

# Welcome to Translit Hub

Linguist onboarding guide

TRANSLIT<sup>HUB</sup>

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This guide provides information on how being a linguist at Translit works and how to use the online platform and the app. The system has been designed specifically for the language service industry and will enable you as a linguist to manage your jobs, check payments, upload your qualifications/work experience and access valuable resources to help you complete assignments to the highest standard. This guide is intended to provide you with the step-by-step instructions required to fully utilize the Translit Hub portal.

Translit Hub offers linguists the following:

- Cloud based system that can be logged into remotely and securely
- Manage your translation or interpreting bookings/job assignments
- Access useful resources
- Upload job sheets for completed jobs
- Updating your contact details
- Uploading your photograph
- Adding any qualifications and uploading a copy of your certificate
- Viewing your due payments



# **Translit Hub**

**(Online Portal)**

**TRANSLIT**<sup>HUB</sup>

# Translit Hub (Online Portal)

## Managing your Translit Hub Account

In this section of the user guide we will explain the various aspects involved with managing your account when using the Translit Hub system.

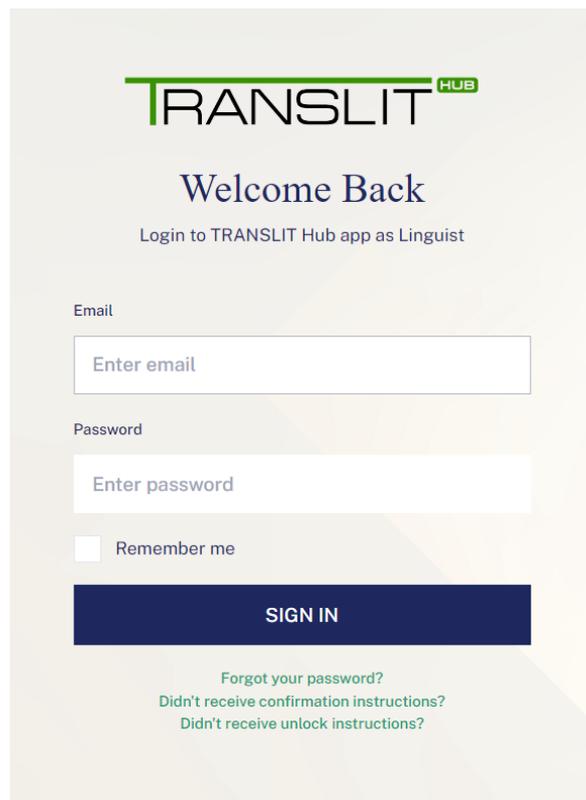
**Important:** Please note that it is very important that you notify Translit of any changes to your details – this could be a change in your address, bank account, criminal record, qualifications, etc. Any change that has an effect on your work with Translit needs to be amended on Translit Hub system.

### Signing into the Translit Hub system:

Once you have completed the registration process, you can sign into the Translit Hub portal. Go to <https://link.translit.com> and click the 'Sign in' button underneath 'Linguist portal'.



You simply enter your email address as the username and then the password you created during the registration process.



# Translit Hub (Online Portal)

## Updating your details:

You will be taken to the screen below – here you can navigate around the Translit Hub portal using the buttons across the top and the side of the main screen. You can use these buttons to navigate around Translit Hub and check or update your details. The system is very user friendly and intuitive to use. Feel free to update any of your details at any time by clicking on the relevant options. Make sure that you click on **'Save'** if you update any of your details.

The screenshot shows the 'Manage User' interface. On the left is a navigation menu with options: Contact details, Personal details, Bank details, Qualifications, Security clearances, Memberships, Sign language qualifications, Profile photo, References, Other documents, Contracts, Change mobile, and Change password. The main area displays the 'Contact details' form, which includes fields for First name, Middle name, Last name, Company name, VAT number, Phone telephone number, Work number, Email, Secretary email, Skype, Website url, Address line 1-3, Address city, Address other city, Address postal code, and Address country. There are also checkboxes for 'Notify of vacancies' and 'Notify me for job offers', and a 'Save & Continue' button at the bottom right.

## Updating your bank details:

Updating your details on Translit Hub is quick and easy and can be done as follows.

Once you are logged in, navigate to the 'Bank details' tab on the left-hand side of the screen.

This screenshot shows the same navigation menu as the previous image, but with the 'Bank details' option highlighted in a light blue color, indicating it is the active selection.

# Translit Hub (Online Portal)

If you do not wish to be paid via an Ireland based bank account, check the **'Non-Ireland bank account'** box before completing any details.

Non-Ireland bank account

If you do wish to be paid via an Ireland based bank account, enter your details as instructed. Once you entered the new details, click **'Save & Continue'**.

The screenshot shows the 'Manage User' interface with a sidebar on the left containing navigation links: Contact details, Personal details, Bank details (highlighted), Qualifications, Security clearances, Memberships, Sign language qualifications, Profile photo, References, Other documents, Contracts, Change mobile, and Change password. The main content area is titled 'Bank details' and includes a checkbox for 'Non-Ireland bank account'. Below this are several input fields: 'Inland bank account number (Only enter numbers, no spaces or punctuation marks)' with the value '12345678', 'Inland bank account sort code (Only enter numbers, no spaces or punctuation mark)' with '123456', 'Inland bank name', 'DA Language', 'Inland bank address line 1' (value: DEMO), 'Inland bank address line 2', 'Inland bank address line 3', 'Inland bank address city' (value: Carlow), 'Inland bank address postal code', 'Inland bank address country' (value: Ireland), 'International account type (Only enter numbers, alphabets and no spaces)', 'International account number (Only enter numbers, alphabets and no spaces)', 'SWIFT/BIC (Only enter numbers, alphabets and no spaces)', 'International Bank Account Number (IBAN) (Only enter numbers, alphabets and no spaces)', 'International bank address country' (dropdown menu), 'Paypal', 'Moneybookers', and 'Skrib' (input fields), 'Preferred method string', and 'Payment details comments'. A 'Save & Continue' button is located at the bottom right of the form. The user's language is set to 'English ID: L0000018'.

# Translit Hub (Online Portal)

If you do not wish to be paid via bank transfer, you can add your PayPal email address instead.

Paypal

**Important:** If you have entered more than one payment method, state your preferred method in the '**Preferred method string**' box.

Preferred method string

If you receive any error messages relating to your account when updating your bank details, please notify the Translit recruitment team at [talent@translit.com](mailto:talent@translit.com) who will be able to assist.

Our finance team are unable to update any aspect of your account on your behalf, so will be unable to assist.

## Updating your mobile number:

You can select the '**Change mobile**' option from the side menu and you are able to update us with any change to your mobile phone contact number details.

### Manage User

Contact details
Personal details
Bank details
Qualifications
Security clearances
Memberships
Sign language qualifications
Profile photo
References
Other documents
Contracts
Change mobile
Change password

### Change mobile

Mobile number

Please choose a country and enter your full mobile number excluding the leading zero (0). For example 7904 578 654.

We will send you a verification code to ensure this is your number, so please have your mobile to hand.

Save & Continue

# Translit Hub (Online Portal)

## Resetting your password:

When you click on this option, the system will direct you to our **'Change Password'** page. Enter your current and new passwords then click **'Submit'**. You can also go back to the portal and log out.

**TRANSLIT**<sup>HUB</sup>

## Change Password

As part of other security measures designed to improve the security of our system we are tightening the requirements for a valid password on the system. Passwords now must be:

- At least 12 characters long
- Contain all 4 of the character types: upper case letters (A-Z), lower case letters (a-z), numbers (0-9), special characters (\$@!%\*#?&)
- Last character should not be a number
- Changed every 1 year
- Different from the last 20 passwords used

Current Password

New Password

Confirm Password

[LOGOUT](#) [SUBMIT](#)

[Back to Portal](#)

# Translit Hub (Online Portal)

## Managing your job bookings

In this section we will explain how you can access all of your job bookings via the Translit Hub portal and then view and manage them quickly and easily. You can also accept face-to-face interpreting via the platform.

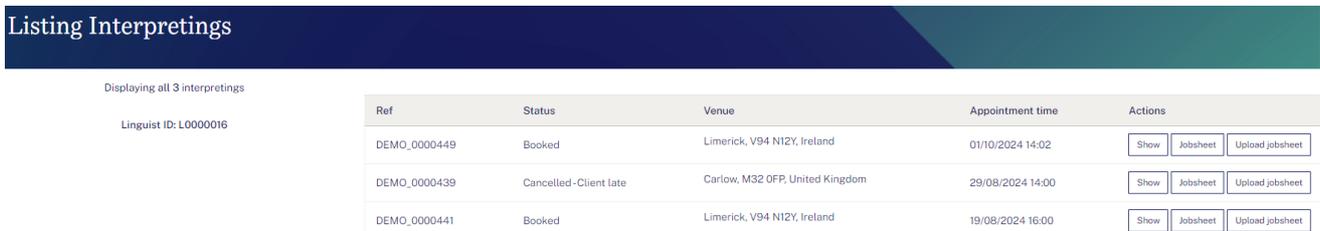
To view your bookings, you need to select the **'Bookings'** button. A drop-down menu will appear displaying the four different job types you could be offered depending upon the services you have indicated you can offer during the registration process. You will also find the **'Booking Notification'** option. Select the booking type from the options listed.



Once you have made your selection from the drop-down menu you will be taken through a new screen displaying a list of your job bookings. In this case we have selected the **'interpreting'** option and on the following screen you will see the relevant jobs listed.

### a) Managing your booked and completed face-to-face and video interpreting assignments:

Here you can see the list of jobs. You have a row of action buttons next to each job being displayed. These buttons are **'show'**, **'job sheet'** and **'upload job sheet/request cancellation'**.

A screenshot of the 'Listing Interpretings' page. The page has a dark blue header with the text 'Listing Interpretings'. Below the header, there is a table with the following data:

Ref	Status	Venue	Appointment time	Actions
DEMO_0000449	Booked	Limerick, V94 N12Y, Ireland	01/10/2024 14:02	Show Jobsheet Upload jobsheet
DEMO_0000439	Cancelled-Client late	Carlow, M32 OFP, United Kingdom	29/08/2024 14:00	Show Jobsheet Upload jobsheet
DEMO_0000441	Booked	Limerick, V94 N12Y, Ireland	19/08/2024 16:00	Show Jobsheet Upload jobsheet

# Translit Hub (Online Portal)

If you click on the first button called **'show'**, this displays the details of the job selected. You can see the details of the job selected including address, contact details, date/time of appointment and estimated duration. You can also use the buttons on the side to view and upload the job sheet for this specific booking.

