

Request a face to face interpreter

You can book an interpreter through your Wordskii account. Simply log into your account on www.wordskii.com and select the 'Add new Booking' tab in the top right corner.

1. Choose 'Future Booking'
2. Choose the service you require: Face to Face
3. Choose the department you are making the booking for
4. Provide the address of the booking
 - This is where you wish the interpreter to attend the booking
 - Ensure to add information to all fields with the *
 - You can save the address for future bookings
4. Select the target language
 - select any other language the service user/ patient speaks
5. Specify the gender of the interpreter
 - please let us know if we can provide an interpreter with a different gender if your preference cannot be met
6. Choose your preferred interpreter (optional)
 - type a name of your preferred interpreter if you have one
7. Select the booking type e.g., medical, mental health, sensitive etc
8. Provide the date and time of the booking
 - this is when you wish the interpreter to attend the booking
 - select the 'As soon as possible' option if you need the interpreter urgently
 - choose your booking to repeat every day, week or custom it

The screenshot displays the Wordskii booking interface. On the left, a sidebar titled "When do you need your booking to take place?" contains two options: "Now" (Request an On Demand booking) and "Future Booking" (Request a booking for a future date or document translation). A blue arrow points from the "Future Booking" option to the main content area. The main content area has a header "What type of service would you like to book?" and four service options: "Face to Face" (Request an interpreter to attend in person), "Telephone" (Request an interpreter to connect via telephone), "Video" (Request an interpreter to connect via a video call), and "Translation" (Request a written document translation). A blue arrow points from the "Face to Face" option to the next section. Below this, the section "What department are you booking for?" features a button labeled "Select a department".

Provide booking contact person information

Select 'Yes' if you will be attending the booking or fill in the information with the attendee details if you are making the booking on behalf of your colleague

Provide the Service User/ Patient Information

Add the service user's/ patient name and their ID number/ reference number/ case number

Provide additional Information (Optional)

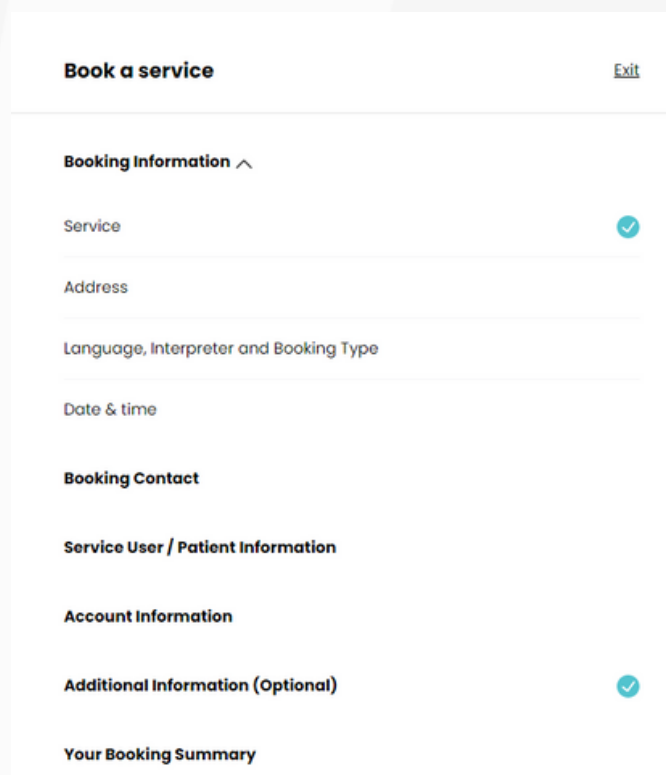
This field is optional, and you can leave it blank.

Please provide any additional information about your booking if it is essential for the booking team or the interpreter to know it before attending the booking

Review and submit the booking

Review all details and submit your booking, or use the menu on your right to amend any information

Once the interpreter is confirmed, the booking's status will change to 'Confirmed' and a confirmation email will be sent to the booking contact person.



The screenshot shows a web form titled "Book a service" with an "Exit" link in the top right corner. The form is organized into several sections, each with a title and a chevron icon to its right. The sections are: "Booking Information" (with a chevron), "Service" (with a green checkmark), "Address", "Language, Interpreter and Booking Type", "Date & time", "Booking Contact", "Service User / Patient Information", "Account Information", "Additional Information (Optional)" (with a green checkmark), and "Your Booking Summary". Each section has a corresponding input field below it.

Contact Word360

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