

## Online Access to Account Information

Our innovative reporting platform, MyLanguageLine<sup>SM</sup>, provides daily insight into your LanguageLine Solutions<sup>®</sup> over-the-phone interpreting account any day, any time. Easy to use, this secure, online portal offers your organization accessibility to monitor your usage, review calls placed, create, download and schedule analysis reports, and view your invoices, to help you increase productivity and manage expenses. Access: <https://my.languageline.com> or click “MyLanguageLine” at the top of any page at [www.languageline.com](http://www.languageline.com)

## Request Access by Authorized Contacts on an Account

1. Click “Sign Up” on the MyLanguageLine homepage. Complete all Account Information fields. All entries are kept confidential.
2. You must use an email address already associated with this account(s).
3. Enter a password with a minimum of six characters including one number and one character for security.
4. Enter a Customer Number or Client ID associated with this account.
5. Review the license agreement, click the box to agree, and Submit. Once you complete the request, you will receive an email to confirm the email address. Click on the link in the email to confirm.
6. Customer Service will verify and approve and email your account authorization within 48 hours.
7. Once authorized, login with your email address, password and account number.



Sign Up Page

## Home Screen

- View your top five language requests
- Usage Chart for the last six months
- Quick Links: View Invoices and Submit Billing Issue
- Links to Report Favorites
- Tabs to quickly access the features of the portal



Home Screen

## Reports Tab

- Reports sorted by: Customer, Bill Account, and Client. Access to the reports is dependent on your set up
- Click the desired account name to access reporting for that account
- Click “Show More Clients” to view any additional accounts



Report Tab

## Reports

- View current data up to the previous day
- View historical data up to six months
- Click a report, choose desired parameters and Run Report
- Click to run the report
- Submit a Voice of the Customer ticket directly from a report



Reports Page

See next page →

## Report Options

- [Change]-change parameters of current report
- Go Back to the previous page
- Save Report as Excel, XML or CSV files to your computer
- Print Report opens in a new window for printing
- Save Report as Favorite for quick future access
- Schedule a Report to be emailed to you
- Sort alpha or numerical by clicking on the column title

Week	Language	Cash	Estimated Minutes	Avg. Estimated Dur.	Avg. Search Time
01/01/2014 To 07/01/2014	SPANISH	200	2074.0	0	17.54
01/01/2014 To 07/01/2014	VIETNAMESE	50	184.0	59.07	10.7
01/01/2014 To 07/01/2014	VIETNAMESE	0	100.0	18.19	10.75
01/01/2014 To 07/01/2014	CANTONESE	0	100.0	10.0	11.96
01/01/2014 To 07/01/2014	SAATCHI	7	75	7.25	14.25
01/01/2014 To 07/01/2014	HINDI	0	175	35.0	17.0
01/01/2014 To 07/01/2014	JAPANESE	0	10.0	10.0	10.0
01/01/2014 To 07/01/2014	HINDI	0	23.0	10.00	10.0
01/01/2014 To 07/01/2014	POKHARNESE	0	20.0	39.00	17.0
01/01/2014 To 07/01/2014	PULLIN	0	30	45	10.0
01/01/2014 To 07/01/2014	AMERIC	0	0	0	10.0
01/01/2014 To 07/01/2014	RUSSIAN	0	10.0	10.0	10.0
01/01/2014 To 07/01/2014	ARABIC	0	0	0	10.0
01/01/2014 To 07/01/2014	CHINESE	0	0	0	10.0
01/01/2014 To 07/01/2014	KOREAN	0	0	0	10.0

Report Options

## Scheduling a Report

- Schedule reports you select to run automatically daily, weekly, monthly, quarterly, or annually and set via email with an attached spreadsheet
- Choose your options and Save Schedule
- Cancel scheduled reports directly from the email

Schedule Tab

## Invoices Tab

- View a summary and download an invoice for the last full month
- Invoices are updated on the 10<sup>th</sup> of each month
- Access to current and past invoices to view and download

## Account Tab

- Account Executive contact information
- Data Availability details for your account



Tabs

## Support Tab

- Contact information for support
- Forms to complete for invoice or service issues

### NOTES:

- The portal is updated daily at 4am PT
- Password Retrieval - click on "Request a new password" on the Sign In page. Resets are emailed as a secure link
- Password Change - click on your email address at top right of the screen
- Please ensure that [mylanguage@language.com](mailto:mylanguage@language.com) is in your address book or whitelist and that emails with attached Excel files are allowed to be delivered

## For more information or assistance

Contact your Account Executive or Customer Service at 1-800-752-6096 or [myLLSHelp@LanguageLine.com](mailto:myLLSHelp@LanguageLine.com)