu	1541
adim Demo UAT	Vadim Demo Dept UAT		11.05.2022 11:39 (00h 15m)	Zulu	1542
adim Demo UAT	Vadim Demo Dept UAT		11.05.2022 11:37 (00h 15m)	Zulu	1543
adim Demo UAT	Vadim Demo Dept UAT		20.05.2022 15:32 (00h 15m)	Zulu	1544

Bookings

Booking Details



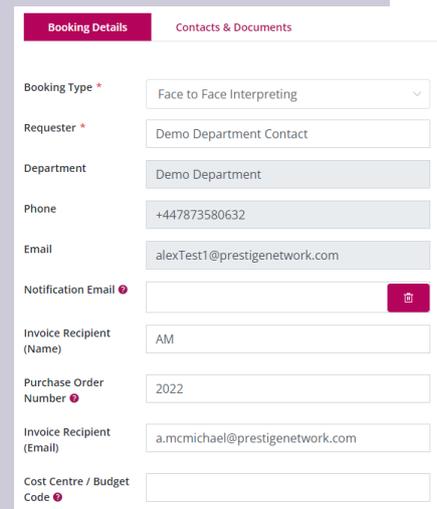
The screenshot shows a web form with two tabs: 'Booking Details' (active) and 'Contacts & Documents'. The form contains the following fields:

- Booking Type *: Face to Face Interpreting (dropdown)
- Requester *: Demo Department Contact (text)
- Department: Demo Department (text)
- Phone: +447873580632 (text)
- Email: alexTest1@prestigenetwork.com (text)
- Notification Email: (empty text field with a red 'X' icon)
- Invoice Recipient (Name): AM (text)
- Purchase Order Number: 2022 (text)
- Invoice Recipient (Email): a.mcmichael@prestigenetwork.com (text)
- Cost Centre / Budget Code: (empty text field)

The top 5 fields on the left handside as well as the invoicing section at the bottom are pre-populated using the details from your LinguaNyx account.

Notification Email: Please fill this out with anyone who needs to be notified that the booking has been placed/allocated.

For example, for medical bookings, a doctor or nurse may need to be aware an interpreter has been booked for the patient.



This is a duplicate of the form shown in the first image, illustrating the pre-populated data from a LinguaNyx account.

Bookings

Booking Details

Appointment Date *

Appointment Time *

Duration *

Time Zone

Language *

Linguist Gender *

Area of Experience

Public Notes / Details / Information

Appointment Date & Time:

Select the date you require the linguist to attend by clicking in the date box, then select the date from the calendar which will pop-up.

Once selected the booking date, enter the time that you require the linguist to attend by. The time will be in 24-hour clock format.

Duration:

Select the duration on the booking by selecting the number of hours and minutes that you approximately require the linguist for.

Please ensure you are filling out the **Duration** of the booking and not the finish time.

Appointment Date *

Appointment Time *

Duration *

Time Zone

Language *

Linguist Gender *

Area of Experience

Public Notes / Details / Information

Bookings

Booking Details

Appointment Date *

Appointment Time *

Duration *

Time Zone

Language *

Linguist Gender *

Area of Experience

Public Notes / Details / Information

Language:

From the drop-down menu select the language you require a linguist for.

There are over 200 languages to choose from.

Please use the **"Public Notes"** section if your patient/client/candidate speaks more than one language.

Gender:

Select a male or female linguist if required. If you do not have a preference select "Not Important".

Appointment Date *

Appointment Time *

Duration *

Time Zone

Language *

Linguist Gender *

Area of Experience

Public Notes / Details / Information

Bookings

Booking Details

Appointment Date *

Appointment Time *

Duration *

Time Zone

Language *

Linguist Gender *

Area of Experience

Public Notes / Details / Information

Area of Experience:

Find and choose your industry in the drop down menu, this is so we can find an interpreter who is experienced in your industry.

If your industry is not listed, please select "other", and enter a brief description in "Public Notes" section below.

Public Notes:

If there is any information that the interpreter should be made aware of please write them here in as much detail as you can. This is particularly important for any non-spoken (BSL) bookings.

For example: "Patient is attending follow up appointment."