## Showing Interpreting: / DEMO\_0000449

<a href="#">Back</a> <a href="#">Jobsheet</a> <a href="#">Upload jobsheet</a>	<table border="1"> <tr> <td>Interpreter name</td> <td>Emese Zacekova (emese.zacekova+1@dalanguages.co.uk)</td> </tr> <tr> <td>Language from -&gt; Language to</td> <td>English -&gt; Tamil</td> </tr> <tr> <td>Appointment type</td> <td>Meeting</td> </tr> <tr> <td>Appointment date and time</td> <td>01/10/2024 14:02</td> </tr> <tr> <td>Estimated duration</td> <td>1 h</td> </tr> <tr> <td>Actual session duration</td> <td>N/A</td> </tr> <tr> <td>Appointment venue</td> <td>Limerick, V94 N12Y, Ireland</td> </tr> <tr> <td>End user name and case reference</td> <td>DEMO</td> </tr> <tr> <td>End user gender</td> <td></td> </tr> <tr> <td>Department to attend</td> <td>Reception</td> </tr> <tr> <td>Appointment with</td> <td>DEMO</td> </tr> </table>	Interpreter name	Emese Zacekova (emese.zacekova+1@dalanguages.co.uk)	Language from -> Language to	English -> Tamil	Appointment type	Meeting	Appointment date and time	01/10/2024 14:02	Estimated duration	1 h	Actual session duration	N/A	Appointment venue	Limerick, V94 N12Y, Ireland	End user name and case reference	DEMO	End user gender		Department to attend	Reception	Appointment with	DEMO
Interpreter name	Emese Zacekova (emese.zacekova+1@dalanguages.co.uk)																						
Language from -> Language to	English -> Tamil																						
Appointment type	Meeting																						
Appointment date and time	01/10/2024 14:02																						
Estimated duration	1 h																						
Actual session duration	N/A																						
Appointment venue	Limerick, V94 N12Y, Ireland																						
End user name and case reference	DEMO																						
End user gender																							
Department to attend	Reception																						
Appointment with	DEMO																						

Linguist ID: L0000016

If you select the job sheet button, you will be taken to a new screen displaying the actual job sheet specific to the job booking being viewed. Here you can check job details before attending, make sure all details are correct and even print off the job sheet if necessary to take with you to get signed off at the end of the appointment.

## Jobsheet for / DEMO\_0000449

<a href="#">Back</a> <a href="#">Show</a> <a href="#">Upload jobsheet</a> <a href="#">Print jobsheet</a>	<div style="text-align: right;"> <b>Bookings Job Sheet</b>  <small>YOU MUST RETURN YOUR JOB SHEET WITHIN TWO WORKING DAY OF TRANSLIT HUB OR WE MAY BE UNABLE TO RE-USE</small>  <small>Return to: 021 90204 1632</small> </div> <table border="1"> <tr> <td>                 Job ID: DEMO_0000449                  Name of interpreter: Emese Zacekova                  Interpreter ID No: L0000016                  Client/casual name: DEMO DEMO                  Appointment case: 01102024 1432                  Appointment type: Meeting                  Estimated duration: 1 h                  Language: Tamil                  To meet / dept: Reception                  Place of attendance: DEMO DEMO Limerick, V94 N12Y Ireland                  To be completed by the practitioner/professional/office:                  Interpreter arrival time: _____                  Actual start time: _____                  Finish time: _____                  Authorized Signature:                  Print Name: _____             </td> <td>                 Interpreter use for service:                  Did the interpreter arrive on time?  <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No comment                  Reason for delay of interpreter arrival time: _____                  Did the interpreter speak?  <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No comment                  Did they speak fluently?  <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No comment                  Did they speak appropriately?  <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No comment                  Did the interpreter show great customer care?  <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No comment                  How would you rate the interpreter overall?  <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor                  Comments: _____  <small>You can also leave feedback online via your booking on TRANSLIT Hub, or to raise a complaint please email <a href="mailto:client.support@translit.com">client.support@translit.com</a></small> </td> </tr> </table> <p>Linguist Declaration</p> <p>I declare that the information on this form is correct and complete. I understand if false information is knowingly provided this may result in charges levied and/or my Translit Professional Linguist Support Agreement being terminated and potential prosecution and civil recovery proceedings. I consent to the disclosure of information from this form for the purpose of verification of this claim and the investigation, prevention, detection, and prosecution of fraud.</p> <p>Linguist Signature: _____</p>	Job ID: DEMO_0000449 Name of interpreter: Emese Zacekova Interpreter ID No: L0000016 Client/casual name: DEMO DEMO Appointment case: 01102024 1432 Appointment type: Meeting Estimated duration: 1 h Language: Tamil To meet / dept: Reception Place of attendance: DEMO DEMO Limerick, V94 N12Y Ireland To be completed by the practitioner/professional/office: Interpreter arrival time: _____ Actual start time: _____ Finish time: _____ Authorized Signature: Print Name: _____	Interpreter use for service: Did the interpreter arrive on time? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No comment Reason for delay of interpreter arrival time: _____ Did the interpreter speak? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No comment Did they speak fluently? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No comment Did they speak appropriately? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No comment Did the interpreter show great customer care? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No comment How would you rate the interpreter overall? <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor Comments: _____ <small>You can also leave feedback online via your booking on TRANSLIT Hub, or to raise a complaint please email <a href="mailto:client.support@translit.com">client.support@translit.com</a></small>
Job ID: DEMO_0000449 Name of interpreter: Emese Zacekova Interpreter ID No: L0000016 Client/casual name: DEMO DEMO Appointment case: 01102024 1432 Appointment type: Meeting Estimated duration: 1 h Language: Tamil To meet / dept: Reception Place of attendance: DEMO DEMO Limerick, V94 N12Y Ireland To be completed by the practitioner/professional/office: Interpreter arrival time: _____ Actual start time: _____ Finish time: _____ Authorized Signature: Print Name: _____	Interpreter use for service: Did the interpreter arrive on time? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No comment Reason for delay of interpreter arrival time: _____ Did the interpreter speak? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No comment Did they speak fluently? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No comment Did they speak appropriately? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No comment Did the interpreter show great customer care? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No comment How would you rate the interpreter overall? <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor Comments: _____ <small>You can also leave feedback online via your booking on TRANSLIT Hub, or to raise a complaint please email <a href="mailto:client.support@translit.com">client.support@translit.com</a></small>		

# Translit Hub (Online Portal)

## Remember to check your job sheet for the following:

- The date and time match what you were provided with when you accepted.
- Check the client's name and that you do not know them or the family – if you do you cannot attend this appointment.
- The venue is where you are expected to attend

## Uploading your job sheet:

Simply click on the **'upload job sheet'** button next to the booking you wish to view the details of.

Listing Interpretings

Displaying all 3 interpretations

Linguist ID: L0000016

Ref	Status	Venue	Appointment time	Actions
DEMO_0000449	Booked	Limerick, V94 N12Y, Ireland	01/10/2024 14:02	Show Jobsheet Upload jobsheet
DEMO_0000439	Cancelled-Client late	Carlton, M32 OFF, United Kingdom	29/08/2024 14:00	Show Jobsheet Upload jobsheet
DEMO_0000441	Booked	Limerick, V94 N12Y, Ireland	19/08/2024 16:00	Show Jobsheet Upload jobsheet

Upload a copy of your job sheet here. Make sure it is signed by the client. To upload the job sheet, drag and drop the file or click on the cloud to select a file from your computer. Select the relevant booking status from the **'Choose status'** drop-down menu and enter the interpreter arrival time, actual start time and finish time.

Upload jobsheet for / DEMO\_0000449

Save and upload

Back Show Jobsheet

Linguist ID: L0000016

Jobsheet

Jobsheet:

Drag and drop a file here or click

Any other comments

Additional payment comments

From client

Choose status:

Interpreter arrival time:

Actual start time:

Finish time:

# Translit Hub (Online Portal)

Hit **'Save and Upload'** or the **'back'** button to return to the job bookings list.

Please also note that a signed job sheet needs to be uploaded for all cancelled jobs that require payment. If you do incur any difficulties with the E-Sign process, please upload a handwritten job sheet, which include the following:

- Job ID
- Job start and end times
- Signature of attending professional and interpreter

Without these, we are unable to issue payment.

Now we have shown you how to view and manage your face-to-face interpreting job bookings. Please note that to view and manage details – the same procedures can be followed for video/telephone interpreting. The main difference here is that of course there is no job sheet.

## b) Managing your booked and completed translation/transcription assignments:

Of course, there are some differences between translation and interpreting work. In this section we will explain the process when it comes to managing your translation/transcription jobs.

To view your assignments, select the **'Translations/Transcriptions'** option on the **'Bookings'** drop-down menu.

Please note that there is only one action button to select which enables you to view the details of the selected translation/transcription job.

Listing Translation / Transcriptions

Displaying all 3 translations / transcriptions

Linguist ID: L0000016

Ref	Status	Document title	Actions
DEMO_0000444	Delivered	DEMO	Show
DEMO_0000446	Delivered	TEST	Show
DEMO_0000448	Delivered	TEST	Show

# Translit Hub (Online Portal)

Below you can see the job details page that includes project type, language pair, client's contact details, etc. Please note that there are no job sheets for translation/transcription.

Showing Translation / Transcription: / DEMO\_0000444

<a href="#">Back</a>	Language from -> Language to	English -> Tamil
Linguist ID: L0000016	Proofreading	no
	Affidavit	no
	Public notarisisation	no
	Transcription	no
	Document title	DEMO
	Document word count	2 h 46 m
	Delivery date	23/12/2024
	Delivery number of copies	1
	Document type	--Test do not use
	Document file format	Word
	Delivery file format	PDF
	Delivery method	Through TRANSLIT Hub (recommended)

# Translit Hub (Online Portal)

## Accepting and cancelling a booking

Job offers from Translit are sent to you mainly via emails and text messages, however you will be able to accept job offers for Face-to-Face interpreting via the platform moving forward.

### a) To accept bookings on Translit Hub:

You can now accept face-to-face interpreting jobs via the Translit Hub portal. After logging in, select the **'Booking Notifications'** option from the **'Bookings'** drop-down menu. Here you have visibility of all available bookings in your area. You can click on the green **'Accept'** button to accept the booking or the red **'Decline'** button if you are not interested.

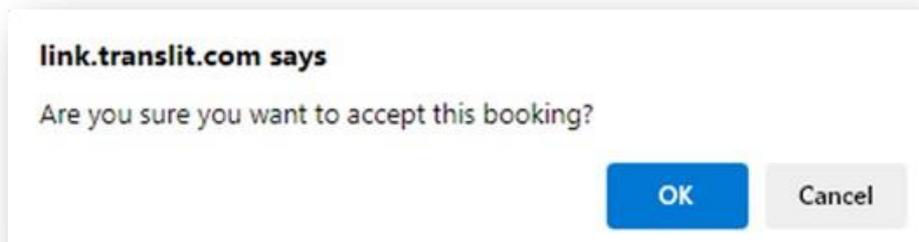
Listing Booking Notifications

Displaying 1 linguist booking notification

Linguist ID: L0000016

Status	Ref	Client	Venue	Date/Time	Estimated Duration	Estimated Remittance	Appointment type	Actions
Delivered	DEMO_0000452	DEMO DEMO Client	Limerick, V94 N12Y, Ireland	14/11/2024 14:00	1 h	€15.00	Dental	<a href="#">Accept</a> <a href="#">Decline</a>

If you click on **'Accept'** the system will ask you to confirm if you want to accept the request. Click **'OK'** to proceed:



The system would give you a confirmation if you accepted the booking notification:

Listing Booking Notifications

Booking Notification accepted

Displaying 1 linguist booking notification

Linguist ID: L0000016

Status	Ref	Client	Venue	Date/Time	Estimated Duration	Estimated Remittance	Appointment type	Actions
Accepted	DEMO_0000452	DEMO DEMO Client	Limerick, V94 N12Y, Ireland	14/11/2024 14:00	1 h	€15.00	Dental	<a href="#">Decline</a>

# Translit Hub (Online Portal)

You can now find the accepted booking under **'Bookings'** drop-down list by selecting **'Interpreting'** option.

