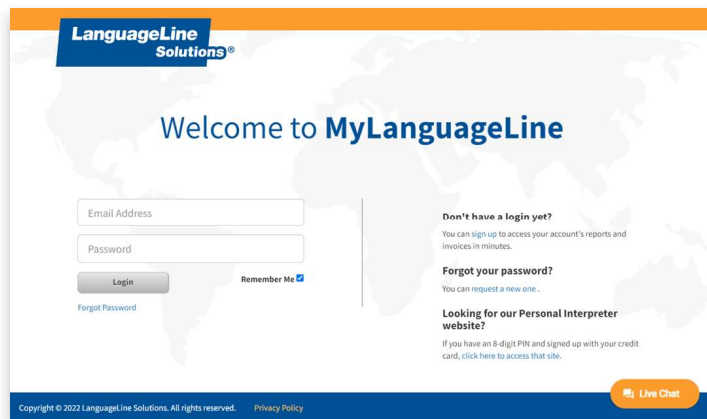


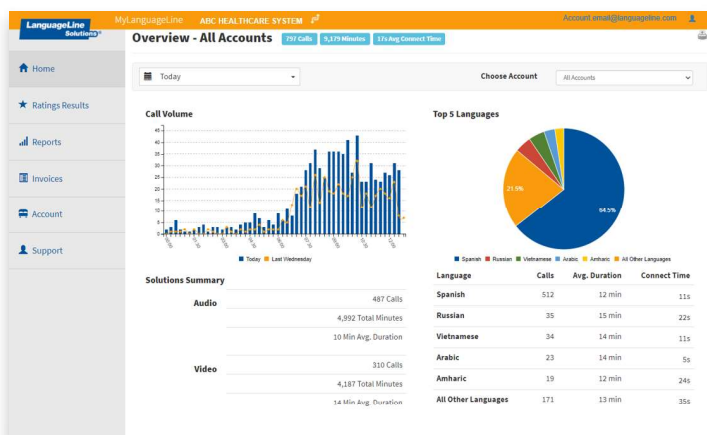
# Online Access to Account Information: Client Portal

Our proprietary MyLanguageLine<sup>SM</sup> client portal, provides insight into your LanguageLine Solutions<sup>®</sup> phone and video interpreting accounts any day, any time. Easy to use, this secure, online portal allows your organization to monitor usage, review calls placed, create, download and schedule reports, and view your invoices to help you increase productivity and manage expenses. Access the portal directly at <https://my.languageline.com> or click MyLanguageLine by hovering over Client Login in the top corner of any page at [www.languageline.com](http://www.languageline.com).



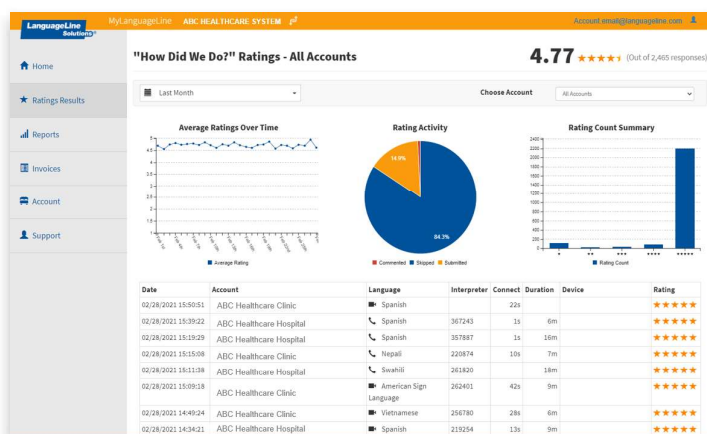
## Request Authorization to Access an Account

- Click Sign Up on the MyLanguageLine homepage.
- Complete all fields using information associated with the account.
- Create Password (minimum of 7 characters including 1 upper case letter, 1 lower case letter, 1 number, and 1 special character).
- Review the license agreement, click the box to agree, and click Submit.
- In your confirmation email, click the link to confirm your email address. Access will be granted within 48 hours upon verification of account.
- Login with email address and password.



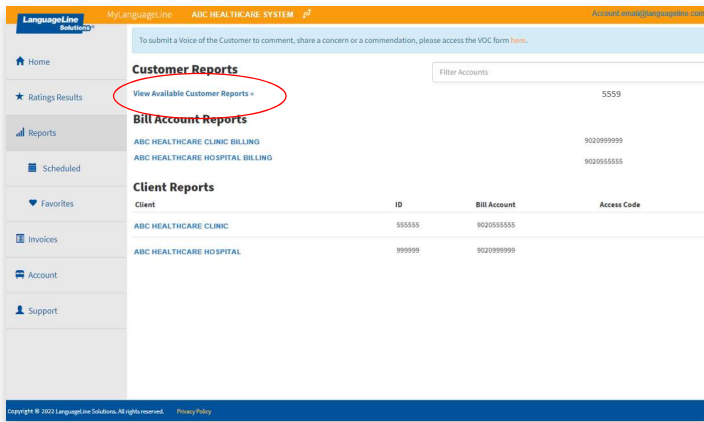
## Account Dashboard

- Insight into your account usage updated in near real time.
- Includes all calls including unbilled calls.
- View data by preset range (today, this week, this month, this year, etc.) or select a custom date range.
- View calls, minutes, and average connect time.
- Choose all or one of your accounts.
- View Call Volume by time with comparison.
- View Top 5 languages with calls, average duration and average connect time.