Appointment Date *

Appointment Time *

Duration *

Time Zone

Language *

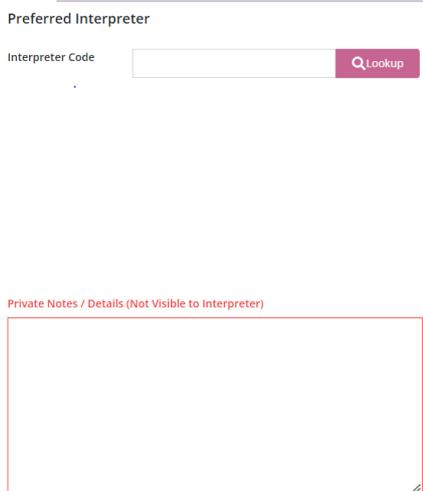
Linguist Gender *

Area of Experience

Public Notes / Details / Information

Bookings

Booking Details



The screenshot shows a form titled "Preferred Interpreter". It contains a text input field labeled "Interpreter Code" with a "Lookup" button to its right. Below this is a red-bordered text area labeled "Private Notes / Details (Not Visible to Interpreter)".

Preferred Interpreter:

If you have worked with an interpreter in the past and know their code, please enter it here.

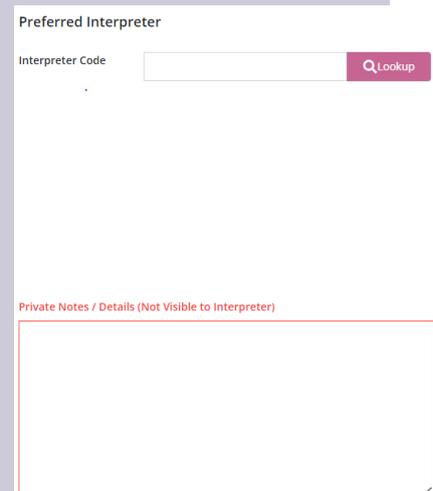
If the requested interpreter is available, the Interpreting Team will ensure they are assigned to your booking.

If you know their name but not their code, please email interpreting@prestigenetwork.com and we will be able to provide you with it.

Private Notes:

These notes are only shared with the Prestige Network Interpreting Team.

Click **"Next"** once you have completed all the required sections and you will be taken to the Contacts & Documents page.



The screenshot shows a form titled "Preferred Interpreter". It contains a text input field labeled "Interpreter Code" with a "Lookup" button to its right. Below this is a red-bordered text area labeled "Private Notes / Details (Not Visible to Interpreter)".

Bookings

Contacts & Documents

Location Details

Contact Name

Contact Email

Contact Phone Number Country code Phone number

Country *

Home Address *

Building / Department

Address

Line 1

Line 2

Town / City

County

Postcode

Contact Details:

Please enter the full name of the contact who the linguist needs to report to upon arrival or will be interpreting for (i.e. doctor/nurse).

Please provide us with their contact number and/or email. Our most preferred method of contact is by telephone or mobile.

If email is provided, they will also receive email updates regarding the booking.

Location Details:

This is the address for where the booking is taking place. Please fill out the postcode and click "look up". You can then use the drop-down menu to find your address which will populate the fields below.

Please ensure you enter the Department Name so the linguist knows the exact location of where they need to report to.

Location Details

Contact Name

Contact Email

Contact Phone Number Country code Phone number

Country *

Home Address *

Building / Department

Address

Line 1

Line 2

Town / City

County

Postcode

Bookings

Contacts & Documents

Client / Patient / Candidate

Reference ●

Name

Email

Phone Number

Include Related Documents

Related Documents

No file chosen

Client/Patient/Candidate Details:

Fill out as much detail as you can so it is easier for the interpreter to find the person they are interpreting for on the day of the booking.

This is mandatory for any non-spoken booking such as BSL.

Email and Phone Number are not required.

If there any documents relating to this booking, please tick the box **“Include Related Documents”**

To upload the related documents, click “choose files” and select the documents.