For any other services, the Project Manager will reach out to you via text message or email to offer you any available assignments.

## b) To cancel a booking on Translit Hub

You can now request a cancellation on face-to-face interpreting requests on Translit Hub. Simply click on the **'Request cancellation'** button next to the booking itself. This will notify the bookings team.

Ref	Status	Venue	Appointment time	Actions
DEMO_0000452	Booked	Limerick, V94 N12Y, Ireland	14/11/2024 14:00	Show Jobsheet Request cancellation

For any other services, please notify the relevant Project Manager that you cannot attend.

# Translit Hub (Online Portal)

## Notification of availability

In the next section we will explain what the process is if you need to notify Translit of any period(s) of unavailability. You may be going on holiday, be unable to work through sickness, have personal commitments – whatever the case there may be times throughout the year that you are not available to accept job offers.

You can use the Translit Hub system to notify us of this. After logging in, simply select the **'Availability'** option which appears on the top of the main screen.

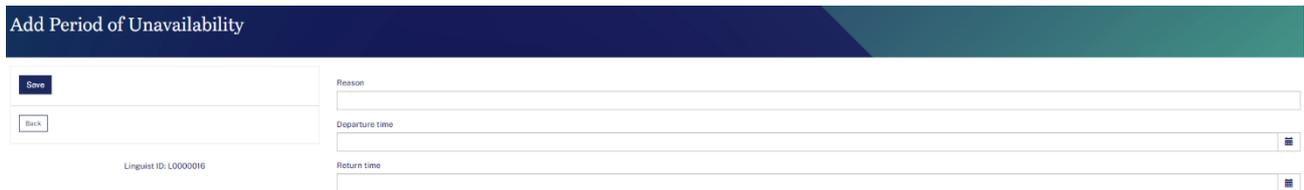
The screenshot shows the 'Manage User' interface in the Translit Hub. The top navigation bar includes 'TRANSLIT', 'BOOKINGS', 'ACCOUNT', 'AVAILABILITY', 'RESOURCES', and 'REMITTANCES'. The main header is 'Manage User'. On the left, there is a sidebar menu with options: Contact details, Personal details, Bank details, Qualifications, Security clearances, Memberships, Sign language qualifications, Profile photo, References, Other documents, Contracts, Change mobile, and Change password. The 'Contact details' form is displayed, containing fields for: First name (Emese), Middle name, Last name (Zacsekous), Company name (tsk), VAT registered (checkbox), VAT number, Home telephone number, Work number, Email (emese.zacsekova@tsklanguages.co.uk), Secondary email, Skype, Website url, Address line 1 (Test), Address line 2, Address line 3, Address city (Limerick), Address other city, Address postal code (V94 N1ZY), and Address country (Ireland). The Linguist ID is L0000016.

Once you have selected the 'Availability' button you will be taken to the below screen. Here you need to select the blue button **'New unavailable period'**.

The screenshot shows the 'Listing Periods of Unavailabilities' screen. It features a 'Back' button and a blue 'New unavailable period' button. Below the buttons is a table with columns: Start time, End time, Reason, and Actions. The table is currently empty, and a message below it states 'No linguist unavailabilities found'.

# Translit Hub (Online Portal)

You can state the reason of your absence and set the Departure/Return times. Click **'Save'** when you are ready.



The screenshot shows a web form titled "Add Period of Unavailability". On the left side, there is a "Save" button and a "Back" button. Below these buttons, the text "Linguist ID: L0000016" is displayed. On the right side, there are three input fields: "Reason", "Departure time", and "Return time". Each of these fields has a small menu icon (three horizontal lines) on its right side.

Once you have saved it you will see the period of unavailability you have entered clearly displayed. This action will notify Translit of your period of unavailability and we will not offer you any jobs within this period of time. You can return to this screen anytime to edit or delete any periods of unavailability you may have entered.

# Translit Hub (Online Portal)

## Accessing the resource tool

Within the Translit Hub system you can view & download an array of resource materials to help you complete your job bookings to the high standard that we expect at Translit.

To access this resource tool simply select the **'Resources'** button across the top of the screen.

The screenshot shows the 'Manage User' interface in the Translit Hub. The top navigation bar includes 'BOOKINGS', 'ACCOUNT', 'AVAILABILITY', 'RESOURCES', and 'REMITTANCES'. The main content area is titled 'Manage User' and features a sidebar with various user management options like 'Personal details', 'Bank details', 'Qualifications', etc. The main form displays contact details for a user with the ID 'L0000016'. The form includes fields for 'First name' (Emese), 'Middle name', and 'Last name' (Zaczkova). It also has sections for 'Company name' (EA), 'VAT number', 'Home telephone number', 'Work number', 'Email' (emese.zaczkova@dalanguages.co.uk), 'Secondary email', 'Website url', and 'Address' (Address line 1: Test, Address line 2, Address line 3, Address city: Limerick, Address other city, Address postal code: V94 N12Y, Address country: Ireland).

Once you have selected the **'Resources'** option, this is the page you will be taken to. The resources will include terminology guides, glossaries, etc. Once you selected a category, you can download a guide to your computer to print off by simply clicking on it.

The screenshot shows the 'Listing Resources' page in the Translit Hub. The page has a dark blue header with the title 'Listing Resources'. Below the header, there is a search bar with a 'Back' button and the user ID 'Linguist ID: L0000016'. The main content area features four blue icons representing different resource categories: 'Multilingual Resources' (two people with a speech bubble), 'Updates' (a document with a magnifying glass), 'Useful Information' (an open book), and 'Guidelines & Training' (a hand holding a book).

# Translit Hub (Online Portal)

## Managing your finances

The final option across the top of the screen is called **'Remittances'**. You will need to select this if you wish to access, view and manage your finance information within the Translit Hub portal.

**Manage User**

Personal details  
Bank details  
Qualifications  
Security clearances  
Memberships  
Sign language qualifications  
Profile photo  
References  
Other documents  
Contracts  
Change mobile  
Change password

Linguist ID: L.0000016

**Contact details**

First name \* If you are an individual: Emese  
Middle name:   
Last name \* If you are an individual: Zaccokova  
Company name \* If you are an individual:   
Vat registered:   
VAT number \* If you are VAT registered:   
Home telephone number:   
Work number:   
Email \*: emese.zaccokova@ltdoflanguages.co.uk  
Secondary email:   
Skype:   
Website url:   
Address line 1\*:   
Address line 2:   
Address line 3:   
Address city \* Unless you enter your city in other city: Limerick  
Address other city:   
Address postal code \*: V94 N1ZY  
Address country \*: Ireland

Once the remittances option is selected, you will be taken to the screen below. Here you can view a list of your payments.

**Listing Remittances**

Back Unremitted bookings

All job sheets must be uploaded within 24 hours of the job taking place by the 1st of the month in order to be paid on the last working day of that month. Any job sheet uploaded after this time will not be remitted. For example: a job taking place in January with its job sheet uploaded by 1st February 5:30pm will be paid on the last working day of February.

Issued	Payment date	Total	Notes	Actions
Not yet issued	Not yet issued	€0.00		Show
14/08/2024	02/09/2024 00:00	€20.00		Show PDF

Displaying 1 remittance

If you select the **'Show'** button, you will be taken to a breakdown of the job or jobs that make up that payment.

**Viewing Remittance**

Back PDF Unremitted bookings

All job sheets must be uploaded within 24 hours of the job taking place by the 1st of the month in order to be paid on the last working day of that month. Any job sheet uploaded after this time will not be remitted. For example: a job taking place in January with its job sheet uploaded by 1st February 5:30pm will be paid on the last working day of February.

Ref	Type	Appointment time / Delivery date	Already paid	Remitted
	Additional remittance			€20.00
	Total remittance			€20.00

# Translit Hub (Online Portal)

You can download this data in a PDF format and then print off for your records.

It is vital that after you complete any face-to-face or video remote interpreting jobs for Translit that **you must upload a signed and completed job sheet** to relevant job on Translit Hub system. If a job is processed without a job sheet this will lead to delays and even possible nonpayment for a job you have completed.

By moving to Translit Hub, we will not only **automate your invoicing process**, but we will also have a set payment date each month so that you know exactly when you will be paid. For any bookings processed in Translit Hub, you will be paid on the last working day of the next month.

**Example 1** - if you completed a booking in October 2024, you will be paid for that booking on the last working day of November 2024 (29th November 2024)

**Example 2** – if you completed a booking in January 2025, you will be paid for that booking on the last working day of February 2025 (28th February 2025)

Please ensure your bank details are correct on your Translit Hub profile and you have ONE preferred method of payment. **Do NOT change any bank details after the 20th of each month.** This will guarantee you are paid on time.

You can view your remittance via the Translit Hub portal 1 month before payment is issued. If you have any concerns, please email us at **[billing@translit.com](mailto:billing@translit.com)** to avoid any delays.

# Translit Hub App

TRANSLIT<sup>HUB</sup>

# Translit Hub App

## Downloading Translit Hub App

The app can be downloaded on both Android and Apple devices.

Search for '**Translit Hub**' in your device's app store. Alternatively, scan the relevant QR code for your device, found below.

### Apple devices

App Store



### Android devices

Google Play Store



You can also enter the following URLs to download the app.

Apple devices: <https://apps.apple.com/app/id6504270307>

Android devices: <https://play.google.com/store/apps/details?id=com.translit.linguist>

# Translit Hub App

## Using Translit Hub App

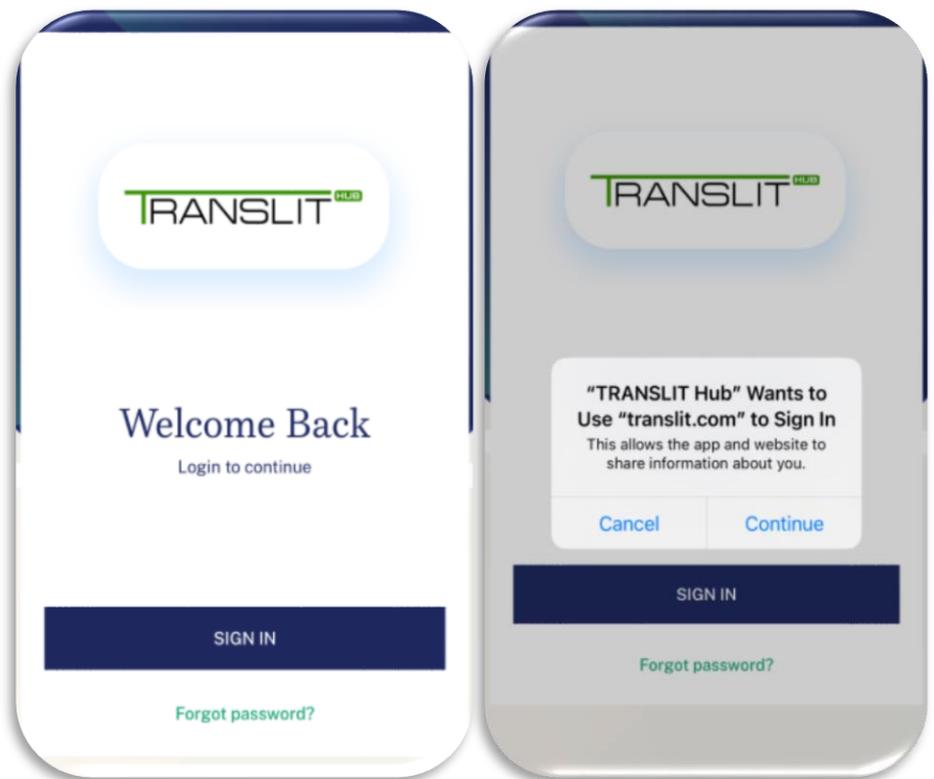
With Translit Hub App you can:

- Accept jobs quickly and easily
- View past and upcoming bookings
- Get your timesheets signed and uploaded within the app, eliminating the need for printing and speeding up the process See a calendar view of your upcoming appointments
- Get directions to your next appointment with its built-in map features

Translit Hub App has been designed to support you, wherever you are. If you're in a low signal area, the offline mode means you can still use the features in the app. Any changes made will be saved as soon as you're back online.

