

Working with Dals

Guide to accessing language services

**Telephone
interpreting**

**Video remote
interpreting**

**Face to face
interpreting**

Translation

Clear understanding, equal outcome.

Let's help everyone be better understood.

Working with Dals

About Dals

Founded in 1998, Dals aims to create a world where everyone is understood. We work with a pool of over 8,000 linguists, covering over 500 languages and dialects through our services. These include face to face interpreting, telephone interpreting, video remote interpreting and translation.

Our online portal, Dals Link, makes it easy to create a booking and will keep you updated throughout the process via email, providing you full details as well as a booking reference. Our remote telephone interpreting service can be accessed through our on-demand platform, 24 hours a day, where you can be connected immediately. This guide will outline how to easily access our services. If you have any questions, please get in touch with your Dals contact or alternatively email enquiries@dals.co.uk.

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Requesting for a login for Dals Link

1. Go to '<https://link.dals.co.uk>'. Under 'Client Portal' select 'REQUEST INVITE'.



2. Fill in the form with all of your details. Please note that all of these fields are required.

Request Invitation

Client organisation name *

First name *

Last name *

Email *

Full landline number including area code and international dialing code (if outside of the UK) *

Full mobile number including area code and international dialing code (if outside of the UK) *

3. You will see a confirmation in green that an invitation request has been raised on our system. A member of our team will activate your registration and you will receive an email confirmation where you will be able to create your password and login to access Dals Link.

Working with an interpreter

Where you know the content of the session may be distressing, please inform us in advance. This is so we can confirm this with the booked interpreter prior to the appointment to make sure they are prepared as well as comfortable.

Prior to starting your session, brief the interpreter of any relevant information they need to know in advance and inform them of the aim of the session.

Think about seating where applicable. For example, for a face to face appointment, arrange seating for easy communication where all three parties are equally distanced and facing each other.

Allow the interpreter to introduce themselves to the client regardless of which service line is being used. For remote bookings, always introduce everyone in the meeting, informing the client and interpreter of any additional professional present, as well as allowing the interpreter to introduce themselves to the client.

Whilst using an interpreter, make sure you use short, concise sentences and pause frequently to allow the interpreter time to fully interpret the information. Be sure to speak in the first person, for example “How can I help you today?” rather than “Ask him/her how I can help them today”.

Following all sessions, debrief the interpreter. Should you require a future interpreter surrounding the same matter, take the interpreter’s name and ID for continuity purposes.



Video remote interpreting specifically

When requesting a pre-booked video appointment, make sure you have stated what platform you will be calling from. Also include the link so that this can be shared with the interpreter and will not cause any delays on the day.

Test any technical equipment prior to the start time, such as the camera, audio and headset.

Provide the interpreter with enough time to interpret. This may take longer if there is screen sharing or presenting involved. Regularly pause to allow enough time for this information to be interpreted.



Quick remote interpreting tips

- Speak in short sentences
- Ensure everyone can hear you (you can ask the interpreter to confirm this with your client)
- The interpreter will introduce themselves by first name and PIN number only
- Take note of this PIN if you would like to use this same interpreter on another booking

Connecting to a telephone interpreter via our automated platform

Contact your contract manager if you do not know your Department PIN.

1. Call 0330 088 2443 direct from your phone.
2. Enter your Department PIN, followed by the # key. Then enter the code of the language you require (see alphabetised list). Press 1 for an interpreter, 2 for a male, 3 for a female interpreter or 4 to speak to a specific interpreter (see next step).
3. Once connected, take note of the Interpreter ID number (you can use this to connect to the same interpreter for future calls). To connect to any third parties, dial 9 and then the number you wish to connect to.
4. Leave feedback on the interpreter at the end of the call. You will have 8 seconds to do this. Rate them from 1 (lowest rating) to 5 (highest rating).