Client / Patient / Candidate

Reference ●

Name

Email

Phone Number

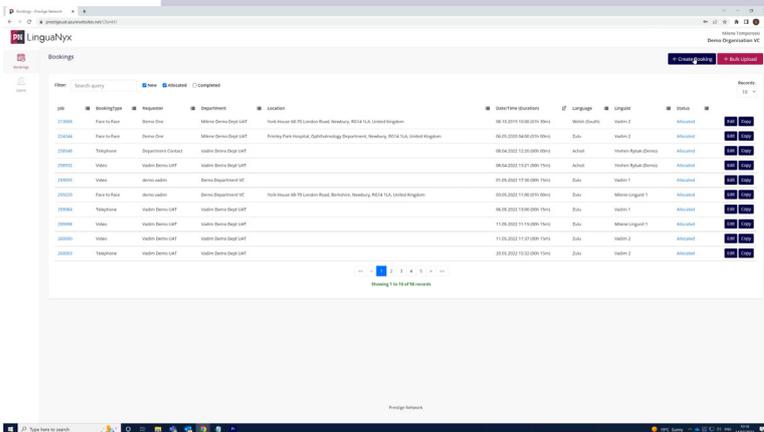
Include Related Documents

Related Documents

No file chosen

Bookings

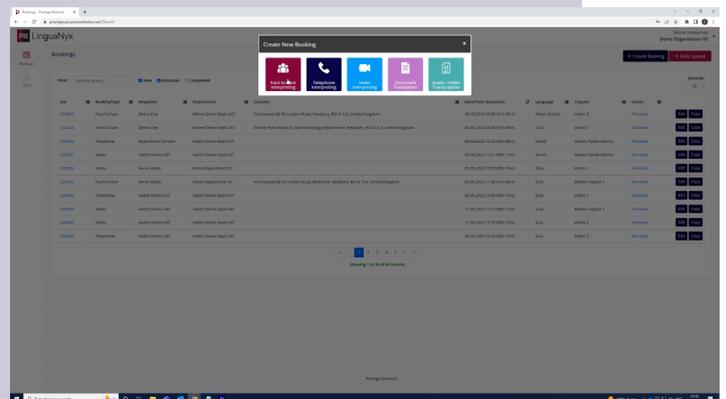
How To Create a Telephone Interpreting Booking



To create a Telephone Interpreting booking click on the button on the top right-hand side of the Dashboard (main landing page).

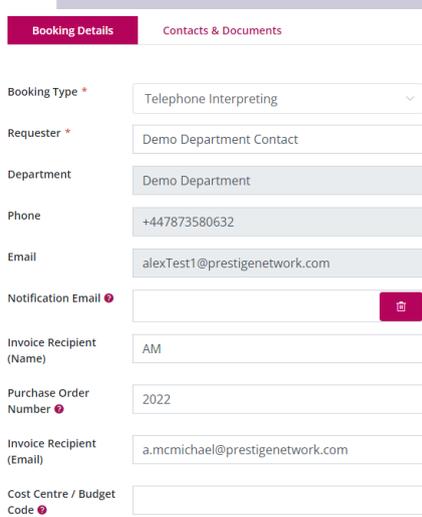
Now, choose the type of booking you'd like. For this part of the guide, we will be focusing on Telephone Interpreting.

Once you've chosen the type of booking you require, you will be taken to the booking page.



Bookings

Booking Details



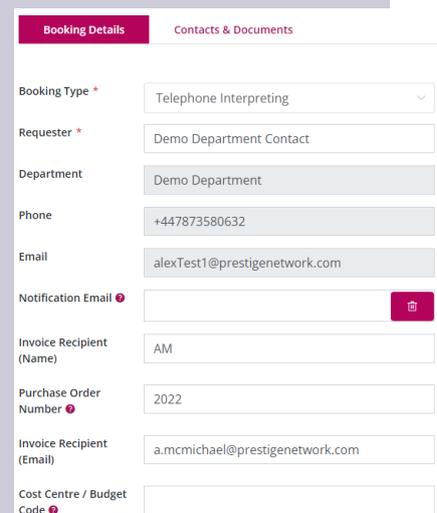
The screenshot shows a web form with two tabs: 'Booking Details' (active) and 'Contacts & Documents'. The form contains the following fields:

- Booking Type *: Telephone Interpreting (dropdown)
- Requester *: Demo Department Contact
- Department: Demo Department
- Phone: +447873580632
- Email: alexTest1@prestigenetwork.com
- Notification Email: (empty field with a trash icon)
- Invoice Recipient (Name): AM
- Purchase Order Number: 2022
- Invoice Recipient (Email): a.mcmichael@prestigenetwork.com
- Cost Centre / Budget Code: (empty field)

The top 5 fields on the left handside as well as the invoicing section at the bottom are pre-populated using the details from your LinguaNyx account.

Notification Email: Please fill this out with anyone who needs to be notified that the booking has been placed/allocated.

For example, for medical bookings, a doctor or nurse may need to be aware an interpreter has been booked for the patient.



