

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**
- 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.