Language codes

See below the 20 most commonly used language codes (in alphabetical order):

Albanian	065	Kurdish	025
Arabic	013	Sorani	046
Bengali	076	Mandarin	075
Bulgarian	040	Polish	077
Cantonese	061	Portuguese	033
Czech	024	Punjabi	029
French	048	Romanian	018
Gujarati	084	Slovak	038
Hungarian	019	Spanish	066
Italian	008	Turkish	014



All language codes

Language	Code	Language	Code	Language	Code
Afghan Pashtu	216	Dari	043	Indonesian	129
Afrikaans	211	Dioula	007	Italian	008
Albanian	065	Dutch	104	Japanese	122
Amharic	004	Estonian	228	Kannada	203
Arabic	013	Ewe	064	Khmer	232
Armenian	035	Farsi	012	Kibajuni	086
Azeri	006	Filipino	202	Kibembe	204
Bambara	087	Finnish	233	Kikongo	096
Bassa	223	Flemish	103	Kinyarwanda	058
Belarusian	037	French	048	Kirundi	054
Bengali	076	Fula/Fulani/Poular	062	Kituba	127
Bosnian	100	Georgian	080	Konkani	224
Bravanese	241	German	002	Korean	071
Bulgarian	040	Greek	027	Kosovan	210
Burmese	231	Gujarati	084	Krio	011
Catalan	213	Hausa	121	Kurdish Bahdini	021
Chinese Cantonese	061	Hebrew	221	Kurdish Kurmanji	059
Chinese Mandarin	046	Hindi	032	Kurdish Sorani	025
Congolese Swahili	201	Hungarian	019	Lari	088
Croatian	106	Ibibio	131	Latvian	079
Czech	024	Igbo	240	Lingala	026
Danish	217	Indebele	049	Lithuanian	020

All language codes (continued)