The screenshot shows a web form with two tabs: 'Booking Details' (active) and 'Contacts & Documents'. The form contains the following fields:

- Booking Type *: Telephone Interpreting (dropdown)
- Requester *: Demo Department Contact
- Department: Demo Department
- Phone: +447873580632
- Email: alexTest1@prestigenetwork.com
- Notification Email: (empty field with a trash icon)
- Invoice Recipient (Name): AM
- Purchase Order Number: 2022
- Invoice Recipient (Email): a.mcmichael@prestigenetwork.com
- Cost Centre / Budget Code: (empty field)

Bookings

Booking Details

Appointment Date *

Appointment Time *

Duration *

Time Zone
 (UTC+00:00) Europe/London

Language *
 Select

Linguist Gender *
 Select

Area of Experience
 Select

Public Notes / Details / Information

Appointment Date & Time:

Select the date you require the linguist to attend by clicking in the date box, then select the date from the calendar which will pop-up.

Once selected the booking date, enter the time that you require the linguist to attend by. The time will be in 24-hour clock format.

Duration:

Select the duration on the booking by selecting the number of hours and minutes that you approximately require the linguist for.

Please ensure you are filling out the **Duration** of the booking and not the finish time.

Appointment Date *

Appointment Time *

Duration *

Time Zone
 (UTC+00:00) Europe/London

Language *
 Select

Linguist Gender *
 Select

Area of Experience
 Select

Public Notes / Details / Information

Bookings

Booking Details

Appointment Date *

Appointment Time *

Duration *

Time Zone

Language *

Linguist Gender *

Area of Experience

Public Notes / Details / Information

Language:

From the drop-down menu select the language you require a linguist for.

There are over 200 languages to choose from.

Please use the 'Public Notes' section if your patient/client/candidate speaks more than one language.

Gender:

Select a male or female linguist if required. If you do not have a preference select 'Not Important'.

Appointment Date *

Appointment Time *

Duration *

Time Zone

Language *

Linguist Gender *

Area of Experience

Public Notes / Details / Information

Bookings

Booking Details

Appointment Date *

Appointment Time *

Duration *

Time Zone
 (UTC+00:00) Europe/London

Language *
 Select

Linguist Gender *
 Select

Area of Experience
 Select

Public Notes / Details / Information

Area of Experience:

Find and choose your industry in the drop down menu, this is so we can find an interpreter who is experienced in your industry.

If your industry is not listed, please select "other", and enter a brief description in 'Public Notes' section below.

Public Notes:

If there is any information that the interpreter should be made aware of please write them here in as much detail as you can.

For example: "Patient is attending follow up appointment."

Appointment Date *

Appointment Time *

Duration *

Time Zone
 (UTC+00:00) Europe/London

Language *
 Select

Linguist Gender *
 Select

Area of Experience
 Select

Public Notes / Details / Information

Bookings

Booking Details

Preferred Interpreter

Interpreter Code

Q Lookup

Private Notes / Details (Not Visible to Interpreter)

Preferred Interpreter:

If you have worked with an interpreter in the past and know their code, please enter it here.

If the requested interpreter is available, the Interpreting Team will ensure they are assigned to your booking.

If you know their name but not their code, please email interpreting@prestigenetwork.com and we will be able to provide you with it.

Private Notes:

These notes are only shared with the Prestige Network Interpreting Team.

Click **"Next"** once you have completed all the required sections and you will be taken to the Contacts & Documents page.

Preferred Interpreter

Interpreter Code

Q Lookup

Private Notes / Details (Not Visible to Interpreter)

Bookings

Contacts & Documents

Call Type

PN Connect Voice ⓘ

Other Communication ⓘ

Host Details ⓘ

Same as Requester

Name *

Email *

Phone Number *

Choosing a call type:

Select **PN Connect Voice** - if you would like our automated system to call and place the 'Host', 'Client/Patient/Candidate' and Interpreter into a conference room at the selected booking date and time.

Note: If the 'Host' misses or is unable to pursue the phone call first-time round you will receive a telephone number, room number and pin in order to initiate the call after the booking time has started.

Host Details:

Select same as requester if the person who is placing the booking will also be acting as a Host.

Otherwise, please enter the person's name i.e. Doctors/Nurses who requires the interpreter, including their email address and telephone number so the automated system can call them at the time of the booking.

