

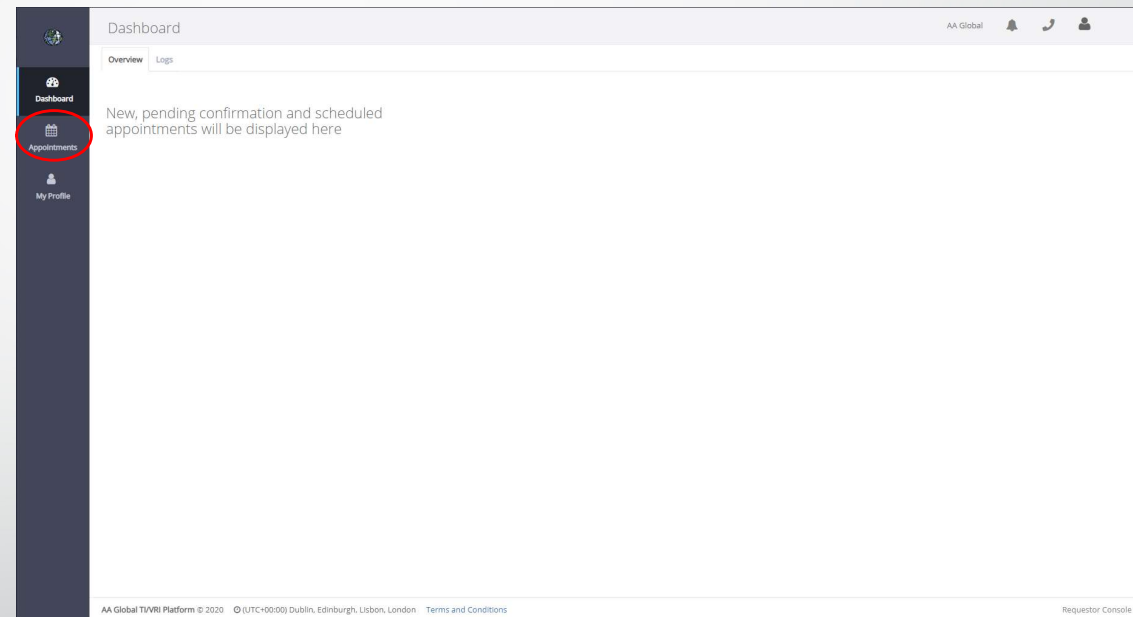
AA Global Language Services Ltd.

Telephone & Video Interpreting Guide

Using the Portal

Scheduled Service – Creating a booking

- Step 1: Click “Appointments” section on the left hand side.



Scheduled Service – Creating a booking

- Step 1: Click “Appointments” section on the left hand side.
- Step 2: Click “Create New Appointment”

The screenshot displays the 'Appointments' section of the AA Global system. At the top, there are tabs for 'Calendar' and 'Notes'. Below these, a red circle highlights the 'Create New Appointment' button, which features a calendar icon. Underneath the button is a calendar for June 2020, with the 1st of June selected. To the right of the calendar is a time slot grid for the 1st of June 2020, ranging from 'all-day' to '10am'. Below the calendar, there is a 'Reset Filters' section with several dropdown menus: 'All time', 'Search...', 'Go!', 'Status: All', 'Communication Types: All', 'Languages: All', and 'More'.

Scheduled Service – Creating a booking



- Step 1: Click “Appointments” section on the left hand side.
- Step 2: Click “Create New Appointment”
- Step 3: Fill in the form making sure all fields marked with * are populated. Once filled in, Click “Save”

The screenshot shows a web form titled "Create Appointment" with the instruction "Please provide the following information". In the top right corner, the "Save" button is circled in red. The form contains the following fields:

- Appointment Type ***: New/Initial
- Subject**: Demo Appointment
- Description**: TEST
- Language ***: English - English (selected), Lithuanian - lietuvių (available)
- Service Delivery ***: Medical
- Service Classification**: Acupuncture
- Communication Type ***: Scheduled Video Interpreting
- Gender**: Male Preferred
- Consumer Information**:
 - Consumer**: Not Applicable
- Location**: Suite/Room #
- Date and Time ***: 01/06/2020, 12:00 PM, (UTC+00:00) Dublin, Edinburgh, Lisbon, London
- Duration ***: 1:15