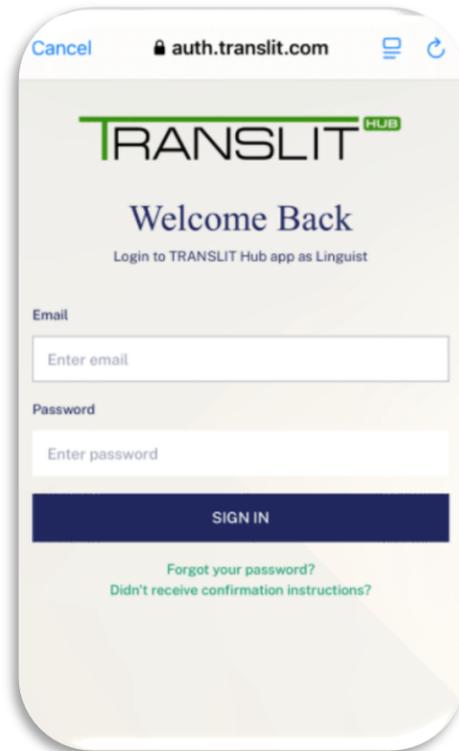
### Logging in

1. Once the Translit Hub app is installed, open the app and click **'SIGN IN'**. You will be asked to sign in using your Translit Hub account details. Click **'Continue'**.



# Translit Hub App

2. You will be taken to a window where you can enter your Translit Hub email address and password. Once entered, click **'Sign In'**.



## Managing push notifications

Translit Hub App sends you instant notifications, allowing you to check and book the latest interpreting jobs. You will usually receive these notifications when you log in or open the app and have the possibility to book a job in seconds.

To receive push notifications from Translit Hub app, you may need to adjust your device's settings.

If your device's settings allow you receive these push notifications, they will appear as a message on your screen when there is an available interpreting job.

The message will state that a new job offer or multiple offers are available for your language pair.

# Translit Hub App

You have the option to choose **'YES'** or **'NO'**.

Choose **'YES'** to check the notification or **'NO'** to go to the Translit Hub app's home screen.

If you choose **'NO'** you will not lose the job offers and they can be found at any time in the **'Job Offers'** tab.

If you choose **'YES'**, the new job offers will be displayed on your screen, one at a time. This is the quickest way to check and book available jobs. For each job you will see the client's name as well as the job's date and time, duration and location.



## Manually syncing the app and other options

Several options are available to you in the **'Others'** tab.

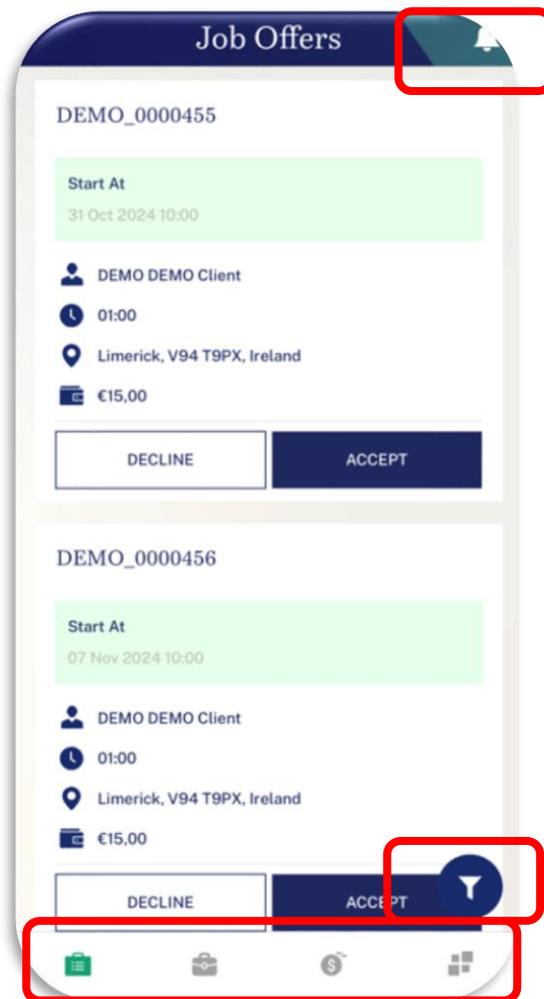
- **Manual sync**

You have the option to sync your app manually when you are in a poor coverage area. This is particularly useful in those cases where you chose to submit a job sheet while offline. However, keep in mind that the app automatically syncs to the database every 1 hour.

# Translit Hub App

- **Offline E-signs**

This function helps track job sheets that were submitted offline. The app can store up to 5 job sheets locally on your phone. Once your internet connection is restored, you will get a notification that the E-signs have been uploaded.



# Translit Hub App

## Accepting and declining interpreting job offers

You have several options to choose from:

- **← Swipe left to decline':**

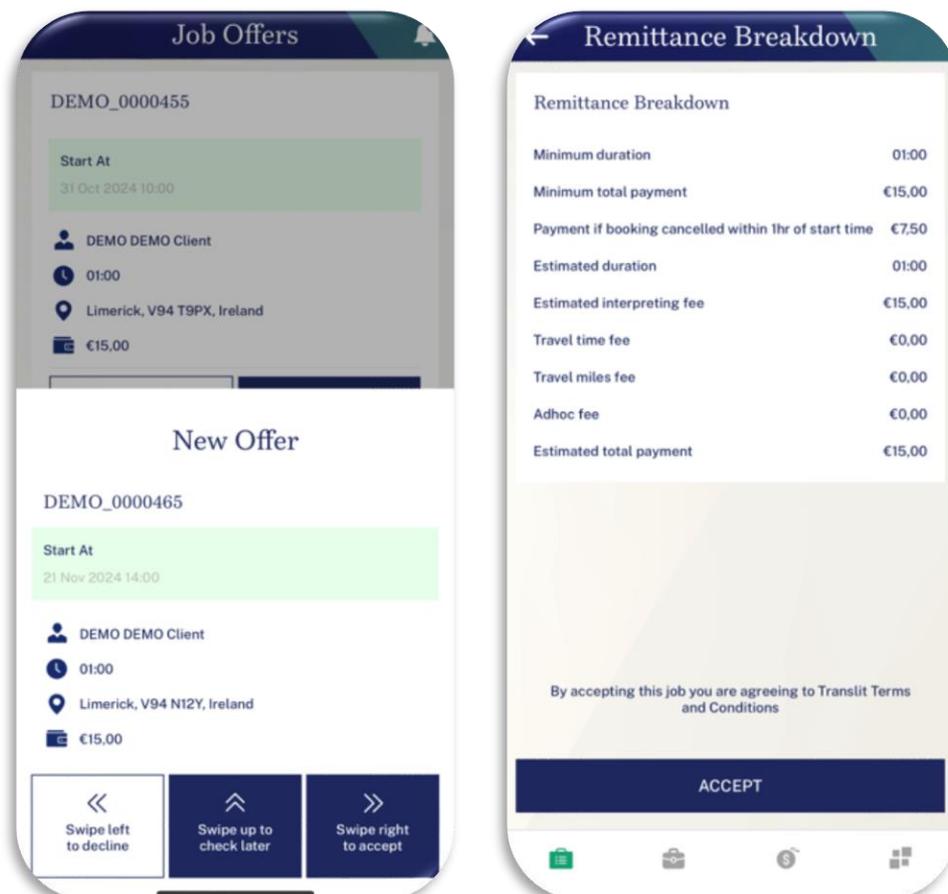
Declined jobs will no longer be displayed in the list of available job offers.

- **↑ Swipe up to check later':**

This will take you to the next offer (the job will still be available in the 'Job Offers' tab).

- **→ Swipe right to accept':**

You will see a comprehensive payment breakdown for the selected job. Tap **'ACCEPT'** to book the job or tap '→' at the top to go back.

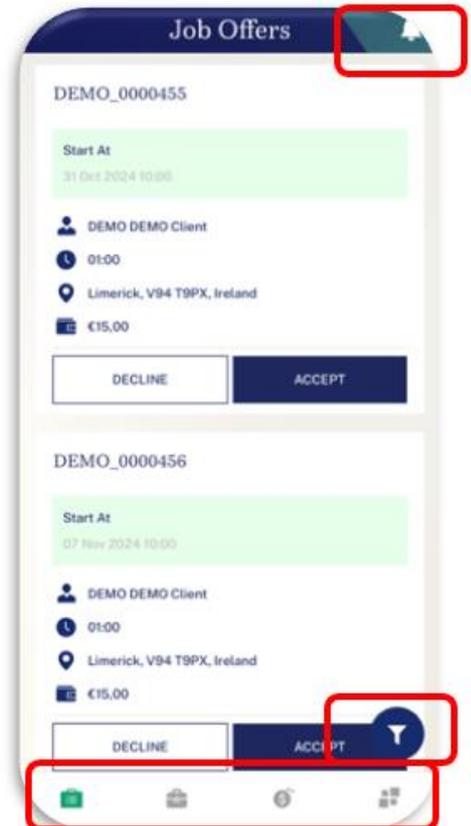


# Translit Hub App

## Managing your job offers

When you go onto the app, you will find yourself on the the **'Job Offers'** tab. From here, you can:

- Tap the bell symbol in the top righthand corner to see the latest notifications
- Scroll up and down to see available job details
- Tap the symbol in the bottom righthand corner of the screen to filter job offer



