

# TRANSLIT **HUB**

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THE NEW WAY TO  
WORK WITH  
TRANSLIT

# WELCOME!

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# Agenda

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- Introduction to Translit Hub
- Benefits of Translit Hub
- How to use Translit Hub: Translators / Video Interpreters / Face-to-Face Interpreters
- Transition plan & key things to remember
- Next steps
- Q&A



Translit is growing and must embrace new technology to sustain its growth



We want our clients and linguists to have better experience of working with Translit



We aim to have our work processes smoother, more transparent and faster

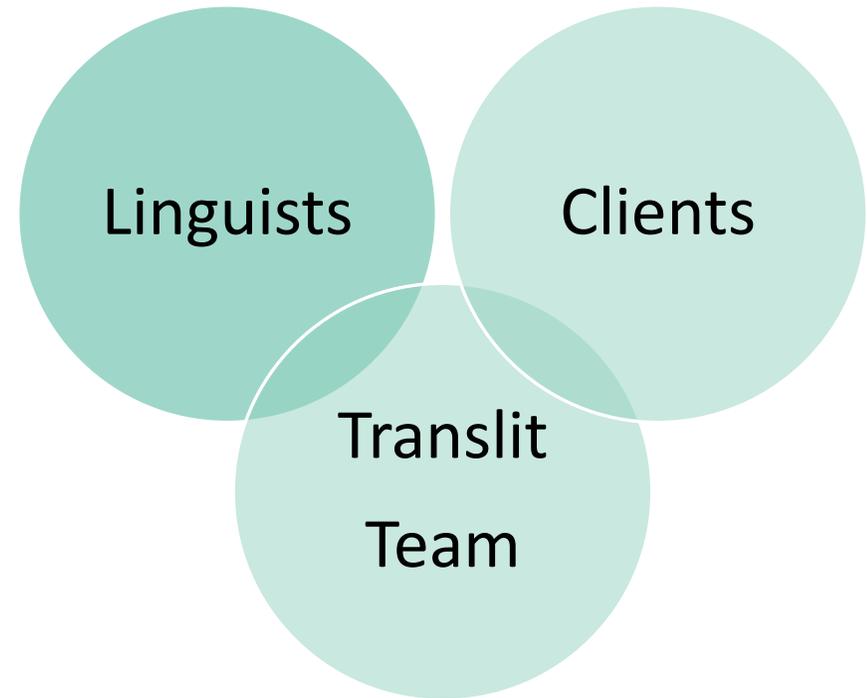
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# Why we are moving to Translit Hub

# What is Translit Hub?

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- Booking portal shared by the Translit Team, clients and linguists
- Industry leading booking portal used by other large language service providers
- Online platform and App for linguists to manage their work



# App vs. Web

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	ONLINE PLATFORM	APP
Translators	✓	
Interpreters		✓
Video Interpreters	✓	✓

# Benefits of Translit Hub

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## Current

- No access to your profile
- Manual invoicing
- Limited visibility of past and future jobs
- Manual job forms
- Manual records



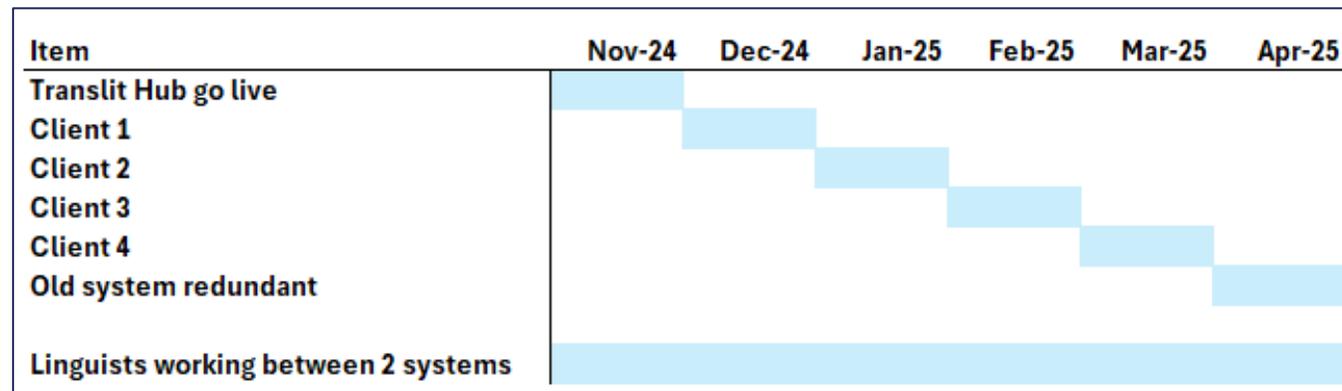
## Translit Hub

- Full profile access
- Automatic Invoicing
- Calendar and scheduling features
- E-sign job forms
- Full detailed records of your work
- Access to resources

# Translit Hub: Transition period

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- Clients will be joining the portal gradually
- All new clients will be using Translit Hub
- There is a transition period where you will work in 2 systems – old and new