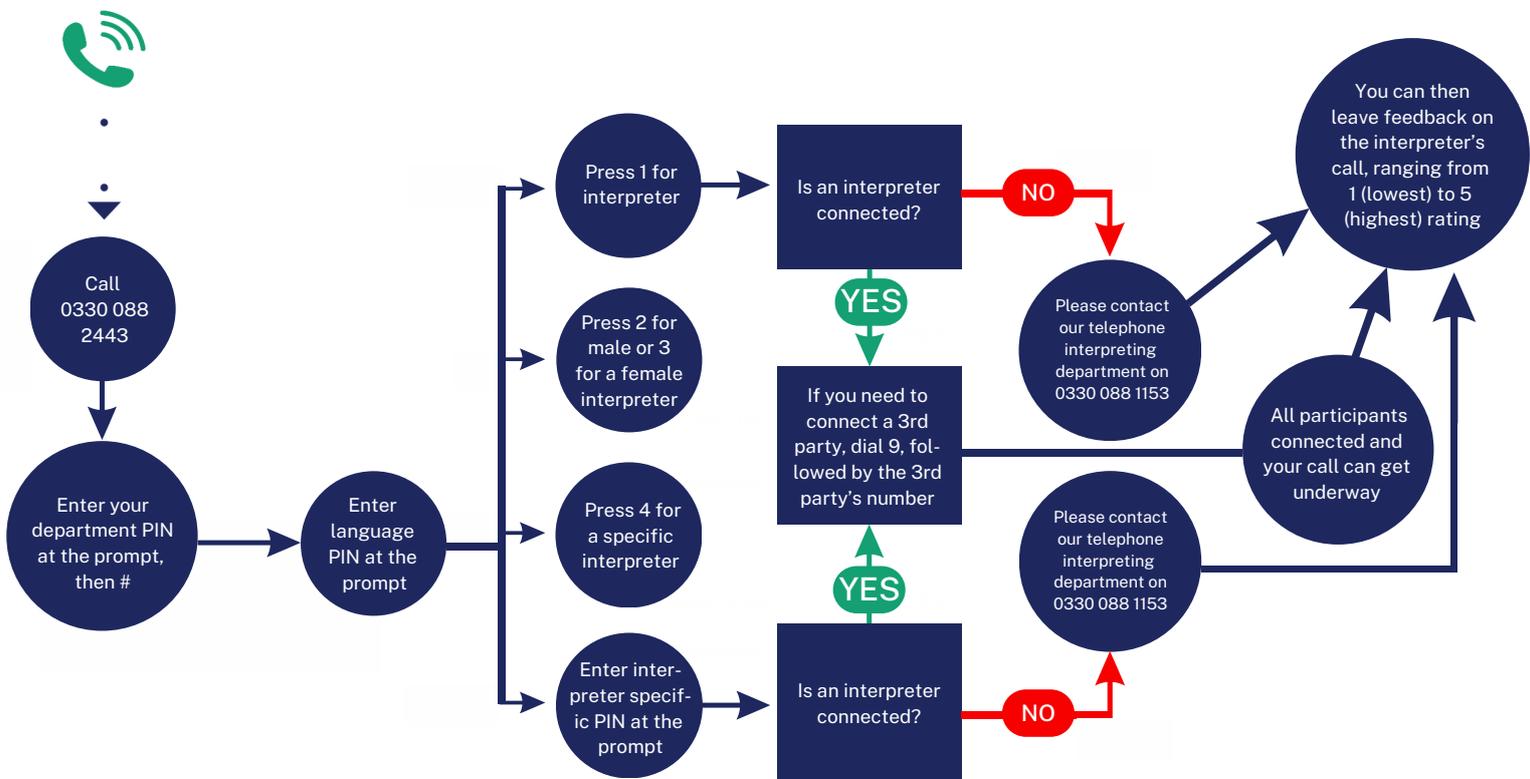
Language	Code	Language	Code	Language	Code
Macedonia	031	Sanskrit	092	Turkish	066
Malay	205	Seraiki	128	Turkish Cypriot	209
Malayalam	123	Serbian	108	Turkmen	229
Malinke	055	Sesotho	206	Twi	219
Mandinka	053	Shona	207	Ukranian	060
Mashi	056	Sinhalese	016	Urdu	014
Mauritian Creole	235	Slovak	018	Uzbek	242
Mina	069	Slovenian	230	Vietmanese	034
Mirpuri	101	Soninke	238	Welsh	220
Moldovan	073	Somali	063	Wolof	057
Mongolian	218	Spanish	038	Xhosa	094
Nepalese	030	Swahili	041	Yiddish	236
Norwegian	227	Swedish	042	Yoruba	132
Oromo	090	Sylheti	111	Zaghawa	225
Pahari	052	Tagalog	202	Zulu	028
Pashto	015	Taiwanese	102		
Patwa	107	Tamil	051		
Polish	075	Telugu	125		
Portuguese	077	Thai	120		
Punjabi	033	Tigre	036		
Romanian	029	Tigrinya	022		
Russian	074	Tswana	208		

If you have any issues,
please press # to connect
to the operator.
If you are unable to connect
to the telephone
interpreting line, please call
the switchboard on
0161 928 2533.

Quick telephone interpreting guide

Dals provides its telephone interpreting services via an automated system that runs 24/7.

If you need an operator, Dals staff man the lines during in-office hours 9am to 5:30pm, Monday to Friday.