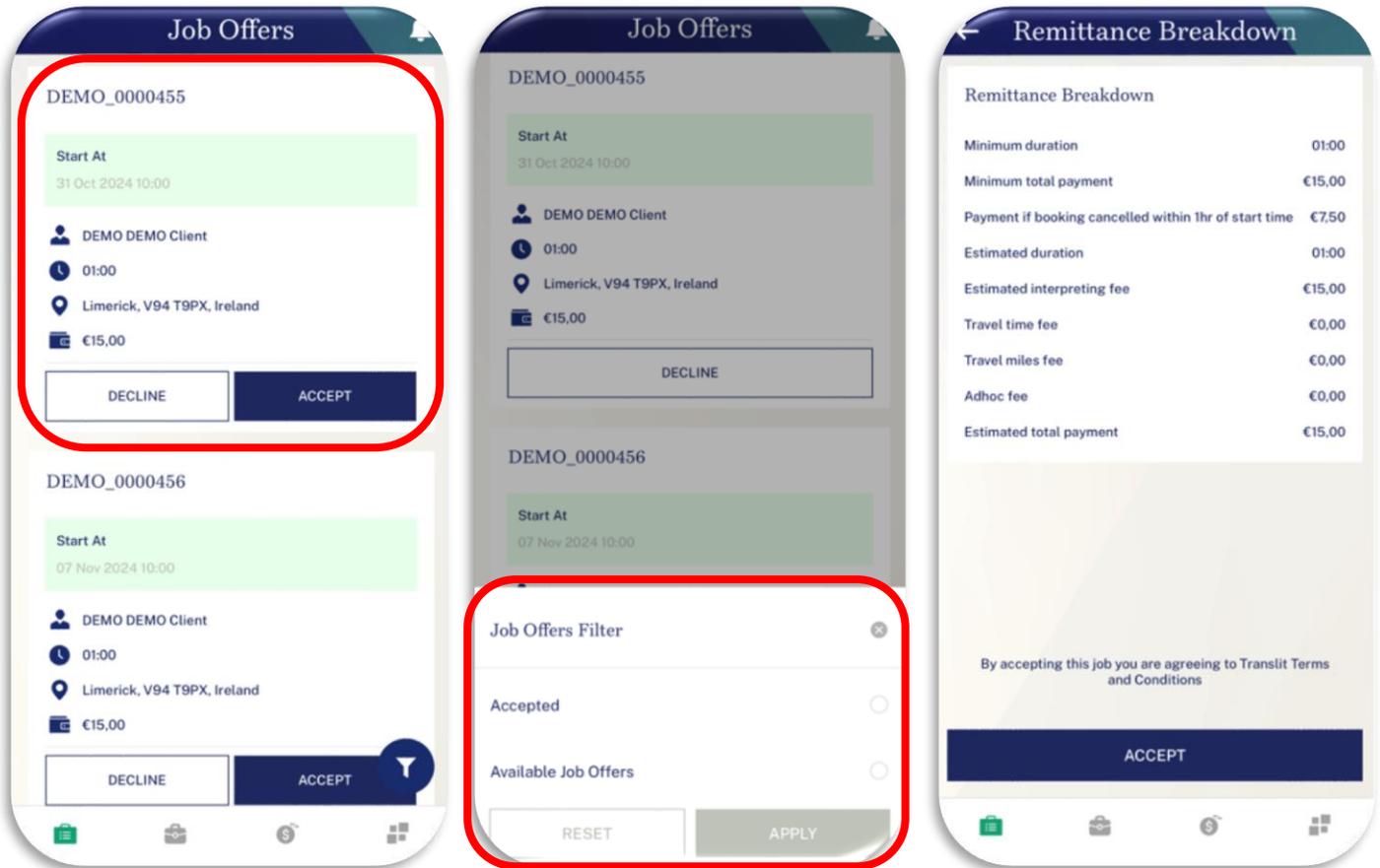
Along the bottom of the screen, you can go onto the other main tabs.

- **'Jobs'**: Manage booked jobs.
- **'Remittances'**: Check and manage payments.
- **'Others'**: Manually sync the app, contact Translit and manage your login details

# Translit Hub App

## Accepting and declining interpreting job offers

In the 'Job Offers' tab, you can check, filter and book appointments.



### • Check job offers

Scroll up and down to see what jobs are available to you. The details available for each job include client name, date and time, location, duration and pay rate.

### • Filter jobs

The the funnel icon (📏) to filter available jobs. Choose to see only 'Accepted', 'Declined' and 'Available' jobs and the press 'Apply' to activate the filter.

# Translit Hub App

- **Book appointments**

When you find a suitable job, tap **'Accept'** to see payment details. Tap 'Accept' to book the job.

To remove unsuitable offers from the list, tap **'Decline'**. You will see be able to see the declined job offers in the **'Job Offers'** tab.

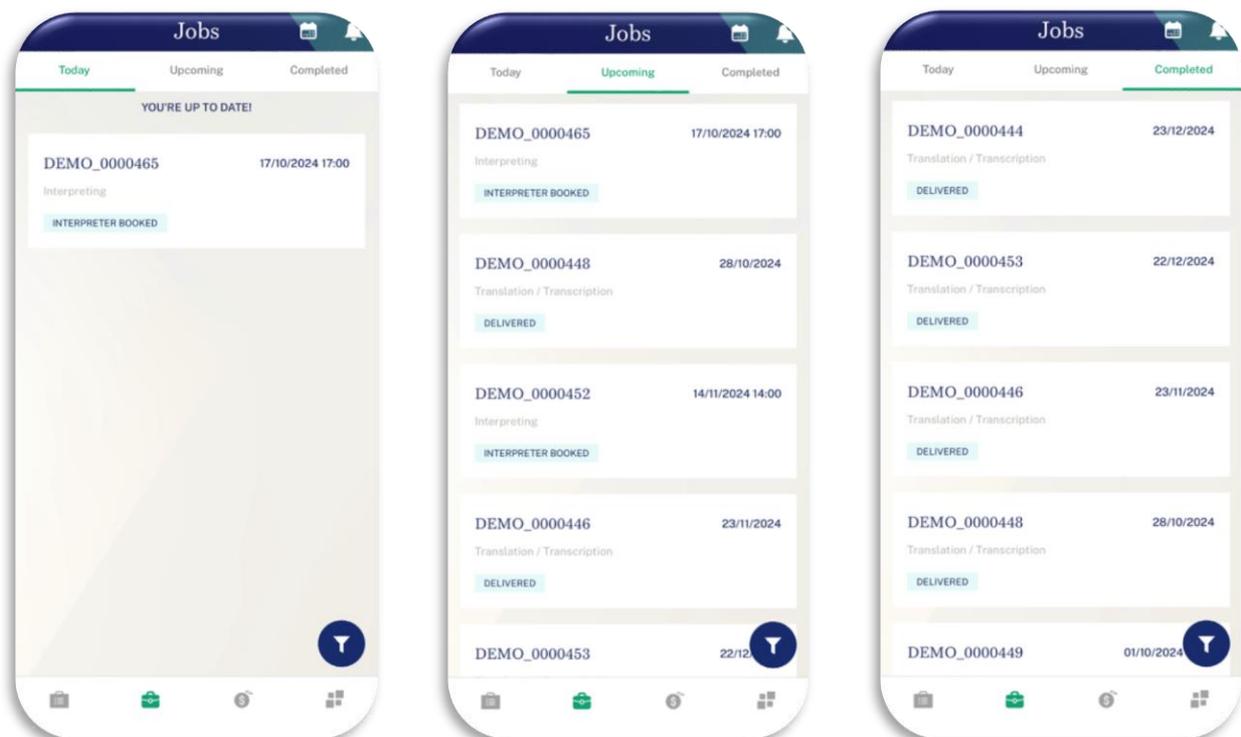
If you want to cancel an appointment you booked via Translit Hub App, you will have to reach out to Translit.

## Managing jobs

The **'Job Offers'** tab allows you to manage past, current and upcoming jobs.

The tab also includes two helpful features: a calendar showing all your booked jobs and a filter to sort specific types of assignments (face-to-face interpreting, telephone interpreting, video remote interpreting and translation or transcription).

Move between **'Today'**, **'Upcoming'** and **'Completed'** to view jobs scheduled for the current date, jobs booked in the future and jobs you've completed, respectively.



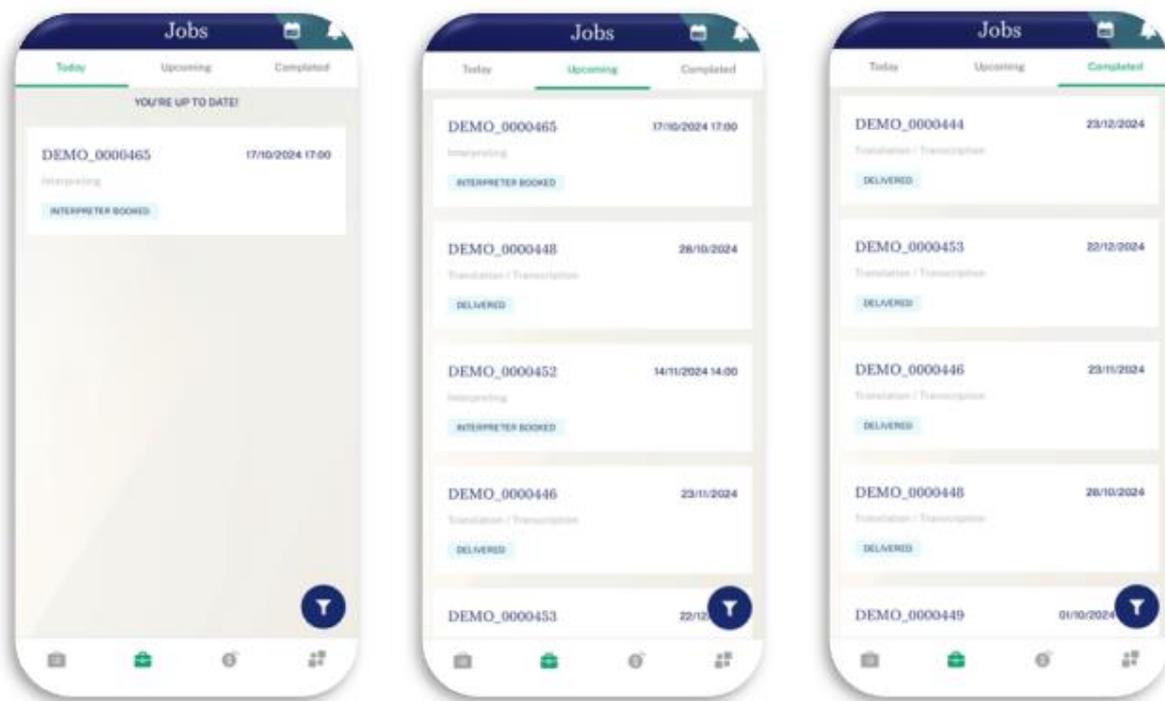
# Translit Hub App

## Using the calendar to filter jobs

The **'Job Offers'** tab allows you to manage past, current and upcoming jobs.

The tab also includes two helpful features: a calendar showing all your booked jobs and a filter to sort specific types of assignments (face-to-face interpreting, telephone interpreting, video remote interpreting, etc.).

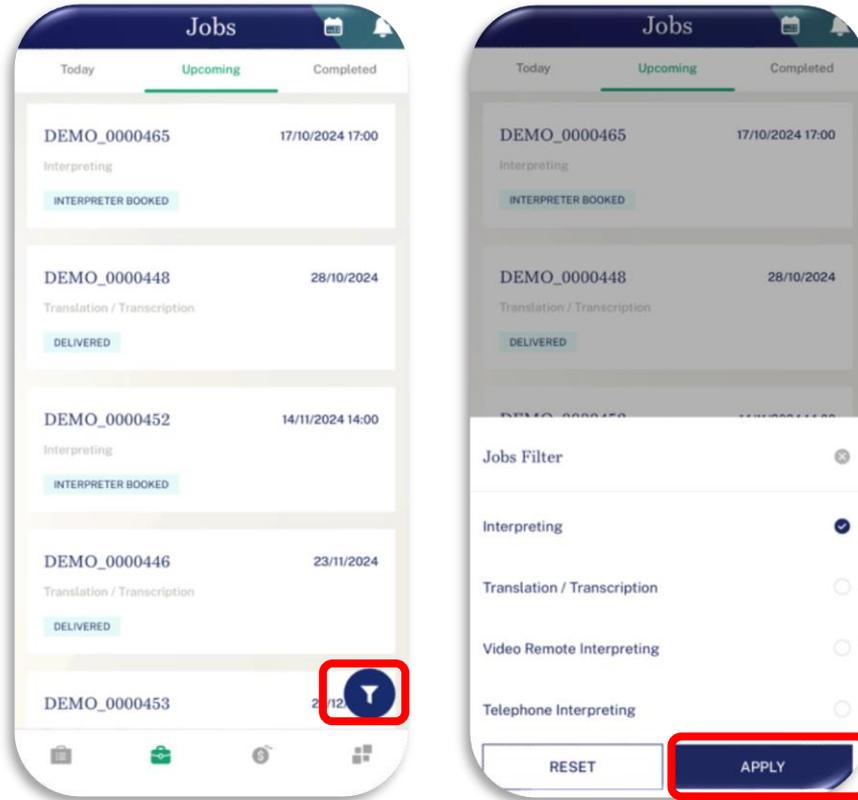
Move between **'Today'**, **'Upcoming'** and **'Completed'** to view jobs scheduled for the current date, jobs booked in the future and jobs you've completed, respectively.



