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 INTEPRETING 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

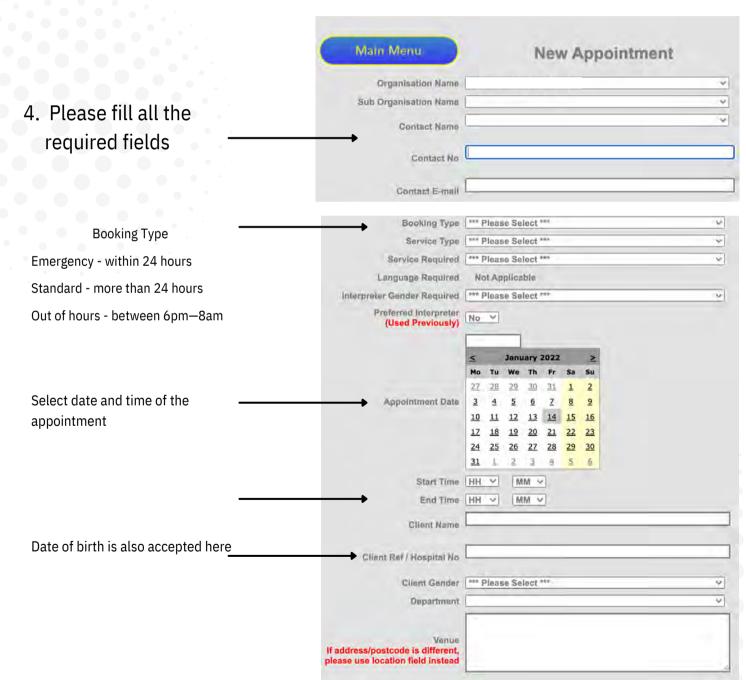


3. Select 'New Booking'

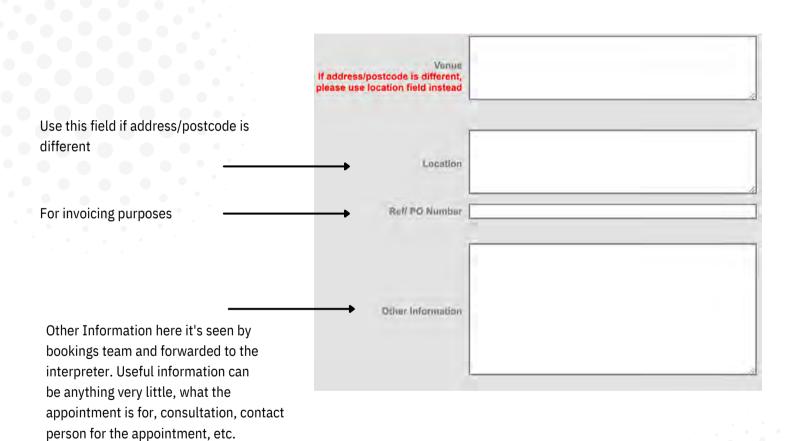


To gain access to our online portal, please email james.o'connor@silent-sounds.co.uk









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



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

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