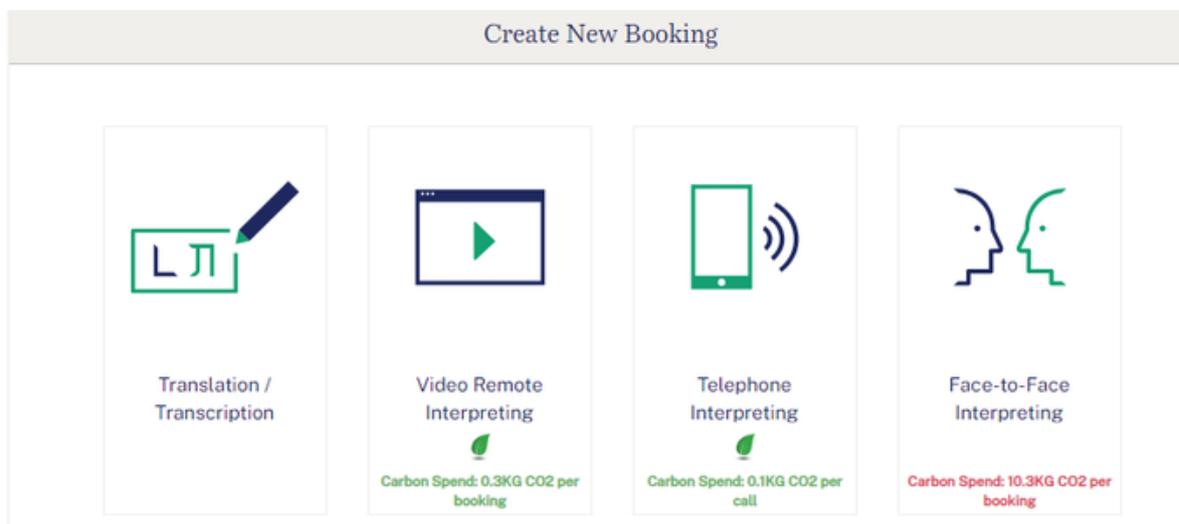
When the call is finished, simply hang up and all participants will be disconnected.

Raising a face to face interpreting booking on Dals Link

1. Go to '<https://link.dals.co.uk>'. Under 'Client Portal' select '**SIGN IN**'.



2. Once logged in, click on '**Face-to-Face Interpreting**' under '**Create New Booking**'.



3. Complete the booking form with your requirements and click **'Save'**. Fields with a * must be completed.

New Interpreting

[Save](#)

[New Interpreting Book Booking](#) [Back](#)

User ID: 185563

Did you know Dals offers on-demand remote interpreting 24/7? [Find out more](#)

Interpreter Request

Interpreting language from * Interpreting language to * Appointment type *

Appointment date and time * Estimated duration HHMM (eg. 01:00 for 1hr) * :

Appointment venue * [Search for venues](#)

NHS Number/Case Reference Preferred interpreter gender *

Preferred interpreter if available (if unavailable, an alternative will be sourced)

Alternate notification email(s)