# What does this transition mean for you?

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**Current**

Manual Invoicing

Ad-hoc payments

Unclear contact points



**Translit Hub**

Automated invoicing

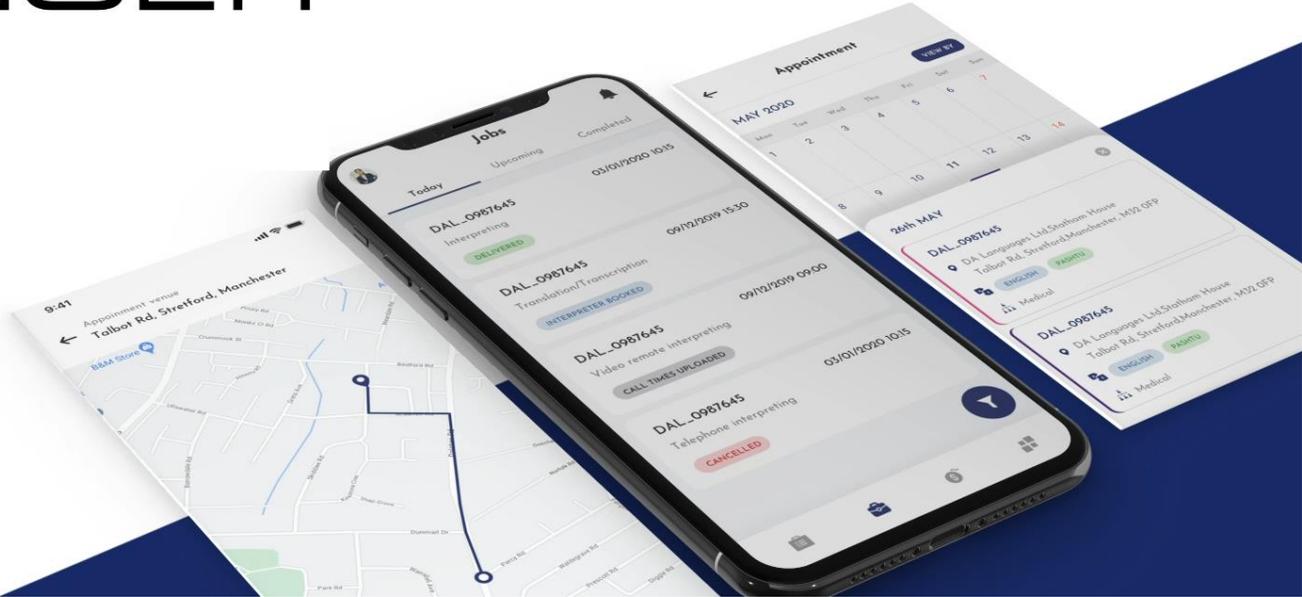
Set Payment Date – last working day of the following month

Clear contact points for billing and general queries

**!** Historic jobs will not be moved over to Translit Hub

# How to use Translit Hub

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# Translit Hub: Logging In

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**TRANSLIT** HUB

Welcome Back

Login to TRANSLIT Hub app as Linguist

Email

Enter email

Password

Enter password

Remember me

**SIGN IN**

[Forgot your password?](#)  
[Didn't receive confirmation instructions?](#)  
[Didn't receive unlock instructions?](#)

You should have received an invite email from 'noreply@translit.com'. If you haven't:

- check your junk folder
- contact us via our feedback form

To log into the system for the first time, you will need to:

- Set up your password (meeting the password policy)
- Verify your mobile number

# Translit Hub: Your Profile

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

There are lots of sections on your profile. We are currently using the following sections only:

- Contact Details
- Personal Details
- Bank Details

To complete your profile, you must log into Translit Hub and update these sections.

**If you do not complete these sections, you will not be able to accept assignments.**

# Translit Hub: Booking List

TRANSLIT HUB

BOOKINGS ▾ ACCOUNT AVAILABILITY RESOURCES REMITTANCES 

Translations / Transcriptions  
Telephone Interpretings  
Interpretings  
Video Remote Interpretings  
Booking Notifications

Manage User

Unique Booking Reference	Booking Status	Booking Location	Booking Time & Date	Show Booking Details	Access Job Sheet	A button to remind you to upload your job sheet
Ref	Status	Venue	Appointment time	Actions		
DEMO_0000456	Booked	Limerick, V94 T9PX, Ireland	07/11/2024 10:00	Show	Jobsheet	Upload jobsheet
DEMO_0000465	Booked	Limerick, V94 N12Y, Ireland	17/10/2024 17:00	Show	Jobsheet	Upload jobsheet
DEMO_0000449	Jobsheet uploaded	Limerick, V94 N12Y, Ireland	01/10/2024 14:02	Show	Jobsheet	Upload jobsheet Uploaded other files Uploaded In app jobsheet document
DEMO_0000439	Cancelled - Client late	Carlow, M32 OFP, United Kingdom	29/08/2024 14:00	Show	Jobsheet	Upload jobsheet

# Translit Hub: Availability

## New unavailable period



Reason

Departure time

Return time



November 2024						
Mo	Tu	We	Th	Fr	Sa	Su
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8

You can let us know that you are not available for assignments by setting your availability in Translit Hub – for example if you are going on holiday.

This will allow us to only offer you bookings when we know you are available to take them.

# Translit Hub: Resources



The resources section contains helpful information for you, such as:

- Glossaries
- Training guides
- Helpful information about our clients

Each time a new resource is added you will receive a notification.

# Translit Hub: Remittances

Payment Month	Payment Date	Total Payment	Payment Notes	Remittance Details	PDF Invoice
Issued	Payment date	Total	Notes	Actions	
		€61,77		Show	PDF
30/09/2024	02/10/2024 00:00	€47,04		Show	PDF
30/08/2024	02/09/2024 00:00	€92,12		Show	PDF
31/07/2024	02/08/2024 00:00	€516,54		Show	PDF
28/06/2024	02/07/2024 00:00	€76,37		Show	PDF
31/05/2024	02/06/2024 00:00	€61,97		Show	PDF
30/04/2024	02/05/2024 00:00	€178,90		Show	PDF
28/03/2024	02/04/2024 00:00	€188,93		Show	PDF

# Translit Hub: Remittances

## In-portal booking breakdown

Ref	Type	Appointment time / Delivery date	Remitted
SHFT_2942755	VideoRemoteInterpreting	30/09/2024 14:00	£5.25
HSNOTT_2969328	VideoRemoteInterpreting	30/09/2024 11:00	£5.25
CCS_2668737	VideoRemoteInterpreting	27/09/2024 09:30	£21.00
BERKHFT_2970677	VideoRemoteInterpreting	26/09/2024 14:00	£42.00
MCFT_2693167	VideoRemoteInterpreting	26/09/2024 11:30	£26.60
UHL_2967897	VideoRemoteInterpreting	26/09/2024 09:20	£21.35
BERKHFT_2889863	VideoRemoteInterpreting	25/09/2024 14:20	£14.00
CCS_2693208	VideoRemoteInterpreting	25/09/2024 13:00	£21.00
CPFT_2967073	VideoRemoteInterpreting	25/09/2024 10:00	£36.40
CC_2948161	VideoRemoteInterpreting	24/09/2024 13:00	£42.35
CNTWC_2962866	VideoRemoteInterpreting	24/09/2024 11:00	£21.00
DH_2959746	VideoRemoteInterpreting	23/09/2024 12:30	£5.25

