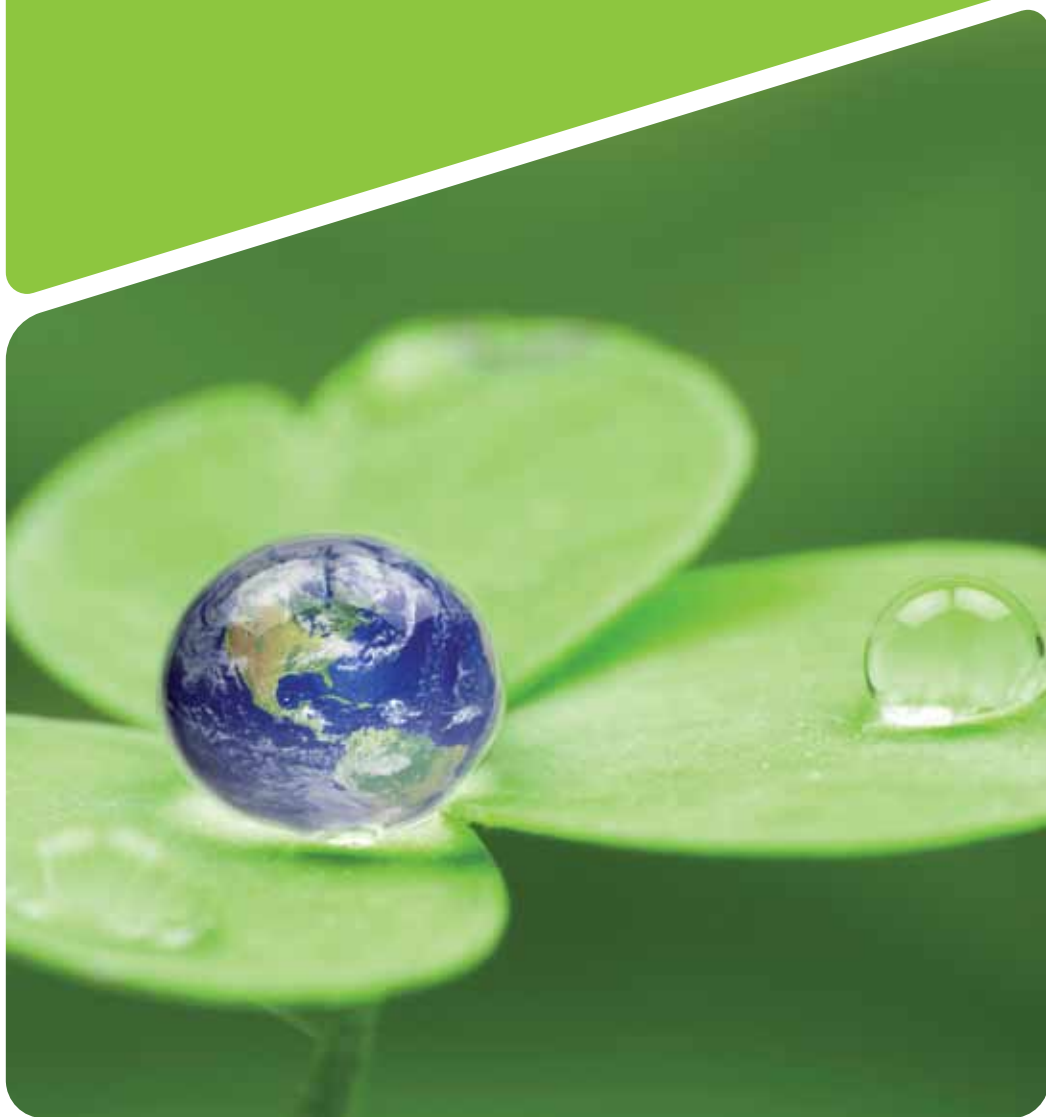




London Borough
of Hounslow

Translation and Interpretation Services



Hounslow translation and interpretation Services

Accessible, Cost effective and Efficient

Whatever your language support needs are, whether it's for a one-to-one interview, a large meeting or a conference you will receive a top-quality service from us. We have recently modernised our services making them more accessible, efficient and cost effective. We are a safe pair of hands and will continue to focus on delivering high quality translation and interpreting services to our customers.

This guide features information about us and our services. It also provides information about our online registration with a step-by-step guide on how to register and a set of questions which are frequently asked by our customers. For further information or advice please visit our website **www.hounslow.gov.uk/translation**

You can also download the guide from our website **www.hounslow.gov.uk/translation**



Serving the community!

Hounslow Translation and Interpreting Services has served the West London community for over 15 years. We are a safe pair of hands with experience of providing language services in over 200 different languages. We work with translators and interpreters who are industry experts, who not only understand language and culture, but have the technical background and experience of working in various public sector settings.

