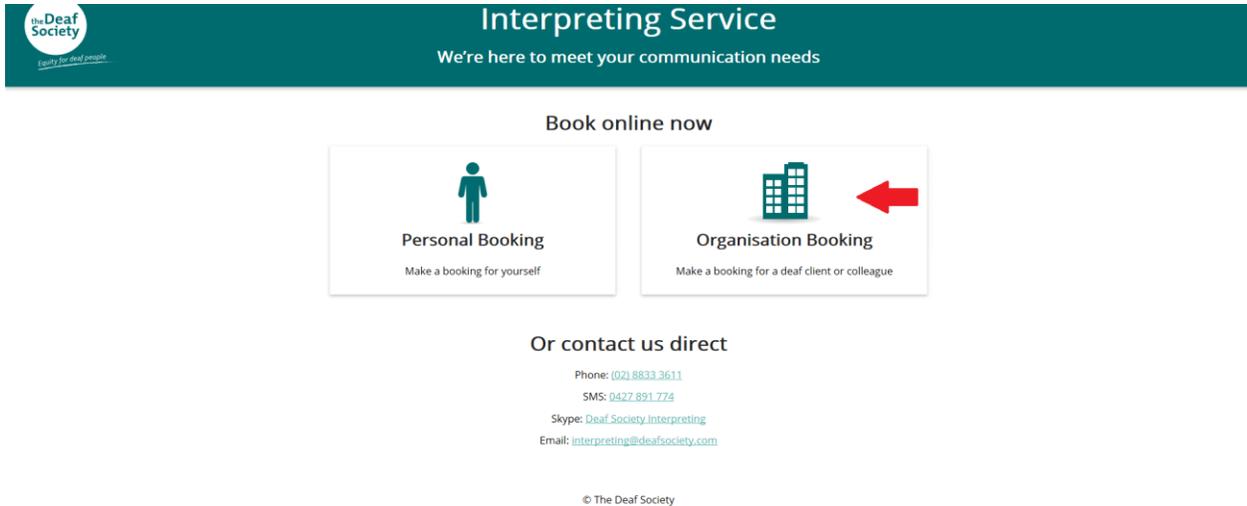


INTERPRETER BOOKING SYSTEM

Step by Step Instructions for Organisations

1. Go to: <https://interpreting.deafsociety.nsw.org.au/>
Click **Organisation Booking**

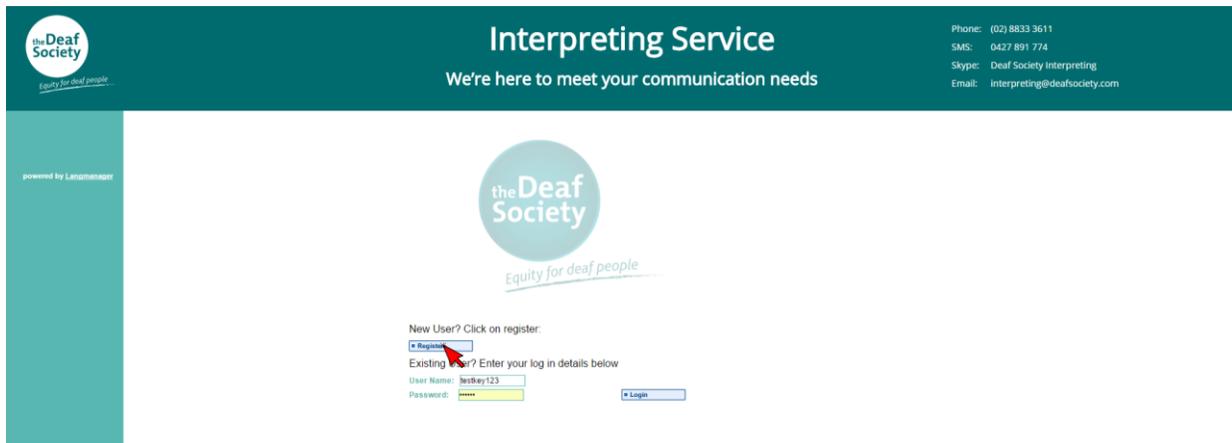


2. **Arrive at Login/Register page**

If you have previously registered, use your user name and password and click **Login**, then continue from **Step 5 – Terms and Conditions** below.

If you are an existing customer and have forgotten your password, please contact Deaf Society Interpreting to reset it for you.

If you are new to this service please click **Register** and follow **Step 3 – Registration Procedure** below.



3. **Registration Procedure**

Please complete the details in the screen shown below. Choose your own unique login (name) and password that you will remember.

An **Account Contact** is the person invoices should be sent to. The **Accounts Email** is where we will email the invoice. Please ensure these fields are correct.