# Translit Hub: Remittances

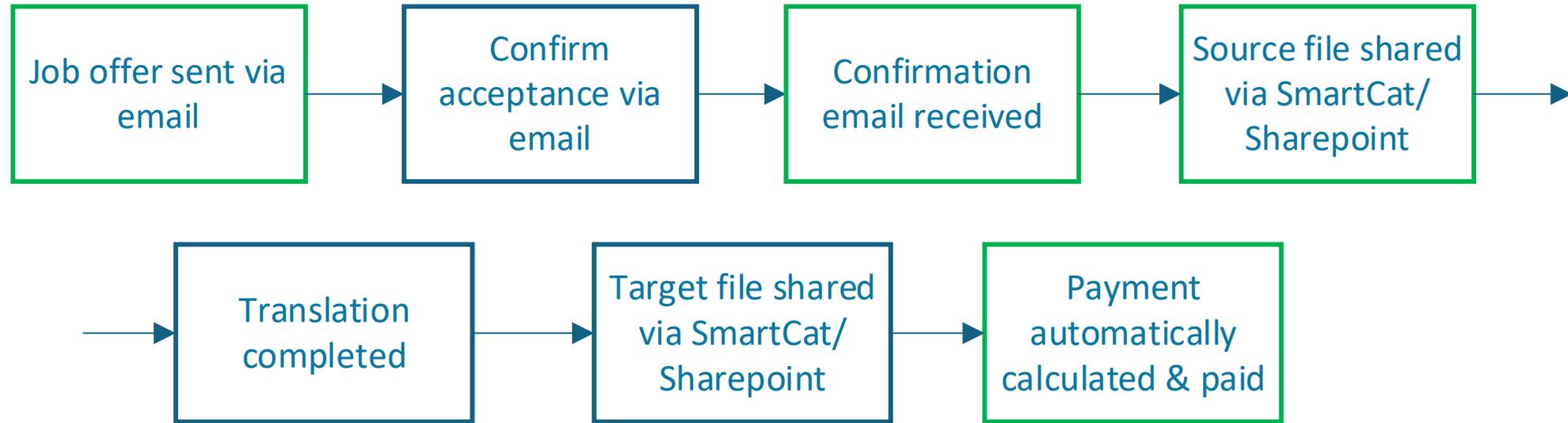
## Itemised invoice

TRANSLIT

Ref	Type	Appointment time / Delivery date	Already paid	Remitted
SLAM_2888800	VideoRemoteInterpreting	2024-09-03 13:30:00 +0100		£52.50
SHSC_2889647	VideoRemoteInterpreting	2024-09-06 15:00:00 +0100		£21.00
LBLC_2938238	VideoRemoteInterpreting	2024-09-10 14:00:00 +0100		£42.00
CPFT_2955618	VideoRemoteInterpreting	2024-09-20 13:00:00 +0100		£31.85
HSNOTT_2969328	VideoRemoteInterpreting	2024-09-30 11:00:00 +0100		£5.25
CCS_2668737	VideoRemoteInterpreting	2024-09-27 09:30:00 +0100		£21.00
ALDERHEY_2673923	VideoRemoteInterpreting	2024-09-05 10:30:00 +0100		£21.00
GMNFT_2915314	VideoRemoteInterpreting	2024-09-10 09:30:00 +0100		£21.00
CWFT_2940371	VideoRemoteInterpreting	2024-09-10 11:45:00 +0100		£21.00
SHEFFCC_2656494	VideoRemoteInterpreting	2024-09-12 10:00:00 +0100		£42.00
SLAM_2614426	VideoRemoteInterpreting	2024-09-03 10:30:00 +0100		£21.00
SCC_2676704	VideoRemoteInterpreting	2024-09-05 10:59:00 +0100		£21.35
GMNFT_2690248	VideoRemoteInterpreting	2024-09-08 15:00:00 +0100		£21.00
HSNOTT_2688317	VideoRemoteInterpreting	2024-09-04 12:30:00 +0100		£22.75
NOTTSHC_2571979	VideoRemoteInterpreting	2024-09-11 13:00:00 +0100		£31.50
MIDSESSEX_2689799	VideoRemoteInterpreting	2024-09-11 10:30:00 +0100		£31.50
LBLC_2941385	VideoRemoteInterpreting	2024-09-12 12:00:00 +0100		£42.00
NOTCC_2689975	VideoRemoteInterpreting	2024-09-05 13:59:00 +0100		£21.35
UHBT_2637639	VideoRemoteInterpreting	2024-09-04 15:05:00 +0100		£21.00
OXLEAS_2690911	VideoRemoteInterpreting	2024-09-19 10:30:00 +0100		£10.85
CPFT_2639868	VideoRemoteInterpreting	2024-09-23 11:30:00 +0100		£15.25
CNTWC_2684806	VideoRemoteInterpreting	2024-09-04 14:00:00 +0100		£21.00
STHFT_2693891	VideoRemoteInterpreting	2024-09-19 14:45:00 +0100		£15.75
DERBYCC_2955240	VideoRemoteInterpreting	2024-09-19 16:30:00 +0100		£21.00
HSNOTT_2685424	VideoRemoteInterpreting	2024-09-19 13:00:00 +0100		£26.25
LBLC_2954254	VideoRemoteInterpreting	2024-09-21 11:00:00 +0100		£35.35

# How to accept work: Translators

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-  Translit
-  Linguist

As a translator, you will likely use the web version

# Invoicing Process: Translators

FW: Translation / Transcription Booking (PCFT\_3233475): Your services have been booked! 🔒 Classified - General

**Translation / Transcription Booking (PCFT\_3233475)**  
Your services have been booked

Please visit [the booking](#) on the portal for more details or see below.

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Language from > Language to	Portuguese (Brazilian) > English
Document word count	1582
Delivery date	12/10/2024
Booking co-ordinator	Translation project manager <b>Luiza</b> Atodiresei

Should you have any queries about the booking, please contact us via the above contact details.