If F2F not available select an alternative. *

Billing information

Directorate * Service Area *

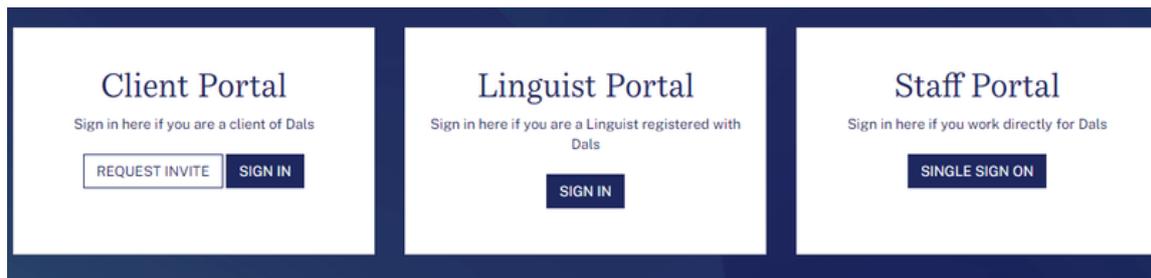
Purchase Order Cost centre - optional

GDPR

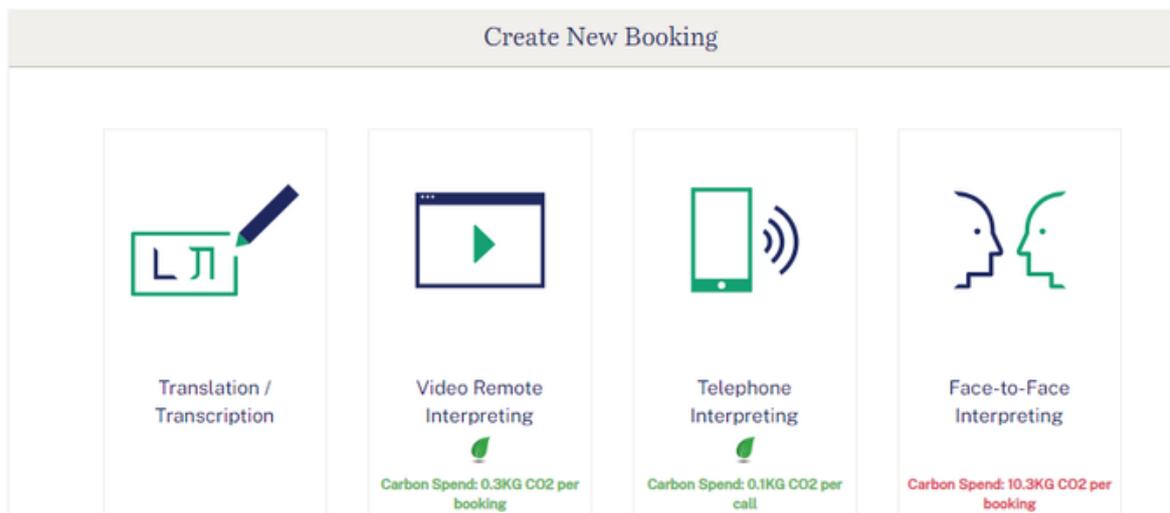
You do not have permission to edit this section.

Raising a video remote interpreting booking on Dals Link

1. Go to '<https://link.dals.co.uk>'. Under 'Client Portal' select 'SIGN IN'.



2. Once logged in, click on 'Video Remote Interpreting' under 'Create New Booking'.



3. Complete the booking form with your requirements, including the following details:
 - Select the video platform you will be using for the video call.
 - Add the video meeting call link.
 - Any additional requirements like login details required of your external meeting such as a password.

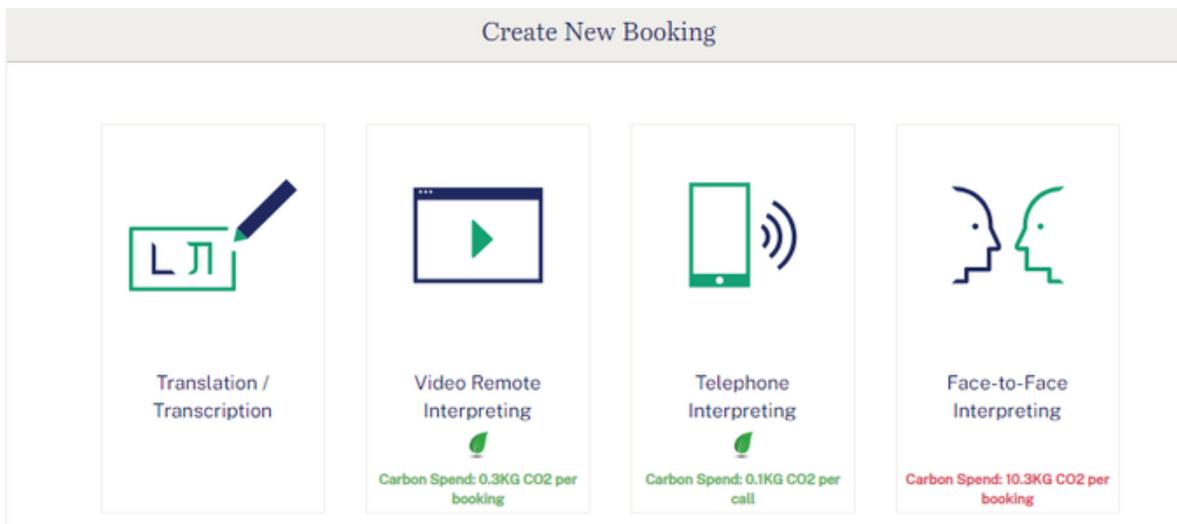
Once the booking form is completed click 'Save'.