Click **Save**.

theDeaf Society
Equity for deaf people

Interpreting Service

We're here to meet your communication needs

Phone: (02) 8833 3611
SMS: 0427 891 774
Skype: Deaf Society Interpreting
Email: interpreting@deafsociety.com

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Organisation Details

Organisation Name

Branch

Work Phone Fax

Account Contact User name

Private Phone Password (not displayed)

Mobile

Email GST Status: Taxable

Accounts Email

Address Billing Address

Suburb Suburb

State Post Code State Post Code

How did you find out about SLC?
If Other then please describe here

Internet search engine

[Save](#) [Close](#)

Now your registration is complete.

Click on the **Login** link to start using the system with your new user name and password.

4. Login

Enter your username and password created in the previous step to log in.

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New User? Click on register:
[Register](#)

Existing User? Enter your log in details below

User Name:

Password:

[Login](#)

5. New Request

To make an interpreter booking request, click **New Request** on the far left of your screen.

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- Home
- New Request**
- View All Bookings
- Send us a message or feedback
- How to duplicate bookings
- Our Commitment to Customer Service
- My Details
- Logout

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Thank you for booking with us!
You are logged in as: Lise Clews

For more information please feel free to browse our website or call or email us.

The Deaf Society – Phone: 02 8833 3611
Email us at interpreting@deafsociety.com

6. Terms and Conditions

Before you can place a new booking, you need to agree to our Terms and Conditions. A new booking can only be placed once you verify that you have agreed to the terms and conditions. To proceed you must tick the acceptance box by clicking in it, and then click on **Submit**.

The screenshot shows the Deaf Society Interpreting Service booking interface. At the top left is the Deaf Society logo with the tagline 'Equality for deaf people'. The main header contains the text 'Interpreting Service' and 'We're here to meet your communication needs'. On the right side of the header, contact details are listed: Phone: (02) 8833 3611, SMS: 0427 891 774, Skype: Deaf Society Interpreting, and Email: interpreting@deafsociety.com. Below the header is a navigation menu on the left with links for Home, New Request, View All Bookings, Send us a message or feedback, How to duplicate bookings, Chat/Commented to Customer Service, My Details, and Log out. The main content area features a checkbox labeled 'This is my first time making a booking with Deaf Society Interpreting Services' and another checkbox labeled 'I have read and agree to the terms and conditions'. A 'Submit' button is located to the right of the second checkbox. A link for 'Terms and Conditions' is also visible below the checkboxes. At the bottom left, it says 'powered by Latamanager'.

7. Details of the booking

You can now enter your booking details.

- **Booking Requested By** and **Email address**. Ensure your email is in the top right hand side of the page to receive correspondence about the booking.
- **Your reference** is for any reference letters or numbers (e.g. a purchase order number) that you require. This field helps you identify what the booking relates to.
- **Assignment contact** and **Contact number** is the contact person's name and number on the day of the assignment so the interpreter knows who to ask for on arrival and for us to be able to contact the relevant person if something should come up on the day of the booking such as an interpreter arriving late.
- **Deaf person's name** is important to ensure we avoid conflicts of interest and provide the most suitable interpreter, but you do need their permission to enter their details. Their contact information is optional and should be entered if you wish them to receive correspondence about this booking. Please leave this blank if you do not wish for them to be contacted.
- **Venue information** and **Suburb** will be automatically filled in based on the contact information you registered with. Please double check this as your booking could be in a different location from where the booking is paid for. This booking screen is sent to the interpreter so they need to know where they are attending the booking.
- Once you put in the start and finish times the duration of the booking will automatically update.
- Please ensure you use the calendar to enter the date.
- **Information/Notes** is really important to help the interpreter prepare for an unfamiliar situation and ensure that we allocate the most appropriate interpreter. Please tell us who is attending, the purpose of the event and what the event is about and anything about the event like if it is being filmed that will help the interpreter to be prepared. If your organisation uses lots jargon, acronyms or specific terminology, please list them here.

Once you have entered all the details on this screen you can click **Submit** from the top right hand corner of the screen.

8. Booking request is sent

The screen will confirm that your booking has been made and sent to our team to allocate an interpreter. You will also get email confirmation acknowledging that your booking has been made.



9. View All Bookings

If you want to check that your booking has been made click on **View All Bookings** on the far left of your screen. This screen list all bookings placed by your organisation. To view full details of a particular booking, click on the **Job Number**.

Job Number	Week Day	Date	Organisation	Cost Ref	Status	Interpreter	BookID	Deaf Client	Suburb
73822	Wednesday	12/10/2016	The Deaf Society	1234	Unallocated			John	Parramatta

10. Log out

When you have finished using the online interpreting booking system you can click on **Log out** on the far left of your screen.