Our services guarantee you :

Confidentiality:	Complete privacy and confidentiality of your business
Quality:	Accredited translators and interpreters that meet the Council's rigorous high standard accreditation criteria
Customer care:	Experienced Business Officers focused on co-ordinating your bookings and understanding your needs
Accessibility:	Responsive services and an accessible registration system
Reliability:	A consistent, accurate and on time service to customers
Value for money:	Cost effective and competitive rates

Our service features include;

- Translation
- Interpretation (face to face and telephone)
- British Sign Language
- Braille
- Other services such as audio into text (transcription), text into audio (CD or cassette recording)

Contact us for more information on our services - **020 8583 2299**
or email: **interpreters@hounslow.gov.uk**

*“Nothing gets lost in
our translation”*



Frequently asked questions

How do I determine which service I need?

Translation is in written format. If you have a document, leaflet, brochure, website, e-mail, letter form or any other kind of written text which you need to have converted from English into another language(s) or from another language(s) in to English, then you need translation.

Face-to-Face interpreting is required when a linguist has to be physically present and interpret (orally). This includes British Sign Language (BSL)

Telephone interpreting is similar to face-to-face interpreting except that it is conducted over the telephone.

How do I book an interpreter or request a document translation?

Any translation and interpreting requests should be made via our e-form **www.hounslowlanguage.co.uk/eform**

How soon should I book an interpreter or other translation service?

All our interpreters are freelancers and are used as and when needed. It is therefore advisable to make the booking as much in advance as possible, ideally 48 hours in advance. Where possible, we may also be able to send you an interpreter with only a few hour's notice; however, that would limit our options in order to match your requirements, such as age, gender, etc.

What other services do you provide?

We are happy to assist you with any translation and interpreting service you may require. For other services such as Braille, Large Print, audio into text (transcription), Text into audio (CD or cassette recording) - please contact us **interpreters@hounslow.gov.uk** or call **020 8583 2299**.

How quickly can you send an interpreter to my office?

Although it is advisable to give us as much notice as possible, for emergencies and last minute requirements, we will always do our best to meet your needs and send you an interpreter within hours where possible. Alternatively, you may wish to consider telephoning interpreting.

How can I make the most of my interpreting session?

Before your session begins, it is advisable to determine if briefing the interpreter is necessary (eg; this may be to clarify cultural differences, specialised terminology and any issues that you might foresee).

Further tips on how to make the most of your session please see our website: **www.hounslow.gov.uk/index/business/translation/translation_faqs.htm**

Which languages can you translate and interpret from and into?

With over 15 years experience in the field we have developed a good understanding of our diverse community and their language needs. We have tiered our languages in categories from the most common to the rarest of dialects. Please contact us for more information and a list of languages

How can I cancel a service I previously booked?

You can cancel your booking at any time by calling us or send an email **interpreters@hounslow.gov.uk** quoting your reference number and any other details relating to your booking.

How will I be invoiced and who will the invoices be paid by?

Once your assignment has been completed we will raise an invoice and send it to the billing address you provided in the booking form. If you are a London Borough of Hounslow client, assignments will be billed once a month to the cost centre provided in your booking form request.

Register with us

Our registration process makes it easier and faster for you to send your booking requests online within seconds. Unlike hardcopy forms, you will not have to write the same information over and over as the registration will recognise you when you log in.

To register simply go to: www.hounslowlanguage.co.uk/eform

The advantages of registering with us are;

- Faster bookings: your request will reach us instantly
- Faster confirmations: no more waiting to get a confirmation receipt. It will be sent instantly and automatically
- No risk of double bookings as you can only send a booking once
- No busy fax or telephone lines to send your request

Moreover, our Business Officers will be there for any questions or assistance. Before registering you will need to provide your contact information, like name and address, and your billing details.

Step 1 - Register with us

Step 2 - Log into the system

Step 3 - Edit your details

Step 4 - Change your password

Step 5 - Password reset

Help!

If at any time you have problems registering please contact our team.



Step 1

Registering on the system

1. Visit the eForm at www.hounslowlanguage.co.uk/eform and click **Register on our database now**.

[Site Map](#) | [Help](#)

**London Borough
of Hounslow**

You are in: [Home](#) >> [Online Forms](#)



- [Login](#) to populate your details on the form
- [Reset your password](#) if you have forgotten it


**Register on our database now** to save filling out the whole form each time.

Translation and interpreting booking request

Please complete the following form to make a booking for an interpreter or to request a


2. Fill out our registration form, filling in all mandatory fields, and click **Register**. You will need to supply a valid email address and password.

[Site Map](#) | [Help](#)

**London Borough
of Hounslow**

You are in: [Home](#) >> [Online Forms](#)

Register with us



Please complete the following form to register yourself on our database. Once your registration has been confirmed, you will be able to log in and have all of the details below automatically filled out in our eForm.