Raising a translation booking on Dals Link

1. Go to '<https://link.dals.co.uk>'. Under 'Client Portal' select 'SIGN IN'.



2. Once logged in, click on 'Translation / Transcription' under 'Create New Booking'.



3. Complete the booking form with your requirements. Fields with a * must be completed. Drag your file source at the bottom and click 'Save' to complete.

New Translation / Transcription

Save

Back

User ID: 185563

Translation / Transcription Request

Language from *
Select an Option

Language to *
Select an Option

Transcription

Document title *

Document word count *

Delivery date *

Delivery number of copies *

Document file format *
Document file format

Delivery file format *
Delivery file format

Delivery method *
Delivery method

Alternate notification email(s) *

Billing information

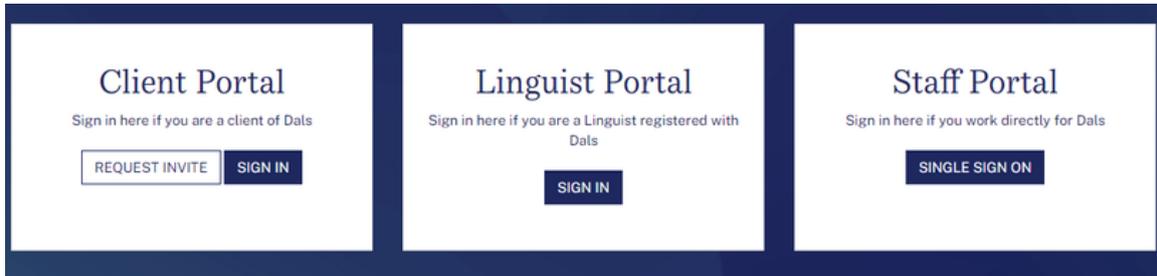
Division *
Department *

Source files

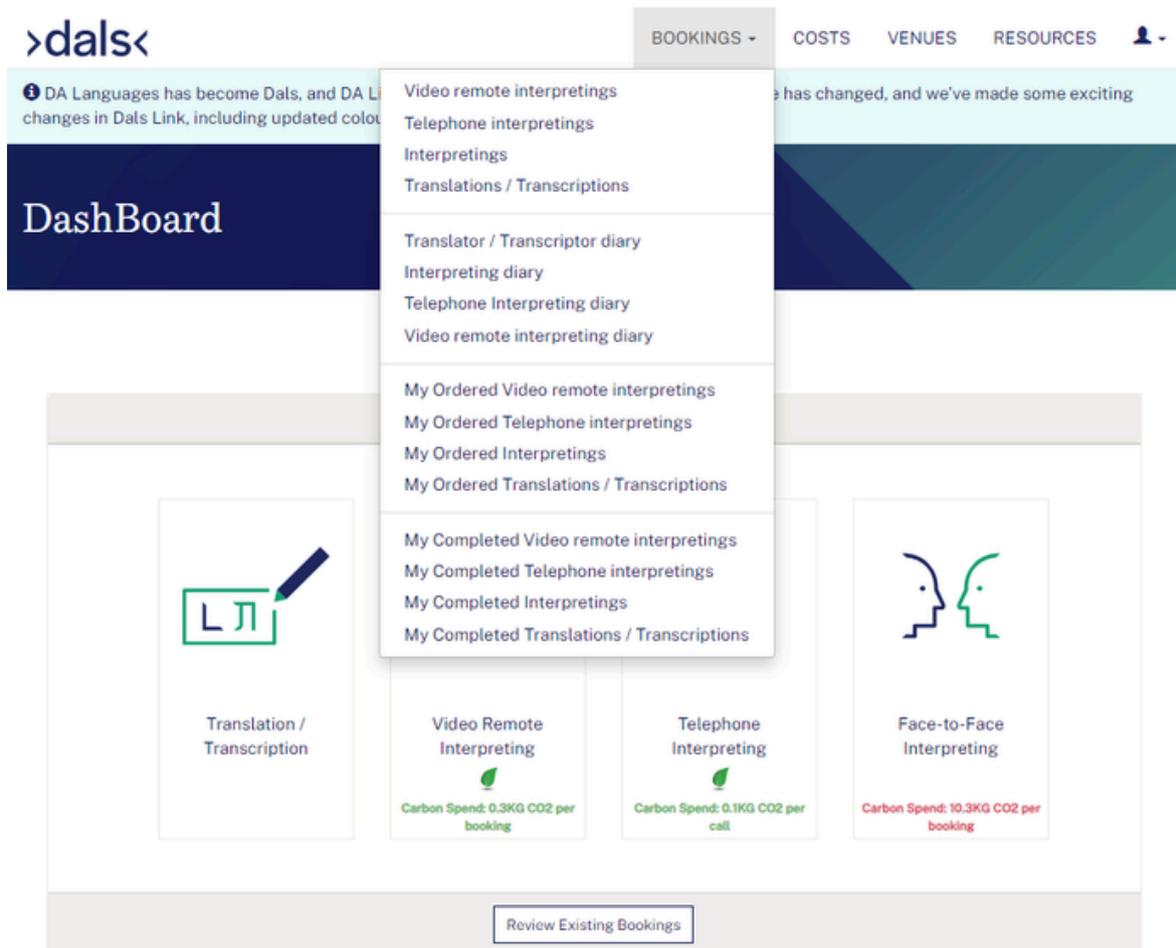
+ Add another source file

Cancelling a booking on Dals Link

1. Go to 'https://link.dals.co.uk'. Under 'Client Portal' select 'SIGN IN'.



2. Once logged in, click on 'Bookings' from the top menu. Select the type of service line the booking you wish to cancel is.



- This will show a list of upcoming bookings. You can either scroll and find the booking you are looking to cancel or type the booking reference in the search bar and select **'Cancel'**.

Listing Interpretings