For any Translit Hub assignments, these will be automatically invoiced. **You will no longer need to manually invoice us for these assignments.**

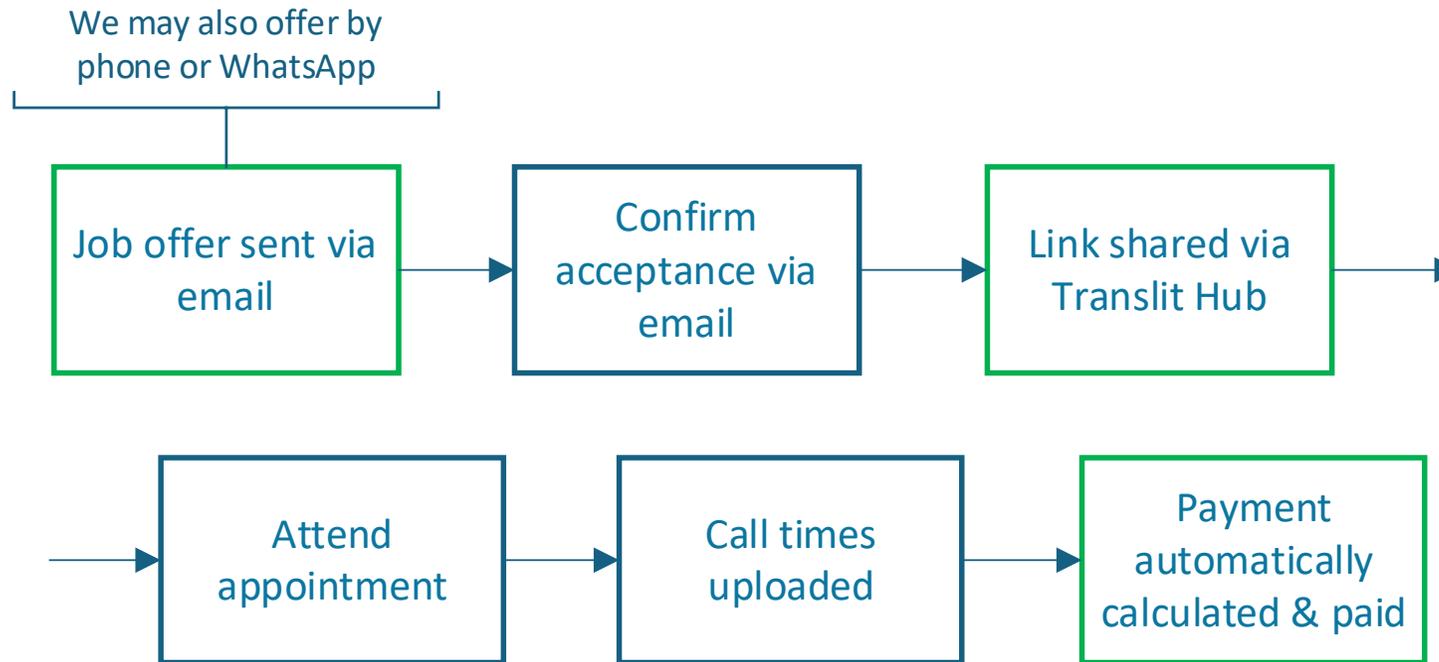
You can identify Translit Hub assignments by:

- Confirmation email
- Booking history within Translit Hub

BOOKINGS ▾ ACCOUNT AVAILABILITY RESOURCES REMITTANCES 

Translations / Transcriptions  
Telephone Interpretings  
Interpretings  
Video Remote Interpretings  
Booking Notifications

# How to accept work: Video Interpreters



 Translit

 Linguist

As a video interpreter, you may use the app or the web version

# Finding the video call link: Video Interpreters

## App

09:29 75%

← Job Details

meeting

Appointment date and time  
18/11/2024 12:00

Actual session duration  
N/A

Estimated duration  
01:00

End user name & case reference  
DEMO

End user gender  
N/A

Appointment with  
DEMO

Additional Requirement  
N/A

VRI Platform  
Microsoft Teams

VRI Call Link  
[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_MzZjNzc0NmQtMTRkZi00M2JmLT](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MzZjNzc0NmQtMTRkZi00M2JmLT)