Requestor's details

Details of person completing form.

Email address*	<input type="text"/>
Please confirm your email address	<input type="text"/>
Password*	<input type="password"/>
Re-type password*	<input type="password"/>
Title*	<input type="text"/>
First name(s)*	<input type="text"/>
Family name / surname*	<input type="text"/>

3. Once you have completed the form, you will see the following message:



4. At this point, your registration has begun. Please check your email inbox (and also look in any junk or spam mail folders you may have) for an email from us. This message will contain a link to confirm your email address is owned by you, and verify your account on our system. Your message will look similar to the one below. Click **Confirm your registration** to continue.



Thank you for registering with the Hounslow Translation & Interpreting Services (TIS) system


Please confirm your registration by clicking the link below. Once confirmed, our system will send you a second e-mail with your login details.

[Confirm your registration for](#) [REDACTED]

Yours Faithfully
London Borough of Hounslow
www.hounslow.gov.uk

5. Clicking the link has verified your account, and you will now see the message below. At this point, you will be sent another email to confirm your username and password for your records. Within 5 minutes, you can log into our system with the email address and password you supplied in (Step 1, point 2).

Site Map | Help



**London Borough
of Hounslow**

You are in: Home >> Online Forms


Registration verified

Thank you for registering on our system, your email address has now been verified. Please wait 5 minutes for us to process your new account, then use your email address and password to log into the eForm.

[Return to the Translation & Interpreting Services \(TIS\) eForm](#)

Legal Notices : [How to use this website](#) : [Feedback](#) : [Site Performance](#) : [Accessibility](#)
© Copyright London Borough of Hounslow 2011

6. This is an example email from the system, containing your username and password.



**London Borough
of Hounslow**

Thank you for registering with the Hounslow Translation & Interpreting Services (TIS) system

Your registration has been confirmed - the details are below. Please wait 5 minutes before trying to log in.

Username

Password

Please do not copy-paste your password from this email, as often such a process will pick up spaces before or after the details. Instead, please carefully type them in on your keyboard.

[Log in](#)

Yours Faithfully
London Borough of Hounslow
www.hounslow.gov.uk

Do not copy-paste, as this will often pick up spaces that you will not be able to see.

Step 2

Logging into the system

1. To log in, visit the eForm as before, but this time click **Login**



The screenshot shows the top of a web browser window. The header is purple with the London Borough of Hounslow logo and name. Below the header, a green bar indicates the user is logged in as [redacted]. To the right of the bar are links for 'Edit your stored details' and 'Change your password'. The main content area has a title 'Translation and interpreting booking request' and a sub-header 'Please complete the following form to make a booking for an interpreter or to request a translation of a document'. Below this, a note states: 'When a calendar button "Pick" is displayed you may click on this to enter a date. Dates must be entered as'.

2. A box will now pop up to accept your username (which is the email address you supplied during registration) and password. Depending on your browser, you will be able to store these details so that you do not have to enter them each time you visit.



The screenshot shows a Windows Security dialog box. The title bar says 'Windows Security'. The main text reads: 'The server www.hounslowlanguage.co.uk at /hounslow requires a username and password.' Below this, there is a text box for the username, which contains 'user', and a password box with masked characters. There is a checkbox labeled 'Remember my credentials' which is currently unchecked. At the bottom, there are 'OK' and 'Cancel' buttons.

Note: This screen shot may look different depending on which browser you are using.

Do not copy-paste, as this will often pick up spaces that you will not be able to see.

3. The form will now automatically populate with all of your stored details.

Step 3

Editing your details

1. To change your details, login and click **Edit your stored details** on the bar at the top of the screen.

The screenshot shows the top navigation bar of the London Borough of Hounslow website. It includes a logo, the text 'London Borough of Hounslow', and links for 'Site Map' and 'Help'. Below the navigation bar, a green banner displays the user's login status: 'You are in: Home >> Online Forms' and 'You are logged in as [redacted]'. To the right of the login status, there are two links: 'Edit your stored details' and 'Change your password'.

Translation and interpreting booking request

Please complete the following form to make a booking for an interpreter or to request a translation of a document

When a calendar button "[Pick](#)" is displayed you may click on this to enter a date. Dates must be entered as

2. You will now see a form similar to the registration one, where you can change any of your details except for email address. When you have finished editing, click **Save**.

The screenshot shows the 'Edit details for [redacted]' form on the London Borough of Hounslow website. The form is titled 'Edit details for [redacted]' and includes a sub-header 'Requestor's details'. Below the sub-header, there are five input fields with labels: 'Title*', 'First name(s)*', 'Family name / surname*', 'Name of organisation*', and 'Department*'. Each field contains a red 'x' mark, indicating that the fields are required. To the right of the form, there are links for 'Other options', 'Change your password', and 'Return to the eForm'. At the bottom right, there is a 'Save' button.