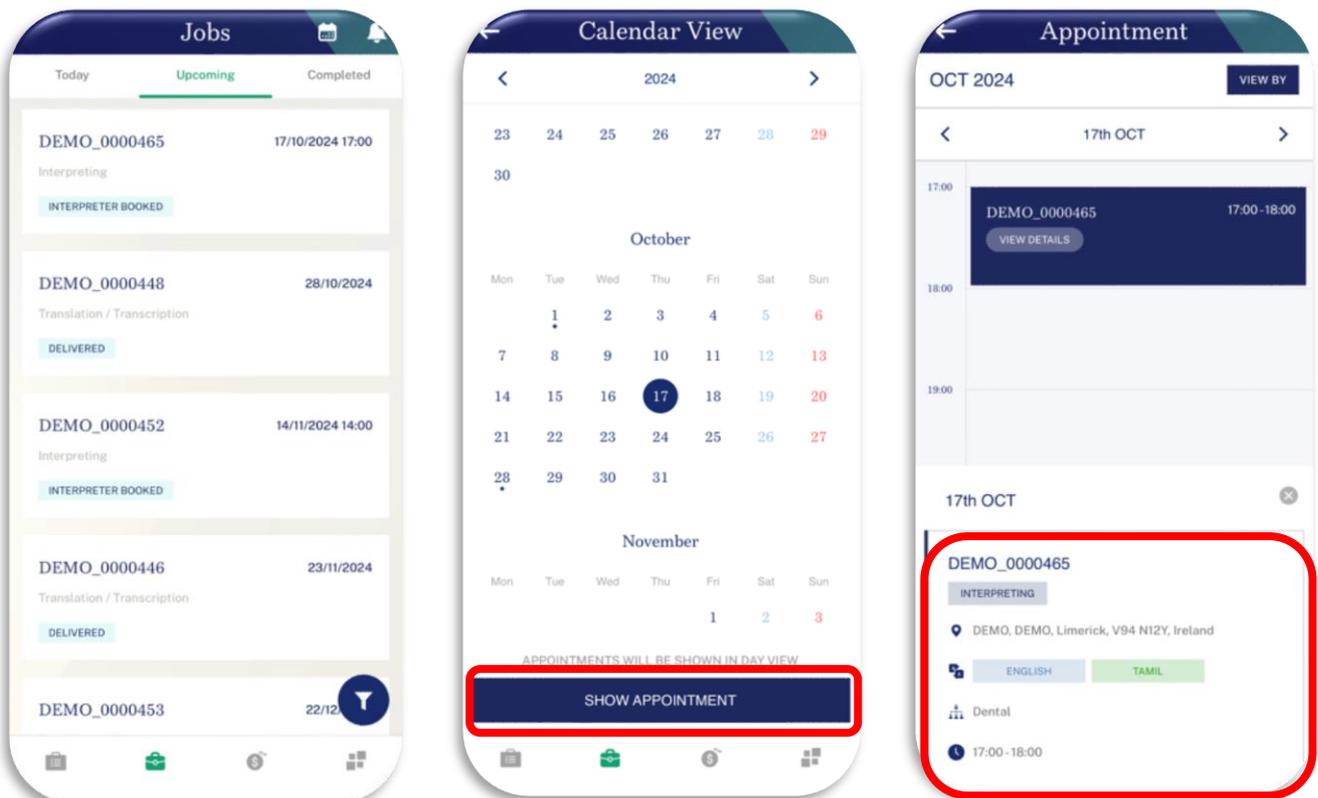
You can click on a job and see different details, depending on the job's status. For instance, for completed jobs, you can see a tag confirming that the job sheet was uploaded.

Similarly to when booking a job, you can tap the funnel icon (🔹) at the bottom righthand corner of the screen to filter past and present jobs, depending on the type of assignment (face to face interpreting, telephone interpreting, video remote interpreting and translation or transcription).

# Translit Hub App



Tap the calendar icon (📅) to open the calendar view and check your schedule.



# Translit Hub App

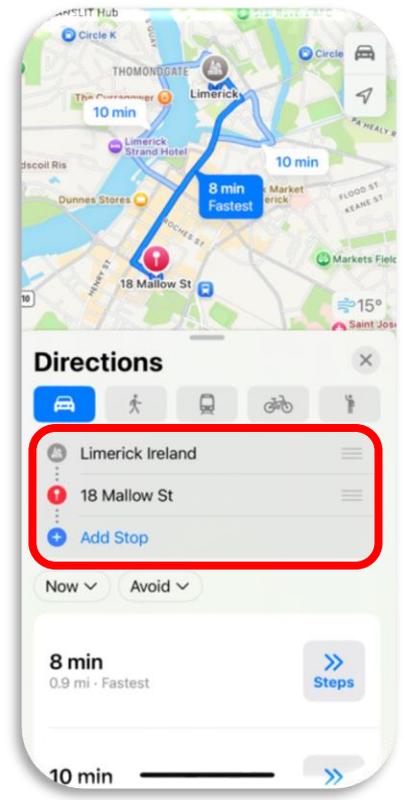
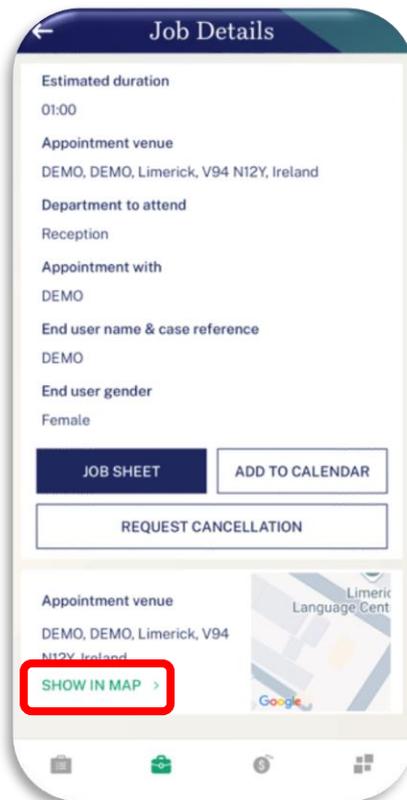
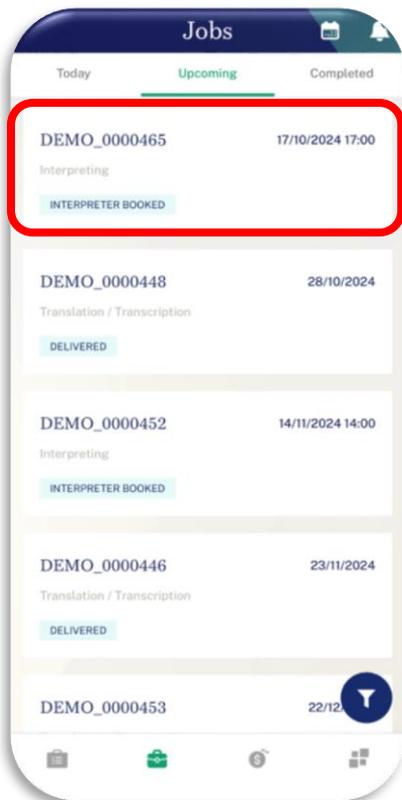
## Planning jobs using the route planner

To help you plan jobs with ease, the app links to your device's default mapping software (for example Google Map or Apple Maps).

You can use this feature to get directions to the appointment venue with a single tap.

Simply tap on a booked appointment, scroll down to the **'Appointment venue'** section and click on the **'SHOW IN MAP'** button to open the mapping app.

You can then type in your address and choose the most convenient route from your home to the appointment venue.



# Translit Hub App

## Submitting job sheets on Translit Hub App

Once a job is completed, you can use the Translit Hub app to submit the job sheet electronically.

You can choose between two options:

- **E-sign:**

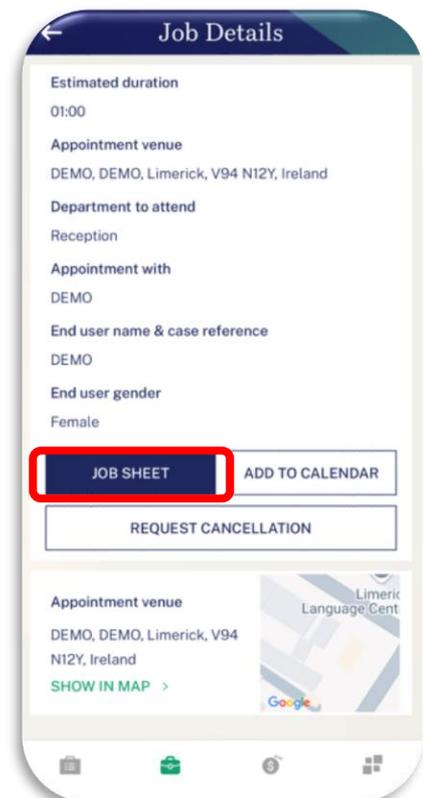
This is the preferred option and involves filling in the job sheet using the app and submitting it with a single tap.

- **Print and upload:**

This involves printing a job sheet, filling it in manually and then taking a photo of it to upload it onto the app.