CALL TIMES ADD TO CALENDAR

## Web

Showing Video Remote Interpreting: / DEMO\_0000579

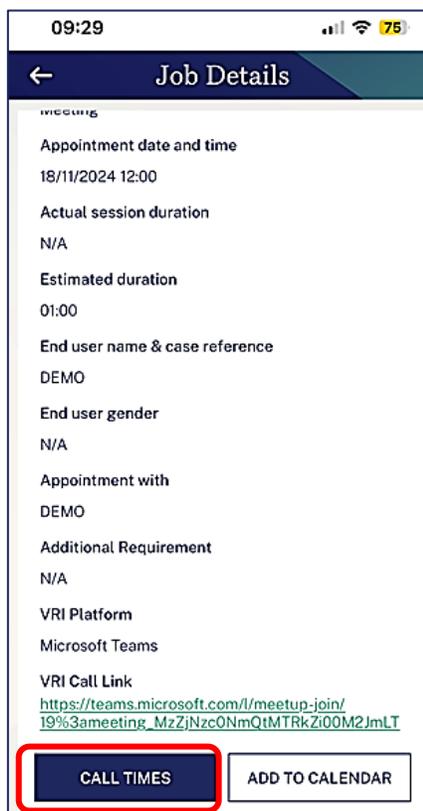
Back

Linguist ID: L0000016

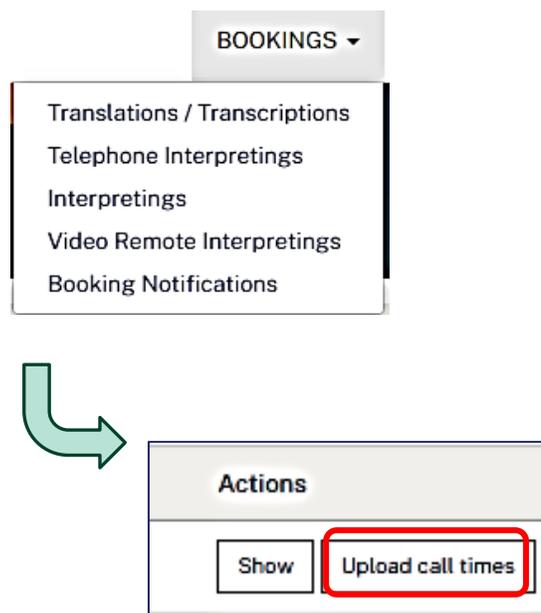
Interpreter name	Emese Test (emese.zacekova+l@dalanguages.co.uk)
Language from -> Language to	English -> Testing
Appointment type	Meeting
Appointment date and time	18/11/2024 12:00
Estimated duration	1 h
Actual session duration	N/A
End user name and case reference	DEMO
End user gender	
Appointment with	DEMO
Additional VRI Link Information	
VRI Platform	Microsoft Teams
VRI Call Link	<a href="https://teams.microsoft.com/l/meetup-join/19%3ameeting_MzZjNzc0NmQtMTRkZi00M2Jm">https://teams.microsoft.com/l/meetup-join/19%3ameeting_MzZjNzc0NmQtMTRkZi00M2Jm</a>

# Invoicing Process: Video Interpreters

## App



## Web

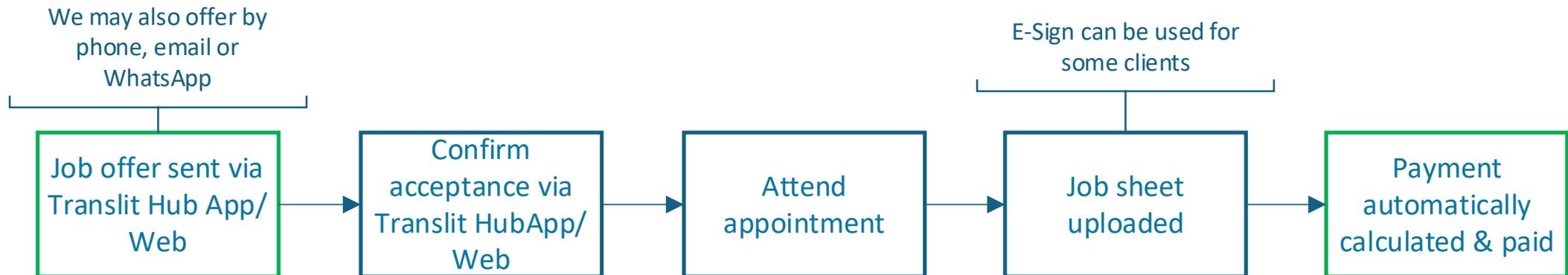


For any Translit Hub assignments, **you will need to continue uploading call sheets/times for your booking.**

You can do this in the app or on the web version of Translit Hub.

Once you have uploaded these, you do not need to invoice us. We will invoice you automatically from the system.

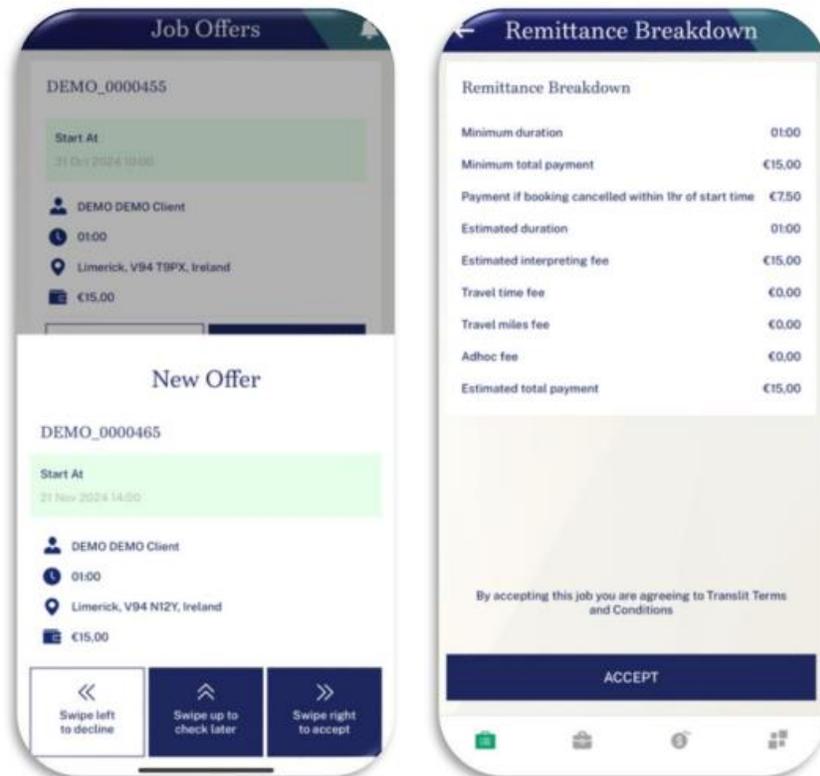
# How to accept work: Face-to-face interpreting



-  Translit
-  Linguist

As a face-to-face interpreter, you will likely use the app version

# Accepting Bookings: Translit Hub App



Booking offers are sent via push notifications straight to your phone.