Call Type

PN Connect Voice ⓘ

Other Communication ⓘ

Host Details ⓘ

Same as Requester

Name *

Email *

Phone Number *

Bookings

Contacts & Documents

Call Type

- PN Connect Voice
- Other Communication

Other Communication Details

Same as Requester

Name

Email

Phone Number

Country code ▼ Phone number

 +44

Select **“Other Communication”** if you wish to contact the interpreter directly or use your own conference system.

Select **“Same as Requester”** if the Host details are the same as the person placing the booking.

Otherwise enter the name, email address and contact number of the person who requires the interpreter.

Call Type

- PN Connect Voice
- Other Communication

Other Communication Details

Same as Requester

Name

Email

Phone Number

Country code ▼ Phone number

 +44

Bookings

Contact & Documents

Client / Patient / Candidate

Reference 

Name

Email

Phone Number

Include Related Documents

Related Documents

No file chosen

Client/Patient/Candidate Details:

Fill out as much detail as you can so it is easier for the interpreter to find the person they are interpreting for on the day of the booking.

Email and Phone Number are not required.

If there any documents relating to this booking, please tick the box **"Include Related Documents"**

To upload the related documents, click "choose files" and select the documents.

Client / Patient / Candidate

Reference 

Name

Email

Phone Number

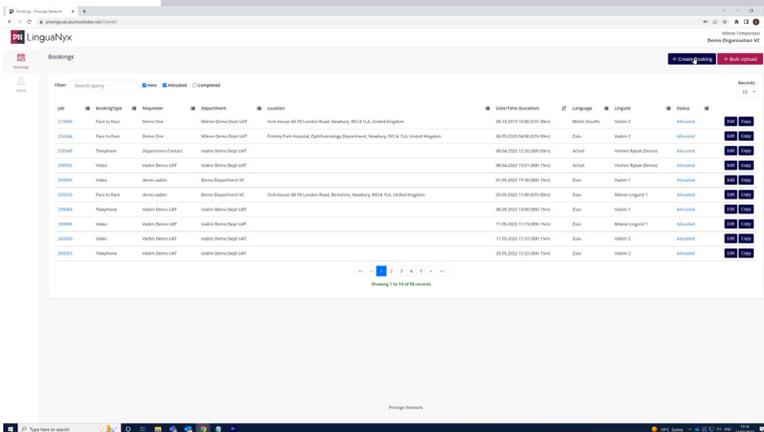
Include Related Documents

Related Documents

No file chosen

Bookings

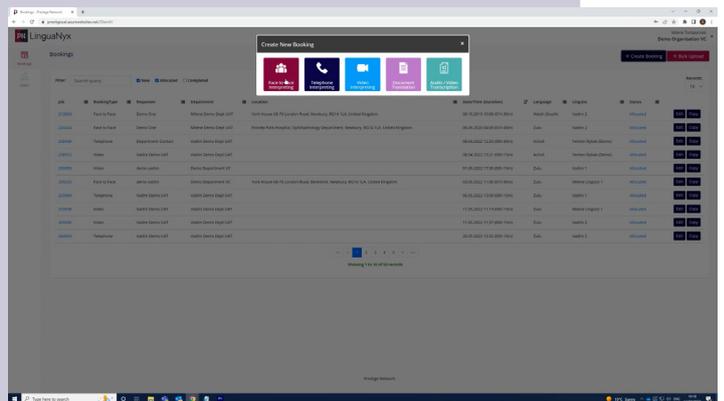
How To Create a Video Interpreting Booking



To create a Video Interpreting booking click on the button on the top right-hand side of the Dashboard (main landing page).

Now, choose the type of booking you'd like. For this part of the guide, we will be focusing on Video Interpreting.

Once you've chosen the type of booking you require, you will be taken to the booking page.



Bookings

Booking Details

The screenshot shows a form with two tabs: 'Booking Details' (active) and 'Contacts & Documents'. The form contains the following fields:

- Booking Type *: Video Interpreting
- Requester *: Demo Department Contact
- Department: Demo Department
- Phone: +447873580632
- Email: alexTest1@prestigenetwork.com
- Notification Email: (empty field with a trash icon)
- Invoice Recipient (Name): AM
- Purchase Order Number: 2022
- Invoice Recipient (Email): a.mcmichael@prestigenetwork.com
- Cost Centre / Budget Code: (empty field)

The top 5 fields on the left handside as well as the invoicing section at the bottom are pre-populated using the details from your LinguaNyx account.