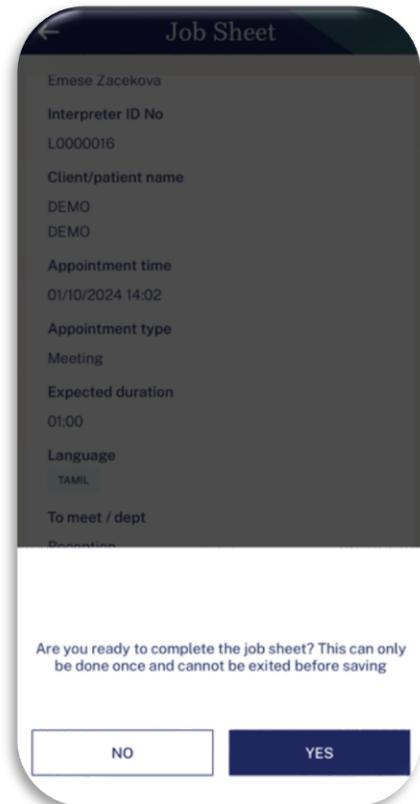
### Submitting your job sheets via E-sign

1. Select the job that you have just completed and tap **'JOB SHEET'**.

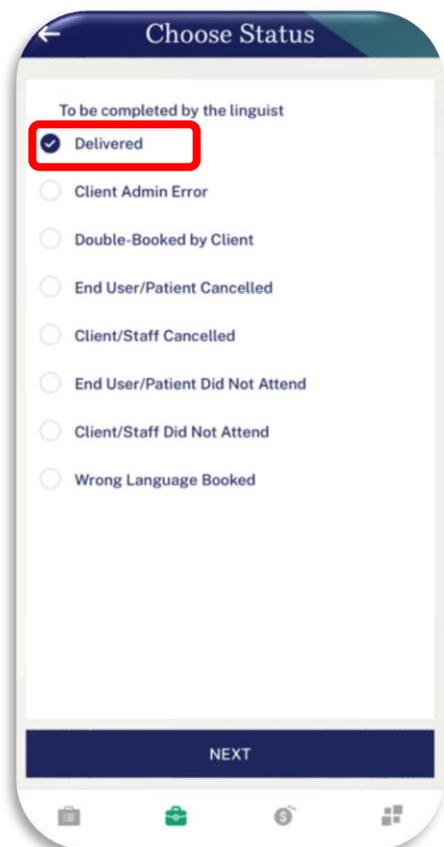


# Translit Hub App

2. Choose **'E-sign'** and tap **'YES'** when the notification pops up.

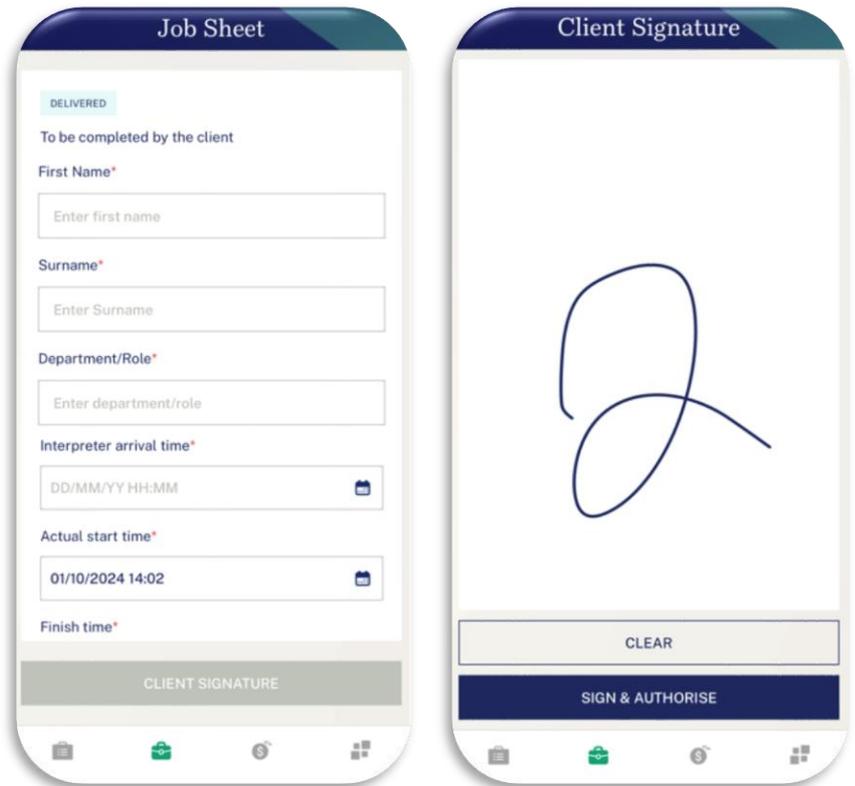


3. Choose **'Delivered'** if the job was successfully completed (or choose the reason why it did not go ahead). If the client did not show up, select **'Client/Staff did not attend'**.

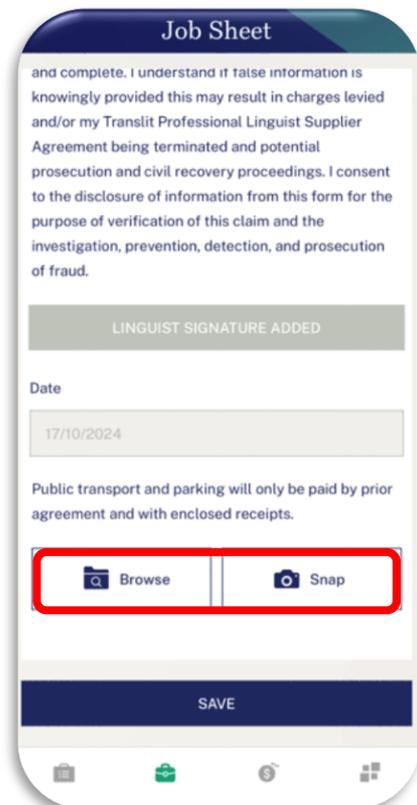


# Translit Hub App

- Hand in the device to the client to fill in their part. The client must sign and submit their signature.

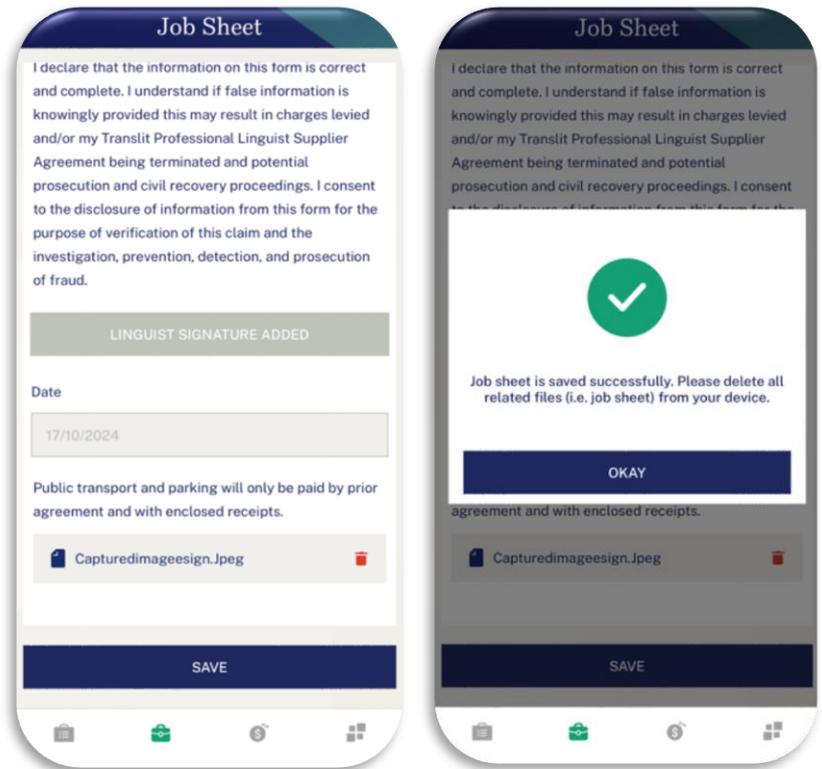


- Upload a proof of transport costs if covered (as a picture).



# Translit Hub App

6. Tap **'Save'** to submit the job sheet. Wait for the confirmation message and tap **'OK'** to close it.



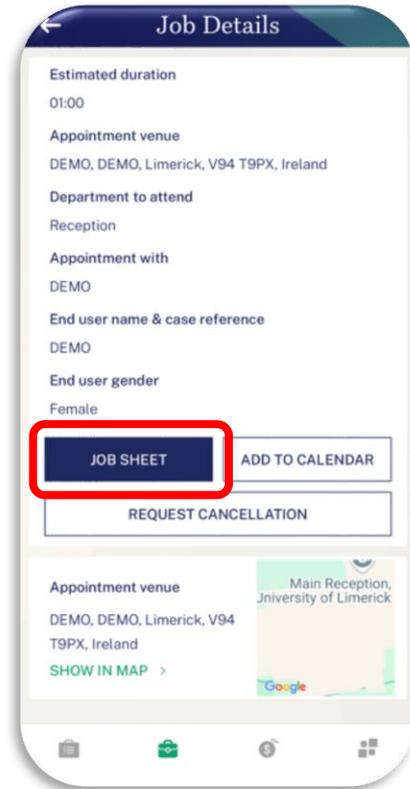
## Submitting your job sheets via print and upload

If you are in a location where the use of electronic devices is forbidden, or if the client is reluctant to fill in the job sheet on your device, you can submit your job sheet details on your device via the app.

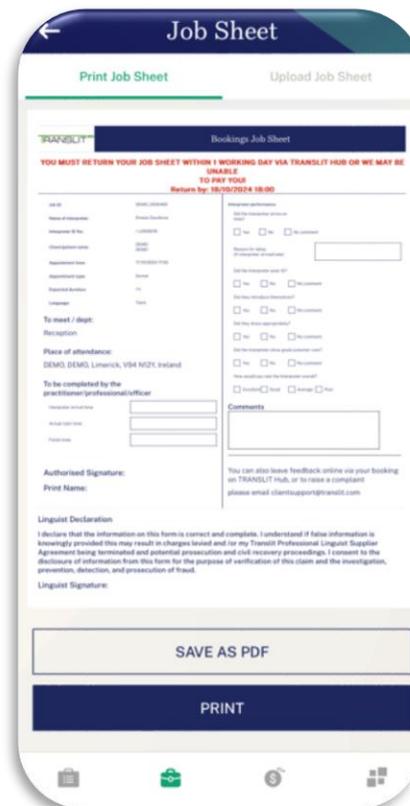
However, to do this you will have to fill in a paper copy first and then scan it or take a photo of it, before uploading this image to the app.

# Translit Hub App

1. Select the job that you have just completed and tap **'JOB SHEET'**. Select the **'Print/Upload'** option.

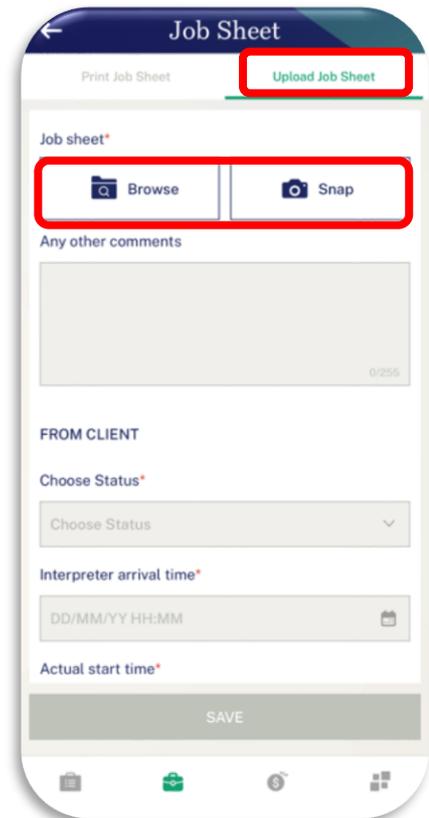


2. Print the blank job sheet from the app. To save time, you could do this before the appointment. The job sheet needs to be filled in manually and signed by both you and the client.