## Ratings Results

- “How Did We Do?” ratings results dashboard is updated in real time.
- View by preset date range or custom range.
- Choose all or one of your accounts.
- View Average Ratings Over Time.
- View Rating Activity.
- View Rating Count Summary.
- View and export call details for calls with ratings or comments.



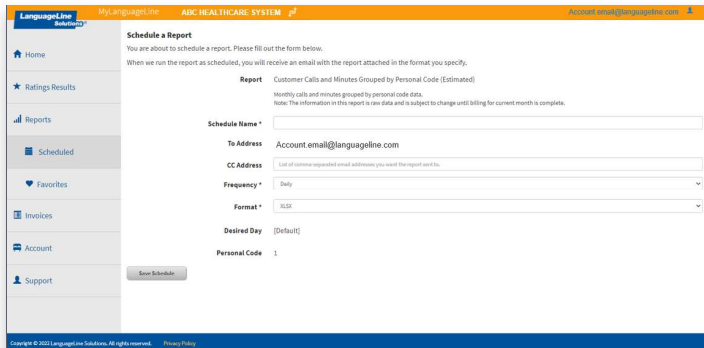
## Reports

- Reporting can be accessed at the Customer, Bill Account, and Client levels.
- Access to the reports is dependent on your account level set up and permissions.
- Click the desired account name to access reporting for that account.
- Use Filter Accounts search bar to search by Account Name or Number.
- Click View Available Customer Reports to run reports at the Customer level.



## Available Reports

- View All Call Detail and Language Summary reports up to 24 months.
- All Call Detail and Language Summary include audio and/or video data.
- Current Month and Historical reports include audio calls only.
- Click the report title to select the report.
- Choose desired parameters and click Run Report.
- Click [Change] to change parameters of current report.
- Sort alpha or numerical by clicking on the column title.



## Scheduling A Report

- Schedule reports you select to run automatically (daily, weekly, monthly, quarterly, or annually).
- Reports are sent via email with an attached file.
- Name the report, choose frequency, and format, click Save Schedule.
- Cancel scheduled reports directly from the email or delete in Scheduled tab.



## Favorites

- Your Favorite Reports are listed on this page to run or delete.
- To save a Favorite, create a new report and click the heart icon.
- Enter a name for the report and click Save Bookmark.

## Reports Options

- 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 a report to Favorites for quick access.
- Schedule a Report to be emailed to you.

902099999		ABC Healthcare Clinics Billing	
Balance Brought Forward	Prior Balance		\$437.82
	Payments		(\$162.22)
	Adjustments		\$0.00
	Balance Forward		\$475.00
New charges	Clear the phone interpretation		\$123.00
	inSight Video Interpretation		\$0.00
	On Site Interpretation		\$0.00
	Document Translation		\$0.00
	Equipment Maintenance		\$0.00
	Other		\$0.00
	State/Local Tax		\$0.00
	Special Charges		\$124.99
	New Balance		\$475.13
	Amount Due		\$475.13

## Invoices

- View a summary of the last full month's invoice.
- Invoices are updated by the 10th of each month.
- Access to both current and past invoices up to 48 months.
- Invoices are only available for the accounts at the Customer or Billing level you have access to.

**Account Details**

**Your Representative**

AccountExecutive@language.com

**Data Availability**

Historical reports are available for **May 2020** until **March 2022**.  
 Current month reports are available for **April 1st, 2022** until **April 7th, 2022**.  
 Invoices for the previous month are available by the 10th of the following month.

## Account

- LanguageLine contact information.
- Data Availability details for your account.

**Customer Support**

Your satisfaction is our primary concern. We provide various tools to help you resolve your problems quickly.

**Customer Care Support**  
 1-800-752-6096 – Option 2  
 CustomerCare@LanguageLine.com

**MyLanguageLine Support**  
 1-800-752-6096 – Option 2  
 myllshelp@language.com

Do you have questions regarding your invoice?  
 Please complete this form and we will respond quickly.

Do you have a question, concern, commendation or comment?  
 Please submit a Voice of the Customer by completing this VOC form. Thank you, we are here to help.

## Support

- Contact information for support.
- Link to a form to request billing or invoice help.
- Link to Voice of Customer form to complete for service issues.

## Notes

- All Call reports are updated daily at 4 a.m. PT.
- Invoices and previous month's billed data in reports are available by the 10th of each month.
- If unable to login or forgot password, click on "request a new one" on the login page.
- Resets are emailed as a secure link.
- Change password - After login, click on your email address at top right of the screen and select Profile.
- Please ensure that [MyLanguageLine@LanguageLine.com](mailto:MyLanguageLine@LanguageLine.com) is in your address book or white list 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 | [MyLLSHelp@LanguageLine.com](mailto:MyLLSHelp@LanguageLine.com)