Step 4

Changing your password

1. To change your password, login and click **Change your password** on the bar at the top of the screen.



The screenshot shows the top navigation bar of the London Borough of Hounslow website. It includes the council's logo and name, a breadcrumb trail 'You are in: Home >> Online Forms', and a user login status 'You are logged in as [redacted]'. To the right of the login status are two links: 'Edit your stored details' and 'Change your password'.

Translation and interpreting booking request

Please complete the following form to make a booking for an interpreter or to request a translation of a document

When a calendar button "Pick" is displayed you may click on this to enter a date. Dates must be entered as

2. Enter your password twice and click **Change password**. The new password will become active within 10 minutes, and you may need to log in again within your time on the eForm.



The screenshot shows the 'Change your password' form. It includes the council's logo and name, a breadcrumb trail 'You are in: Home >> Online Forms', and links for 'Site Map' and 'Help'. The form title is 'Change your password'. Below the title, it says 'To change your password, please enter your new password twice below and click "change password"'. There are two input fields: 'New password*' and 'Re-type password*'. Both fields have a red asterisk icon to their right. Below the input fields is a 'Change password' button. At the bottom of the page, there is a footer with links for 'Legal Notices', 'How to use this website', 'Feedback', 'Site Performance', and 'Accessibility', followed by the copyright notice '© Copyright London Borough of Hounslow 2011'.

Step 5

Password reset

1. The process to reset your password requires access to your email inbox. To begin, visit the eForm and click **Reset your password**.



The screenshot shows the top of the London Borough of Hounslow website. It features a purple header with the council's logo and name. Below the header is a green navigation bar with links to 'Site Map' and 'Help'. A breadcrumb trail indicates the user is in 'Home >> Online Forms'. Below the navigation bar is a light green box containing two links: 'Login to populate your details on the form' and 'Reset your password if you have forgotten it', accompanied by a document icon. To the right, there is a link to 'Register on our database now to save filling out the whole form each time' with a registration icon.

Translation and interpreting booking request

Please complete the following form to make a booking for an interpreter or to request a

2. You will see the form below; enter the email address you have registered with us and click **Start password reset process**.



The screenshot shows the 'Password reset' form on the London Borough of Hounslow website. The header and navigation bar are identical to the previous screenshot. Below the navigation bar, the section is titled 'Password reset'. The instructions state: 'Enter your email address, as registered on the Translation & Interpreting Services (TIS) database, and we'll send you an email that will reset your password'. There is a text input field for the email address and a button labeled 'Start password reset process'. Below the input field, there is a link: 'If you have not registered yet, please do so now or you can Return to the Translation & Interpreting Services (TIS) eForm'. At the bottom of the page, there is a purple footer containing links for 'Legal Notices', 'How to use this website', 'Feedback', 'Site Performance', and 'Accessibility', followed by the copyright notice '© Copyright London Borough of Hounslow 2011'.

3. When you have submitted your reset request, you will start the process of resetting your password. We will send you an email to verify that you wish to reset, which will look similar to the one below. Click **Start the password reset process** to continue.



Someone has requested a password reset for this Translation & Interpreting Services (TIS) account.

If this is correct, please follow the link below and a new password will be emailed to you.

[Start the password reset process](#)

Yours Faithfully
London Borough of Hounslow
www.hounslow.gov.uk

4. You will then shortly receive a second email, containing a new password. This password is case sensitive and will be made up of random letters and numbers. Please take care to enter this correctly, **and do not copy-paste from the email, as this will often pick up spaces that you will not be able to see.**



Your Translation & Interpreting Services (TIS) account password has been reset. Please wait 5 minutes before trying this password.

Here are the new details:

Username	[REDACTED]
Password	x13RP

You can change this password to something more memorable after logging in (go to "edit details" on the eForm and click the "change password" link). Please do not copy-paste your password from this email as often such a process will pick up spaces before or after the details. Instead, please carefully type them in on your keyboard.

Yours Faithfully
London Borough of Hounslow
www.hounslow.gov.uk

5. When you have logged in again, please see the **Change password** process above to change the password to something you will remember.

Your views matter to us!

This guide was created in response to our customer feedback and their experience of using and accessing our services.

We will continue to listen to our customers and do our very best to keep improving our services. If you wish to provide us with feedback or have any questions about our services and would like to get in touch, please email interpreters@hounslow.gov.uk or send us your comments via our online feedback form www.hounslow.gov.uk/translation - or just simply give us a call 020 8583 2299.

Translation and Interpretation Services
Community Services
London Borough of Hounslow
Civic Centre, Lampton Road
Hounslow TW3 4DN.
Email: interpreters@hounslow.gov.uk
Telephone: 020 8583 2299

www.hounslow.gov.uk/translation

Printed on recycled paper
Communications Nov 2011