Notification Email: Please fill this out with anyone who needs to be notified that the booking has been placed/allocated.

For example, for medical bookings, a doctor or nurse may need to be aware an interpreter has been booked for the patient.

This is an identical screenshot of the 'Booking Details' form as shown in the first image, displaying the same pre-populated information.

Bookings

Booking Details

Appointment Date *

Appointment Time *

Duration *

Time Zone

Language *

Linguist Gender *

Area of Experience

Public Notes / Details / Information

Appointment Date & Time:

Select the date you require the linguist to attend by clicking in the date box, then select the date from the calendar which will pop-up.

Once selected the booking date, enter the time that you require the linguist to attend by. The time will be in 24-hour clock format.

Duration:

Select the duration on the booking by selecting the number of hours and minutes that you approximately require the linguist for.

Please ensure you are filling out the **Duration** of the booking and not the finish time.

Appointment Date *

Appointment Time *

Duration *

Time Zone

Language *

Linguist Gender *

Area of Experience

Public Notes / Details / Information

Bookings

Booking Details

Appointment Date *

Appointment Time *

Duration *

Time Zone
 (UTC+00:00) Europe/London

Language *
 Select

Linguist Gender *
 Select

Area of Experience
 Select

Public Notes / Details / Information

Language:

From the drop-down menu select the language you require a linguist for.

There are over 200 languages to choose from.

Please use the **“Public Notes”** section if your patient/client/candidate speaks more than one language.

Gender:

Select a male or female linguist if required. If you do not have a preference select “Not Important”.

Appointment Date *

Appointment Time *

Duration *

Time Zone
 (UTC+00:00) Europe/London

Language *
 Select

Linguist Gender *
 Select

Area of Experience
 Select

Public Notes / Details / Information

Bookings

Booking Details

Appointment Date *

Appointment Time *

Duration *

Time Zone

Language *

Linguist Gender *

Area of Experience

Public Notes / Details / Information

Area of Experience:

Find and choose your industry in the drop down menu, this is so we can find an interpreter who is experienced in your industry.

If your industry is not listed, please select "Other", and enter a brief description in "Public Notes" section below.

Public Notes:

If there is any information that the interpreter should be made aware of please write them here in as much detail as you can. This is particularly important for any non-spoken (BSL) bookings.

For example: "Patient is attending follow up appointment."

Appointment Date *

Appointment Time *

Duration *

Time Zone

Language *

Linguist Gender *

Area of Experience

Public Notes / Details / Information

Bookings

Booking Details

Preferred Interpreter

Interpreter Code

Q Lookup

Private Notes / Details (Not Visible to Interpreter)

Preferred Interpreter:

If you have worked with an interpreter in the past and know their code, please enter it here.

If the requested interpreter is available, the Interpreting Team will ensure they are assigned to your booking.

If you know their name but not their code, please email interpreting@prestigenetwork.com and we will be able to provide you with it.

Private Notes:

These notes are only shared with the Prestige Network Interpreting Team.

Click **"Next"** once you have completed all the required sections and you will be taken to the Contacts & Documents page.

Preferred Interpreter

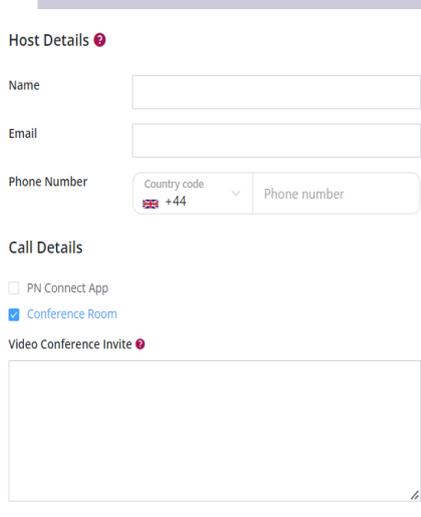
Interpreter Code

Q Lookup

Private Notes / Details (Not Visible to Interpreter)