← **Swipe left to decline**

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

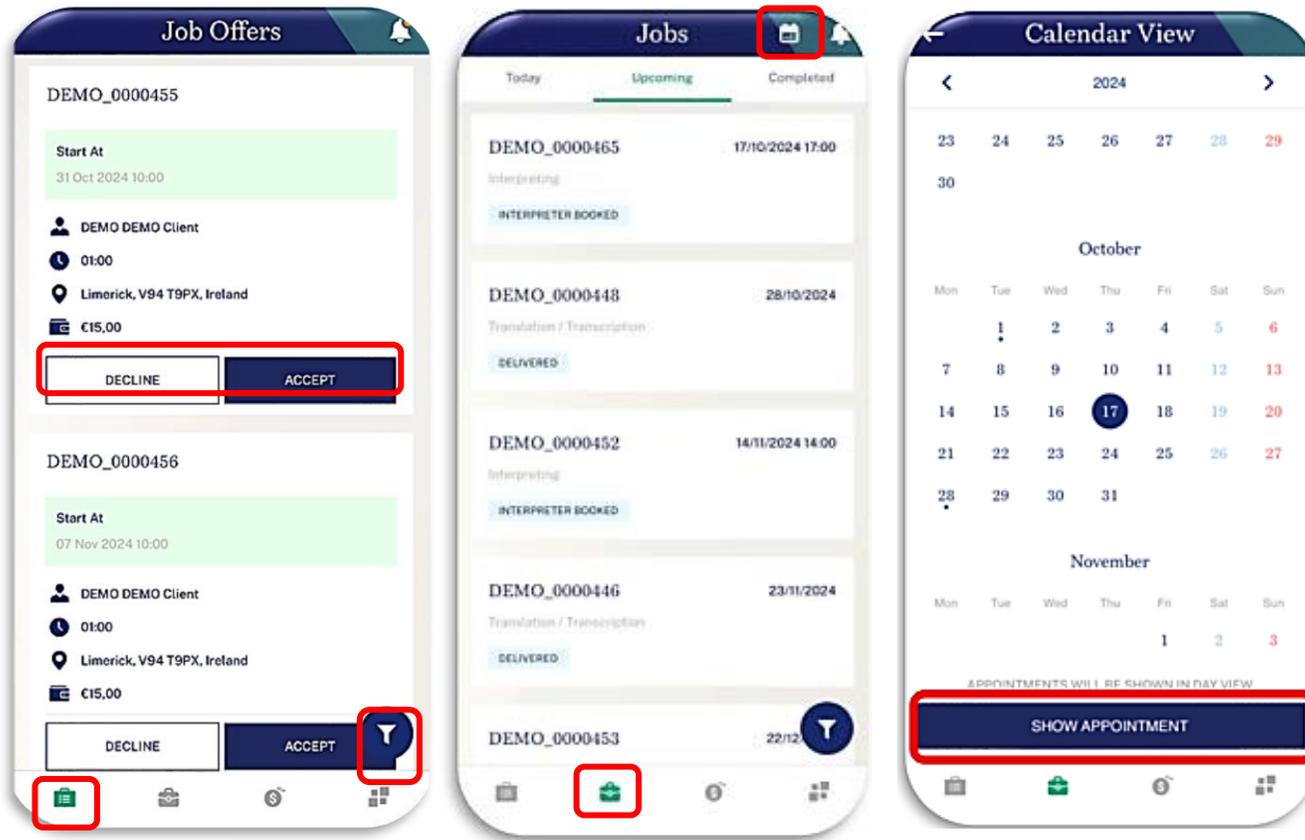
↑ **Swipe up to check later**

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

# Accepting Bookings: Translit Hub App

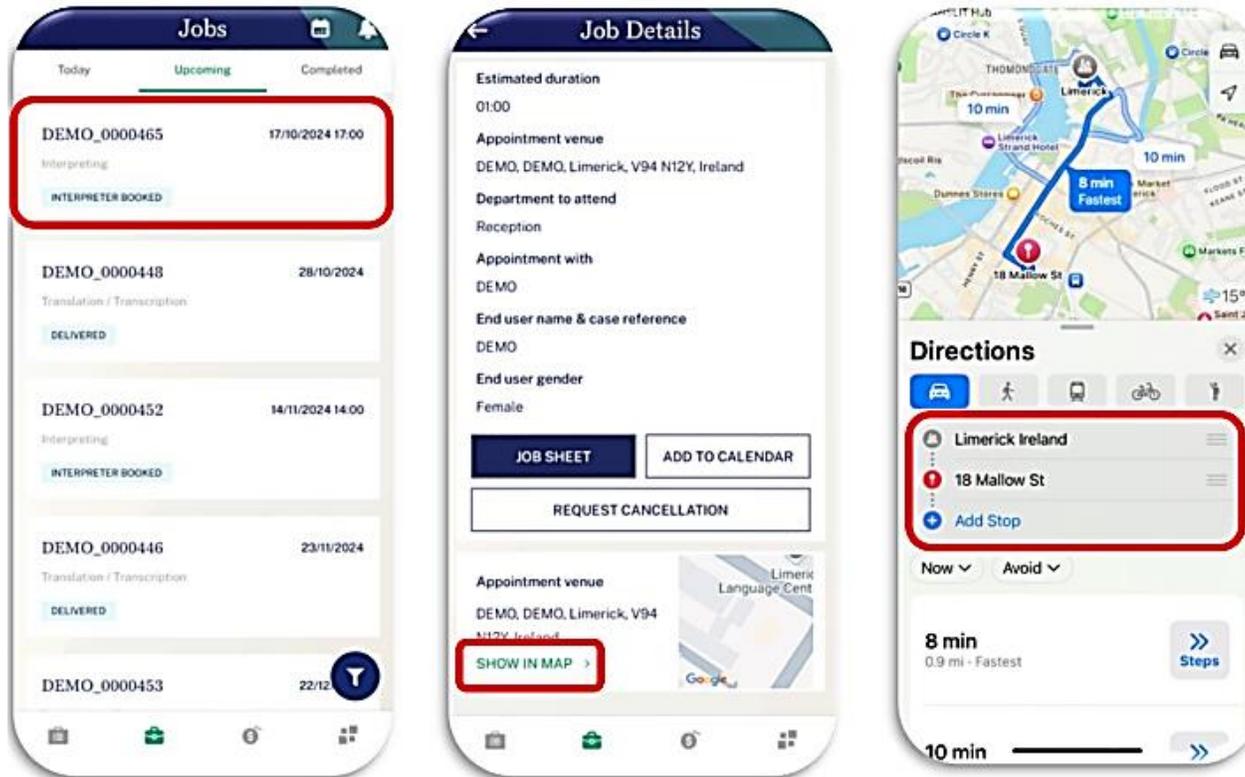


When you log into the app, you will automatically log into the 'Job Offers' screen.

Here you will be able to view a list of all jobs, or filter between accepted and available job offers.

To see upcoming or completed jobs, click the 'Jobs' tab.