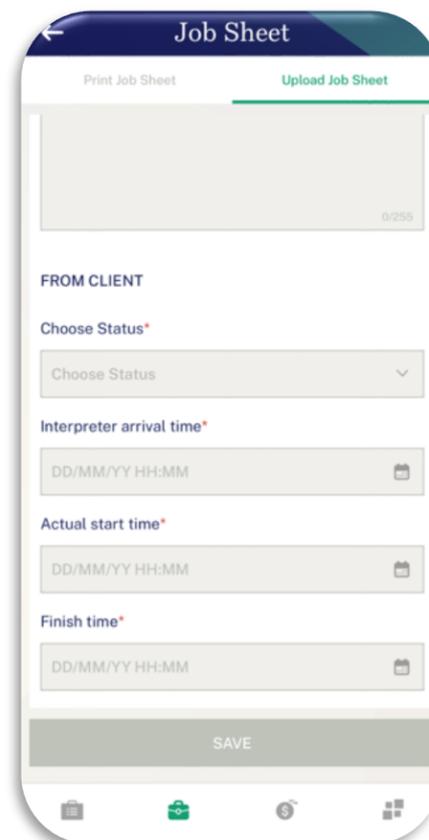


# Translit Hub App

3. Move to the **'Upload Job Sheet'** tab. Choose **'Snap'** to take a photo of the job sheet. Choose **'Browse'** if you have already taken a photo or scanned the job sheet and saved it onto your device.



4. Fill in the job details, such as the start and finish times of the job and click **'Save'** to submit.

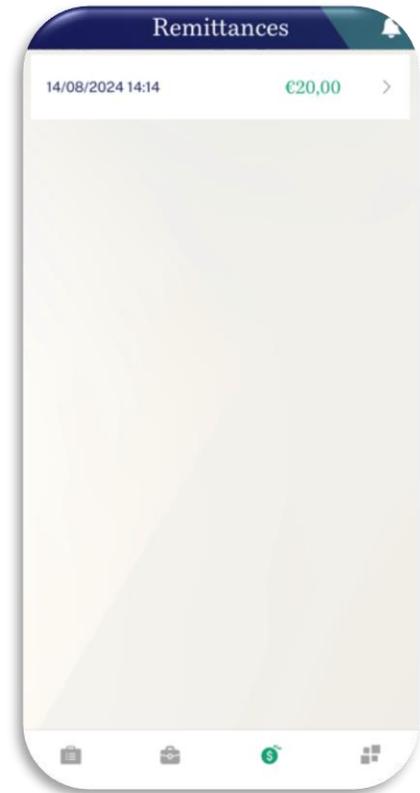


# Translit Hub App

## Keeping track of payments with remittance details

You can use the 'Remittances' tab to keep track of payments.

Past remittance details are available within the app, alongside in-depth breakdowns that let you see what you are paid per hour and in total.



## Manual synchronisation

You can still manage your job sheets when your device is offline. You can find this option in the 'Others' tab.

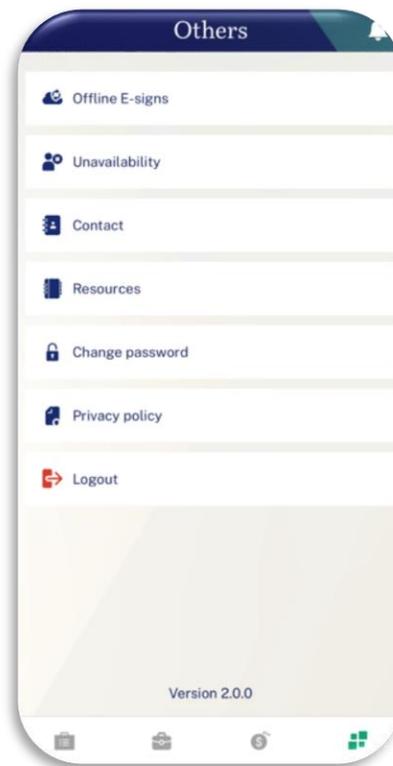
- **Manual sync**

You have the option to sync your app manually when you are in a poor coverage area, enabling you to submit a job sheet whilst offline. Keep in mind that the app automatically syncs to the database every 1 hour.

# Translit Hub App

- **Offline E-signs**

This function helps track job sheets that were submitted offline. The app can store up to 5 job sheets locally on your phone. Once your internet connection is restored, you will get a notification that the E-signs have been uploaded.

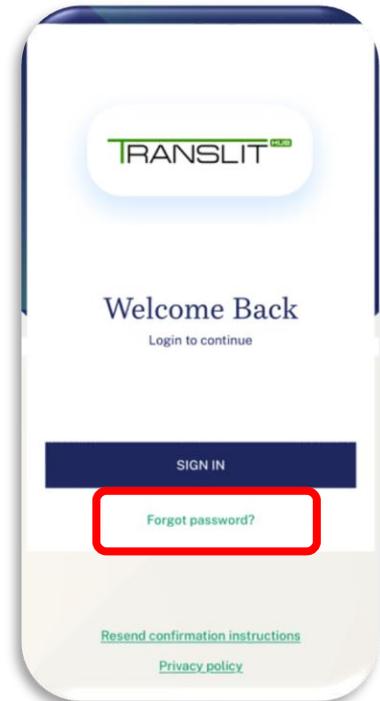


# Translit Hub App

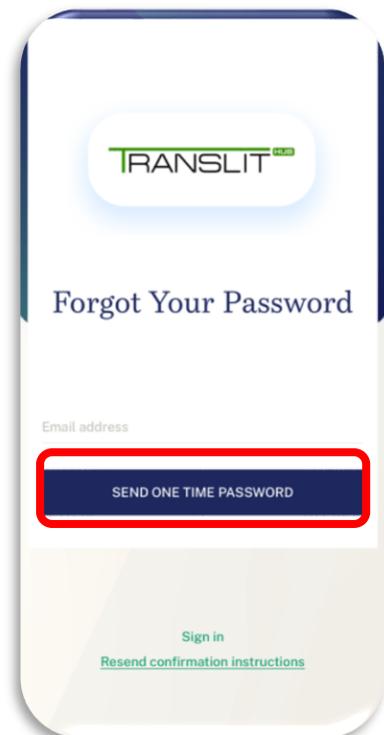
## Resetting Your Password

In case you forget your Translit Hub App password, you can use the app to request a password change.

1. Tap **'Forgot password?'** on the login screen of the app.

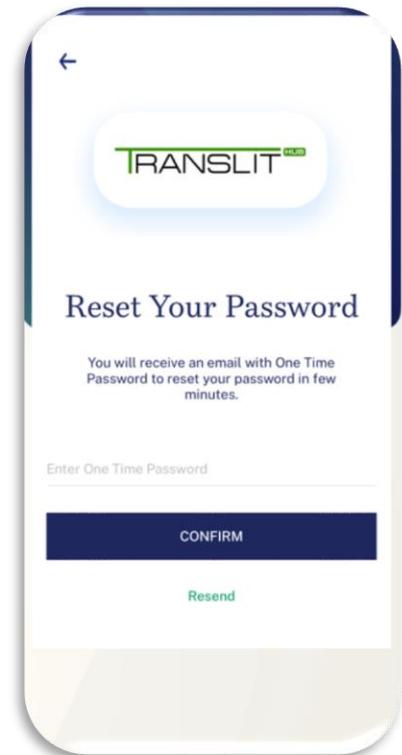


2. Enter the email address you use to log into the Translit Hub App and tap **'SEND ONE TIME PASSWORD'**.



# Translit Hub App

3. A 6-digit one time password (OTP) will be sent to the email address entered. Do not go back or return to the login screen. Enter the 6 digits from the email in the **'Enter One Time Password'** field and tap **'Confirm'**. If the OTP expires, tap **'Resend'**.



4. Choose a new password that fits the password policy.

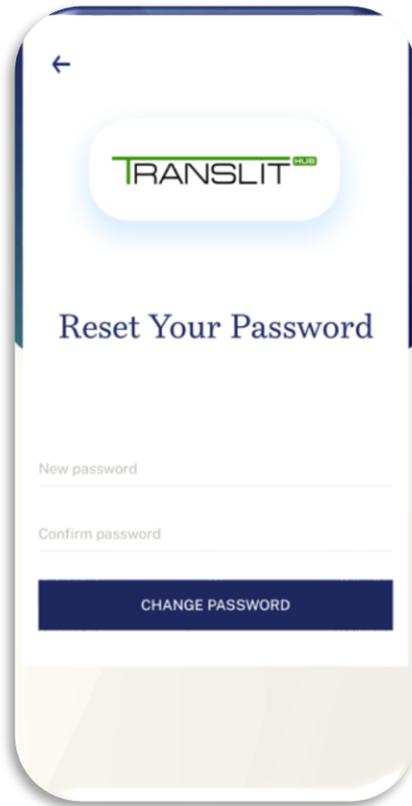
Your password must be at least 12 characters with a mix of:

- A mix of uppercase and lowercase
- Letters
- Numbers
- Symbols

Do not start or end the password with a number. Enter this password twice and tap **'CHANGE PASSWORD'**.

If your new password is accepted, you will be automatically logged in.

# Translit Hub App



# Getting ready for a face-to-face interpreting booking

TRANSLIT<sup>HUB</sup>

Once you have accepted a face-to-face interpreting booking, please await confirmation that you have been booked. The booking confirmation will be in the form of an email as well as a text. This will provide the Job ID and the full appointment details.

You can also access these details via Translit Hub under **'Bookings'** or via Translit Hub App. Both will show:

- The Job ID
- Language required
- Date and time of the appointment
- Expected duration
- The attending professional
- Full venue address

When attending a face-to-face interpreting booking, please make sure you arrive 15 minutes early. This is to ensure you can find the correct venue/department.

Introduce yourself to the attending professional, with your name and Linguist ID.

The attending professional may explain what the appointment is about and introduce you to the end user. From this point you will only be required to interpret exactly what is being said from the professional and the end user.

# FAQs

**TRANSLIT**<sup>HUB</sup>

# FAQs

## When will I receive my first booking?

Once you are fully registered and approved, jobs will be offered to you when there is a requirement within your area. You will see upcoming bookings on Translit Hub and Translit Hub App, which allow you to accept the bookings you are available for.

## What should I do if I am late or want to cancel a booking?

If you expect to be late or need to cancel a booking you must contact a member of staff from Translit as soon as possible. If you have received your booking by text, you can call this number back to inform us.

Alternatively, if this is prior to seven days' notice of the appointment start time you can cancel your appointment via Translit Hub. Go to the **'Bookings'** tab and finding the relevant booking ID. If this is within the set time period, then you should see a red cancel button. Once selected this will inform your booking coordinator that you can no longer attend.

## How do I complete my job sheet?

Once you have completed your booking, whilst at the venue you can complete and upload your job sheet using Translit Hub App.

First, select the booking and press **'upload job sheet'**. You will be asked to enter some details. Then you will be asked to pass your mobile device to the attending professional to sign and upload.

Alternatively, you can upload a printed copy of your job sheet to Translit Hub. Take a photo of the printed copy and upload this as a picture to the correct booking on Translit Hub, making sure all parts of the sheet are clear and visible. Do this only after you have completed your job sheet and the professional has signed it.

# FAQs

## **What do I do if I have accepted a job but have not received any confirmation?**

Accepting a job is not always a guarantee that you will be booked on for it. If you are booked for an assignment, you will receive a confirmation via email and text.

If you have not received a confirmation for a job within 2 to 3 hours of clicking '**Accept**', you can double check via your bookings on Translit Hub or Translit Hub App to see if this booking is still available.

Decisions on who is booked for a job may be based on criteria, such as distance from venue, previous experience, or if a specific individual has been requested by the client. This is why we cannot guarantee every booking which is offered to you.

## **What is your payment policy?**

Interpreters will be paid on the 2nd day of the subsequent month on which a job is completed.

For example, jobs completed in June will be paid on the 2nd of August and jobs completed in July will be paid on 2nd of September.