Back New Interpreting Excel

New Interpreting Block Booking

Master Block Bookings

1 2 3 4 > Prev Next >

Displaying interpretations 1 - 25 of 98 in total

User ID: 185563

Filters

Apply

With language With language variants From time to To time Received from tin to

Received to time By month start By month end At venue At venue city

At hospital With appointment type By requester For billing address With status

By booked linguist By division By department By sub department With manager

By cost code By po number By filter With co... With complaint ty...

By linguist b... Value less than Search By Invoice Ref number

Ref	Appointment venue	Legacy (purchase_order):	Cost code / budget code	Appointment date and time	Booked Interpreter	Status	Actions
DEMO_2479575	DA Languages TEST Venue	DEMO		30/12/2024 11:00	No linguist booked	Ordered	Edit Raise Issue History Jobsheet Feedback Cancel

- This will open a box where you can select from the dropdown menu the reason as to why you would like to cancel and a free text box for any further information. Complete these and then click **'Cancel'**.

Cancel Interpreting / DEMO_2479575

Save

Back Edit History Duplicate

Print jobsheet Leave feedback

Language: Testing

Venue: DA Languages TEST Venue

Appt. time: 30/12/2024 11:00

Estimated duration: 2 h

End user name and ref: DEMO

Status: Ordered

Choose status*

Cancelled at

Reason for cancellation

Cancel