# Attending Bookings: Translit Hub App

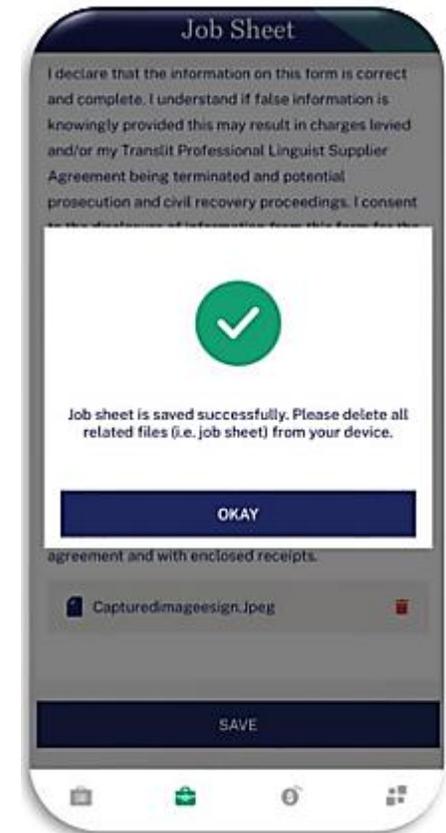
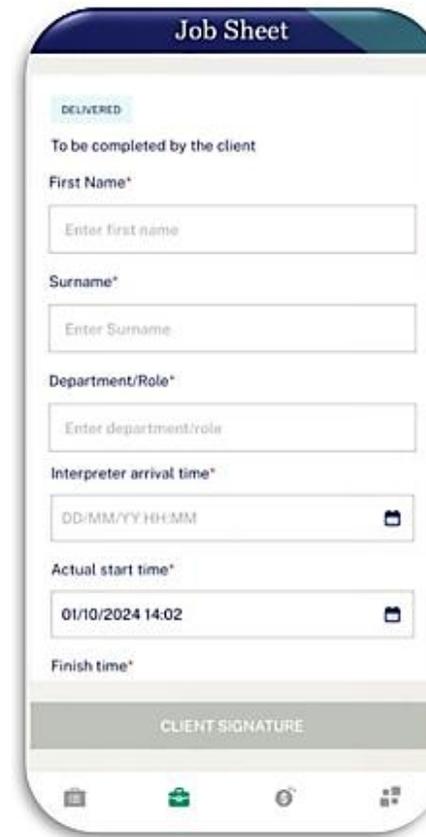
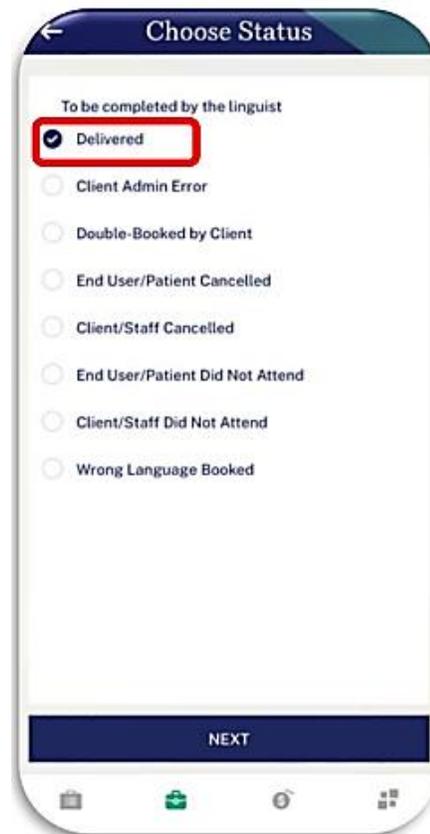


To help you plan your route to bookings, you can use our in-app maps feature to get directions to an appointment.

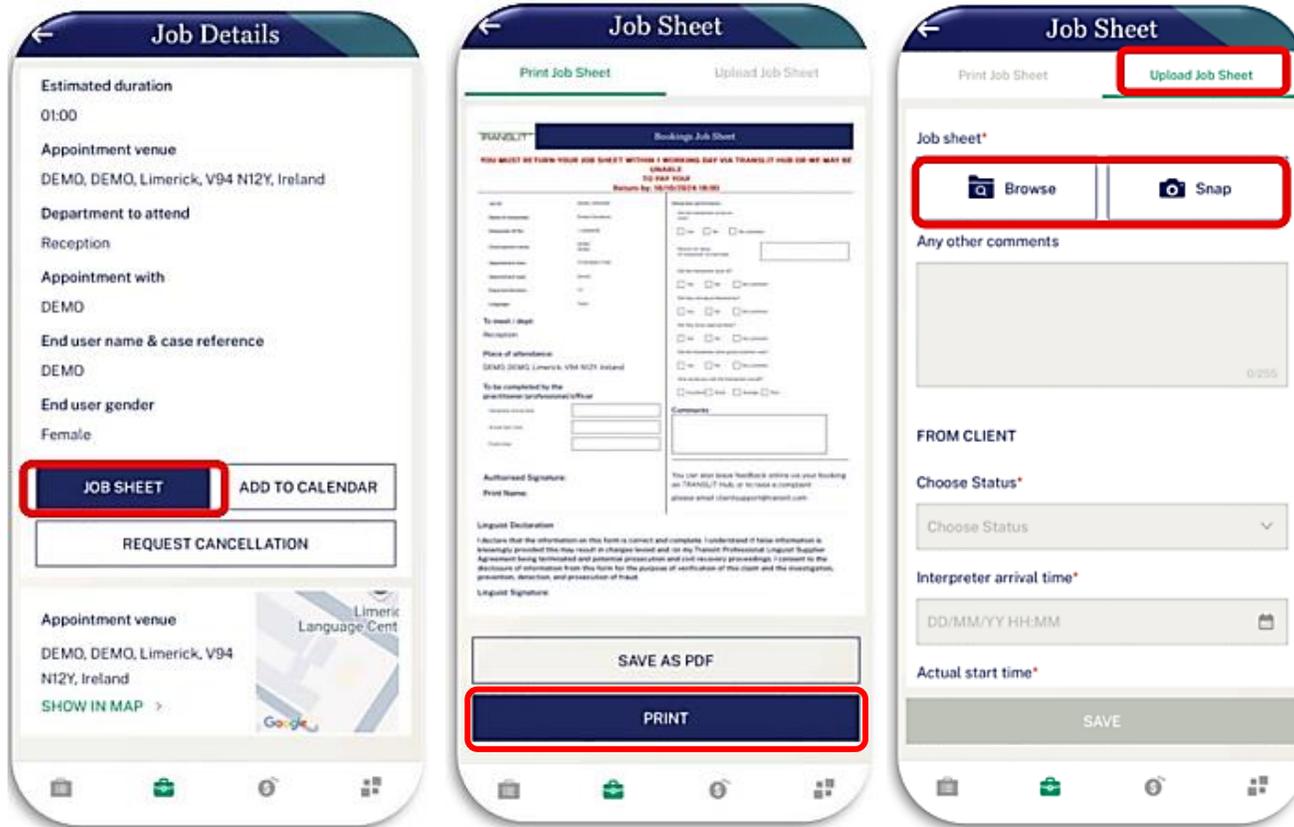
To do this:

