

To book interpreters please log onto the
online portal and sign in.

<https://myportal.silent-sounds.co.uk:8443/>

For log in details please contact James 01494 796030
james.o'connor@silent-sounds.co.uk

For out of hours emergencies (6pm - 8.30am)
Please call 07765187270





TELEPHONE INTERPRETING QUICK GUIDE

ALWAYS HERE TO HELP!

1

Call our telephone
interpreting line on
01494 855 331

2

Enter your unique six
digit PIN followed by #

3

Enter the three digit
language code from the
list below and press 1 to
confirm.

4

Press 1 to speak to any
interpreter or if you
know the PIN of a
specific interpreter,
press 4 and enter their
PIN.

5

Once connected, you
can join other
participants to the call
by pressing 9 and
dialling their number.

If you need help, press # to speak with an operator.



How to book Interpreters using the Online Portal

1. Log on the portal using web link
<https://myportal.silent-sounds.co.uk:8443/>

2. Enter user name and password click 'client' then login

User Name

Password

☒ Clients ☐ Interpreters

 [Login](#)

[Website](#)

3. Select 'New Booking'

[Change Password](#) [Sign Out](#)

Appointments

[New Booking](#) [Today's Appointments](#) [All Appointments](#)

[Raise Query](#) [Feedback](#)

To gain access to our online portal, please email james.o'connor@silent-sounds.co.uk

CONTACT US

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

CALL US TODAY ON 01494 796030
www.silent-sounds.co.uk



4. Please fill all the required fields

Main Menu **New Appointment**

Organisation Name

Sub Organisation Name

Contact Name

Contact No

Contact E-mail

Booking Type

Emergency - within 24 hours

Standard - more than 24 hours

Out of hours - between 6pm–8am

Booking Type

Service Type

Service Required

Language Required Not Applicable

Interpreter Gender Required

Preferred Interpreter (Used Previously)

Appointment Date

January 2022						
Mo	Tu	We	Th	Fr	Sa	Su
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Start Time HH MM

End Time HH MM

Client Name

Client Ref / Hospital No

Client Gender

Department

Venue

If address/postcode is different, please use location field instead

Select date and time of the appointment

Date of birth is also accepted here



Use this field if address/postcode is different

For invoicing purposes

Other Information here it's seen by bookings team and forwarded to the interpreter. Useful information can be anything very little, what the appointment is for, consultation, contact person for the appointment, etc.

Venue <small>If address/postcode is different, please use location field instead</small>	<input type="text"/>
Location	<input type="text"/>
Ref/ PO Number	<input type="text"/>
Other Information	<input type="text"/>

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Services GUIDE



ALWAYS HERE TO HELP!

Silent Sounds Communications offers professional services for all Interpreting and Translation requirements.



✓ FACE TO FACE (SPOKEN LANGUAGE)

✓ VIDEO INTERPRETING

✓ BSL (BRITISH SIGN LANGUAGE)

We accept booking requests via email, online portal and telephone.

bookings@silent-sounds.co.uk (BSL)
languages@silent-sounds.co.uk (Spoken Language)

✓ TELEPHONE INTERPRETING

Our dedicated telephone interpreter line is available on **01494 855 331**.

You can pre-book your telephone interpreting appointment via email, online portal and telephone.

✓ TRANSLATIONS

Please send all Translation requests via email to translations@silent-sounds.co.uk

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