Bookings

Contacts & Documents



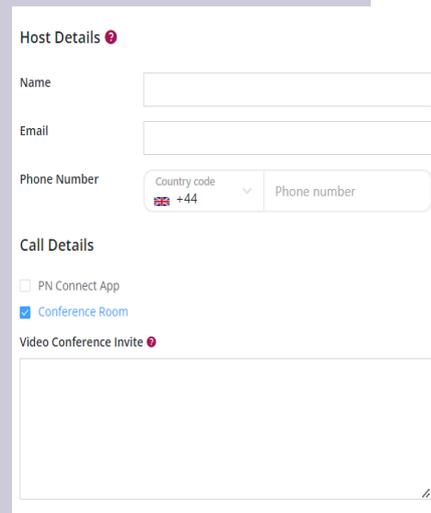
The screenshot shows a form titled "Host Details" with a help icon. It includes fields for Name, Email, and Phone Number. The Phone Number field has a dropdown for "Country code" with "+44" selected and a "Phone number" input field. Below these are "Call Details" with checkboxes for "PN Connect App" (unchecked) and "Conference Room" (checked). At the bottom is a "Video Conference Invite" section with a large text area.

Host Details:

Select same as requester if the person who is placing the booking will also be acting as a Host.

Otherwise, please enter the person's name i.e. Doctors/Nurses who requires the interpreter, including their email address and telephone number so the automated system can call them at the time of the booking.

It is important to note that for all Video Interpreting bookings you will need to set up your own conference room.



This is another view of the "Host Details" form, showing the same fields as the first screenshot: Name, Email, Phone Number (with country code dropdown and phone number input), Call Details (with "PN Connect App" unchecked and "Conference Room" checked), and Video Conference Invite (with a large text area).

Bookings

Contacts & Documents

Host Details ⓘ

Name

Email

Phone Number

Call Details

PN Connect App

Conference Room

Video Conference Invite ⓘ

Select **“Conference Room”** as your call type.

All details such as the video conference link will need to be provided in the **“Video Conference Invite”** box.

Host Details ⓘ

Name

Email

Phone Number

Call Details

PN Connect App

Conference Room

Video Conference Invite ⓘ

Bookings

Contacts & Documents

Client / Patient / Candidate

Reference

Name

Email

Phone Number

Include Related Documents

Related Documents

No file chosen

Client/Patient/Candidate Details:

Fill out as much detail as you can so it is easier for the interpreter to find the person they are interpreting for on the day of the booking.

This is mandatory for any non-spoken booking such as BSL.

Email and Phone Number are not required.

If there any documents relating to this booking, please tick the box **"Include Related Documents"**

To upload the related documents, click "choose files" and select the documents.

Client / Patient / Candidate

Reference

Name

Email

Phone Number

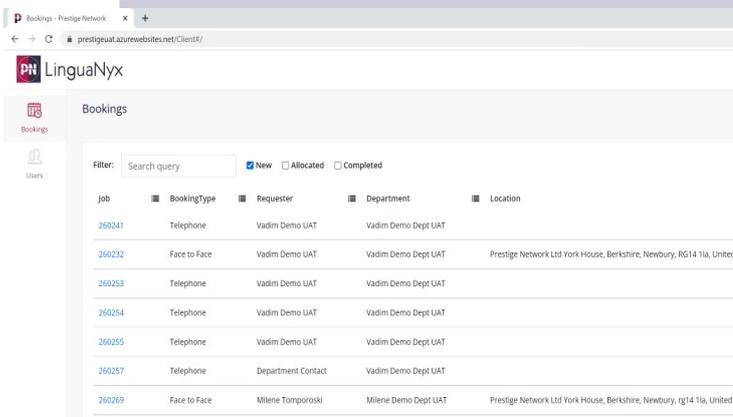
Include Related Documents

Related Documents

No file chosen

Dashboard

New, Allocated & Complete



The screenshot shows the LinguaNyx Bookings dashboard. It features a search bar, filter options (New, Allocated, Completed), and a table of bookings. The table has columns for Job, BookingType, Requester, Department, and Location. The data rows are as follows:

Job	BookingType	Requester	Department	Location
260241	Telephone	Vadim Demo UAT	Vadim Demo Dept UAT	
260232	Face to Face	Vadim Demo UAT	Vadim Demo Dept UAT	Prestige Network Ltd York House, Berkshire, Newbury, RG14 1la, United Kingdom
260253	Telephone	Vadim Demo UAT	Vadim Demo Dept UAT	
260254	Telephone	Vadim Demo UAT	Vadim Demo Dept UAT	
260255	Telephone	Vadim Demo UAT	Vadim Demo Dept UAT	
260257	Telephone	Department Contact	Vadim Demo Dept UAT	
260269	Face to Face	Milene Tomporoski	Milene Demo Dept UAT	Prestige Network Ltd York House, Berkshire, Newbury, rg14 1la, United Kingdom

The booking you have just created will be listed under **“New”** and once an interpreter has been allocated it will move to **“Allocated”** list and of course, once the booking has been complete, it will move to the **“Completed”** list.