- Click on the booking
- Click show in map
- Input your starting location and method of travel

# E-Job Sheets: Translit Hub App



# Printed Job Sheets: Translit Hub App



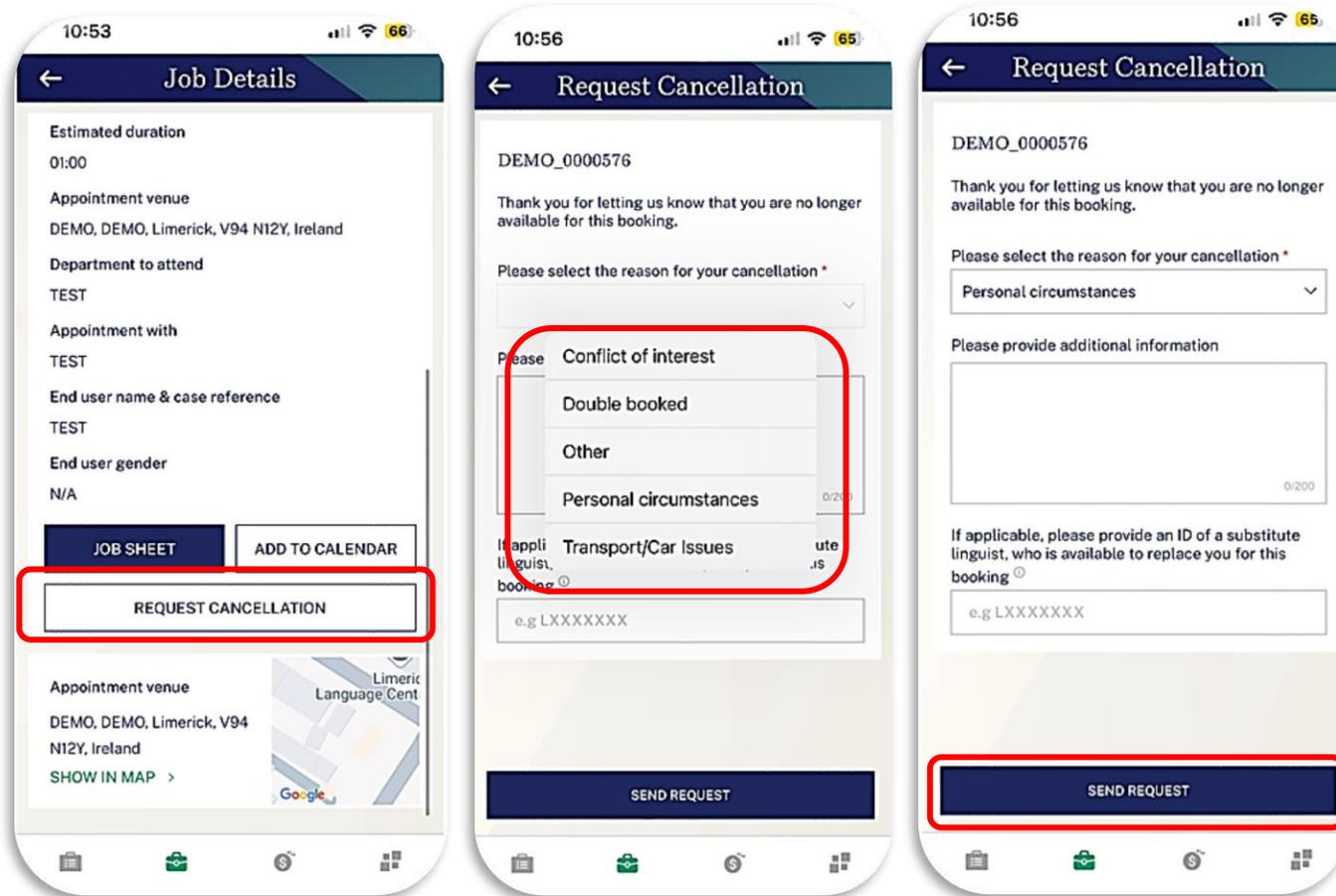
If you are working with a client that does not accept E-Job Sheets, you can still print the job sheet from the app.

This can be done before your booking.

To upload the job sheet simply take a photo and upload it to the job in the app.

We will use the job sheet and original booking details to issue payment to you – **you do not need to manually invoice us for these bookings.**

# Cancelling a Booking: Translit Hub App



If you need to cancel a booking, you can request to do this via the app.

You can do this by opening a booking, then:

- Click request cancellation
- Add a reason why you are cancelling the booking

# Key Points to Remember: All Linguists

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Log in and update your profile (only the personal information, contact information and bank details!) **We cannot offer you bookings through Translit Hub until you have completed this step**



Familiarise yourself with the system, particularly to identify which jobs will be automatically invoiced (and remember to invoice us for any bookings from the old system)



Ask questions and share feedback about your experience – this will help us to understand what additional training is required to help you transition to the new system smoothly



Look out for future updates that we share with you via email

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TRANSLIT<sup>HUB</sup>

THANK you!