



# Hertfordshire and West Essex ICB

**Absolute Interpreting and Translations Ltd is the new Language Service Provider for Hertfordshire & West Essex ICB and will support you with your Face-to-Face Interpreter, Telephone & Video Remote Interpreter, as well as Written Translation Bookings as of 1st November 2025**



**Please refer to the pages below for our Hertfordshire and West Essex ICB-specific user guides**

# How to access Written Translation Services

## Please follow the steps below

1. Email your document to [interpreting@absolute-interpreting.co.uk](mailto:interpreting@absolute-interpreting.co.uk)
2. Confirming your Account ID which is: **17340**
3. Confirm your target and source language
4. Confirm your expected deadline

**Note:** For emergency support, during office hours call 020 8090 2869. For out of hours, call 07427 503009



**Note:** If you experience technical difficulties e.g. call drops or cannot find your required language, please call us on **020 8090 2869**, selecting **option 2** for support. We are available 24/7 and 365 days a year including public/religious holidays.

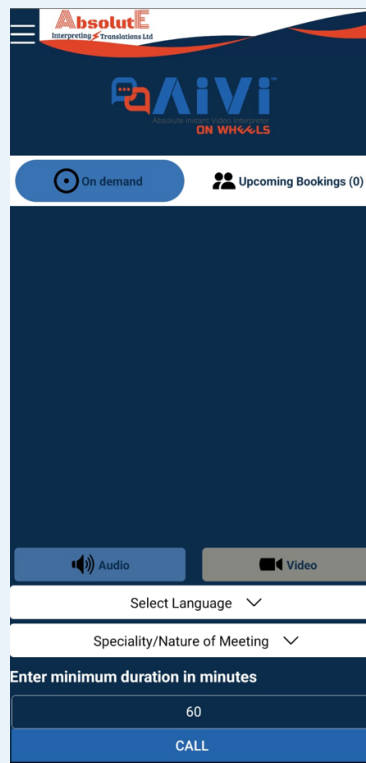
# How to an on-demand interpreter via Aivi-on-Wheels



## Please follow the steps below

- 1 Select the language
- 2 Select the required speciality
- 3 Click to get connected to an interpreter.

**NOTE:** Response time to a telephone / audio interpreter is quicker than a Video Interpreter.



The screenshot shows the Aivi-on-Wheels mobile app interface. At the top, there is a header with the AbsolutE logo and the text 'ON WHEELS'. Below the header, there are two tabs: 'On demand' (selected) and 'Upcoming Bookings (0)'. The main area is a dark blue rectangle. At the bottom, there are two buttons: 'Audio' (selected) and 'Video'. Below these buttons, there are two dropdown menus: 'Select Language' and 'Speciality/Nature of Meeting'. Below the dropdown menus, there is a text input field labeled 'Enter minimum duration in minutes' with the value '60' entered. At the very bottom, there is a blue button labeled 'CALL'.



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# How to access **pre-booked** telephone/Video interpreters



## Please follow the steps below

- 1** Via secure Portal: Visit **[www.callLiLi.co.uk/client-login.php](http://www.callLiLi.co.uk/client-login.php)**
- 2** Enter your **Account ID**: 32320
- 3** Enter **password**: CM179NAHI\$x!gK
- 4** From the **Service Type** dropdown, select Telephone Interpreting.
- 5** Fill in the form and submit.

### Service Type\*

Select

F2F Interpreting

Telephone Interpreting

Remote Video Interpreting

Remote BSL Video Interpreting

Skype For Business

Whatsapp

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# How to book a **Face to Face** Interpreter via portal



## **Please follow the steps below**

- 1** Via secure Portal: Visit **[www.callLiLi.co.uk/client-login.php](http://www.callLiLi.co.uk/client-login.php)**
- 2** Enter your **Account: 32320**
- 3** Enter **password: CM179NAHI\$x!gK**
- 4** Click on **Book a Service**.
- 5** Fill in the form and submit.

## **HOW TO BOOK A RARE LANGUAGE**

To ensure interpreter availability, where possible, please pre-book your requests for the following languages. Note: This is not an exhaustive list.

Amharic	Filipino	Kurdish Kurmanji	Slovak	Thai
Bosnian	Fula	Latvian	Swahili	Tigrinya
BSL	Georgian	Mandinka	Tagalog	Tukmeni
Creol	Indonesian	Nepali	Tamil	Zaghawa
Czech	Japanese	Oromo	Tlegu	Somali
Fatauku	Konkani	Sinhalese	Tetum	

### **NOTICE REQUIRED**

To ensure interpreter availability, where possible, we require the following notice periods:

- 1. Face-to-face spoken interpreting bookings, 5 days' notice.**
- 2. For remote telephone/video interpreter bookings for the above rare languages, where possible, at least 2 hours notice**

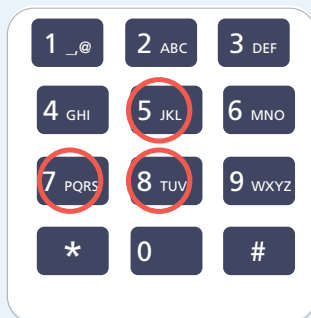
**Out Of Hours Requests:** Bookings submitted outside of regular business hours, including weekends & bank holidays, must be followed up with a phone call to ensure timely processing. Please contact the Booking Team on 0121 270 6801, option 2, or 0747 503 009 to notify them of your request.

# How to access **On-demand** Telephone Interpreters



## Please follow the steps below

- 1 Call **0121 285 3609**
2. Say or enter your site PIN Code: **4679821**
3. Enter your Practice ID: **This can be found on the Practice ID sheet shared by the ICB**
- 4 Please say or enter the first three letters of the language.
- 5 If your patient is with you, press \* to skip OR enter patient's number plus area code followed by #



For example, if you need a Kurdish interpreter you will press **587** on your phone pad. This is because as you can see on the Phone Keypad image, letter K is included with Keypad 5 and letter U is included with Keypad 8 and letter R is included with Keypad 7 all of which will make KUR (short for Kurdish).

**NOTE:** Because other languages might also be included within **587** Key combinations, the system will instantly give you more languages/dialects to choose from, which will include Kurdish and two other languages. So you will select the correct option.

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**Note:** If you experience technical difficulties e.g. call drops or cannot find your required language, please call us on **0121 270 6801**, selecting **option 2** for support. For support required outside office hours or on weekends, please call **0742 750 3009**.