If you would like to book an interpreter that you have used before, please go to the **“Completed”** bookings list and click on the job number - the interpreter details can be found under **“Assigned Interpreter”** - you will need their PIN for future bookings.

Preferred Interpreter

Interpreter Code

Lookup

Assigned Interpreter

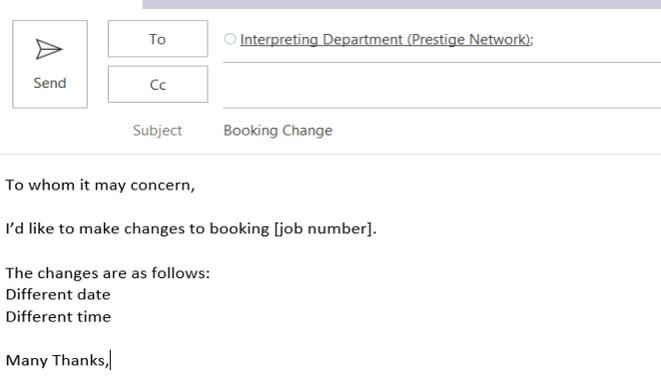
Name: Vadim Cotorobai

PIN: 20022

Private Notes / Details (Not Visible to Interpreter)

More

Updating Your Existing Booking/Changing or Resetting Your Password



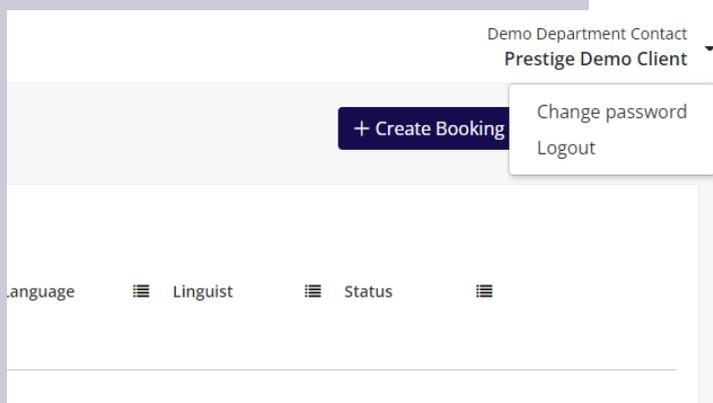
The screenshot shows an email composition interface. On the left is a 'Send' button with a paper plane icon. To its right are 'To' and 'Cc' fields. The 'To' field contains 'Interpreting Department (Prestige Network);'. Below these fields is a 'Subject' field with the text 'Booking Change'. The email body contains the following text: 'To whom it may concern, I'd like to make changes to booking [job number]. The changes are as follows: Different date Different time Many Thanks,|'

If you need to change any booking details, please email **interpreting@prestigenetwork.com** ensuring to quote your job number and the changes that are required to be made.

Note: If the booking has already been allocated to the interpreter. You will need to cancel and place a new booking.

To change your password please click on your name in the top right hand corner of your screen. A drop down menu will appear, click **"Change Password"**

If you require to reset your password please email **interpreting@prestigenetwork.com** write your details and the team will be able to help.



The screenshot shows a user profile dropdown menu in the top right corner of a web application. The user's name is 'Demo Department Contact Prestige Demo Client'. Below the name is a dark blue button labeled '+ Create Booking'. To the right of this button is a dropdown menu with two options: 'Change password' and 'Logout'. Below the dropdown menu, there is a table with columns for 'Language', 'Linguist', and 'Status', each with a menu icon to its right.

Support

What To Do if you have any problems

If you are experiencing any problems whilst trying to login or place a booking, or simply have any questions, please contact the Interpreting Team.

☎ 01635 246 700 (during office hours)
✉ interpreting@prestigenetwork.com

When you call us please provide the following information:

- Your name and organisation
- Time of the problem
- Description of the problem
- Any other relevant information

Please ensure you read and understand the contents of this handbook.





PrestigeNetwork[®]

ANY TIME • ANY WHERE • ANY LANGUAGE