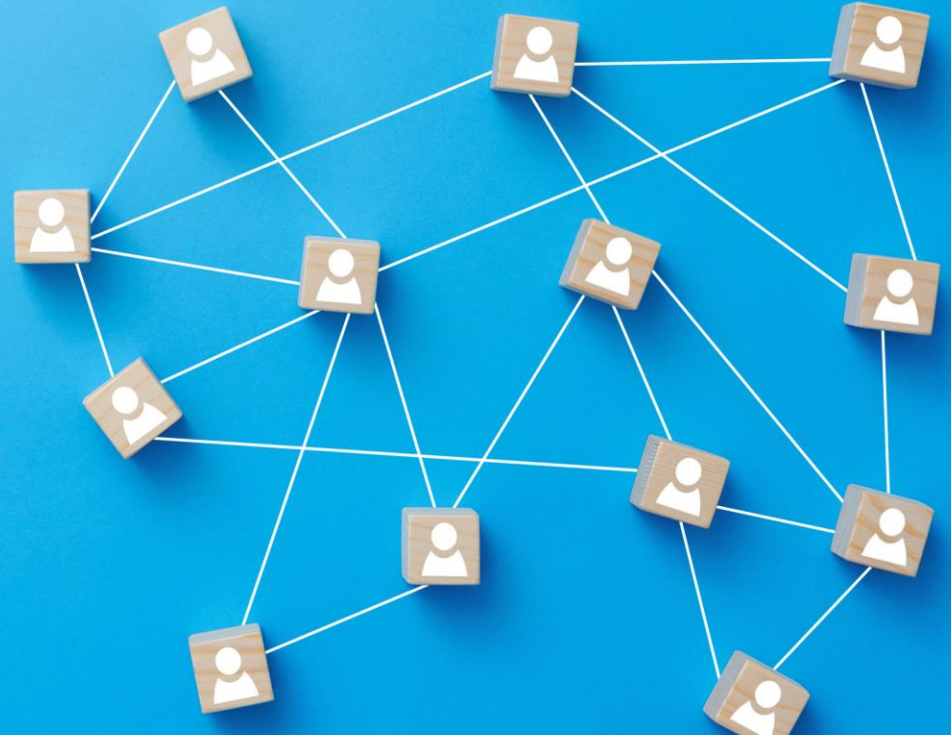


## BSO Interpreting Service

# How to cancel an Interpreter Booking: Userguide



# **Cancelling an Interpreter Booking**

HSC Staff / Practices can cancel interpreter bookings via online booking system **up to 24 hours before the appointment start time**

**To cancel within 24 hours of the appointment start time, please contact the interpreting office on:**

[interpreting@hscni.net](mailto:interpreting@hscni.net)

**OR**

**028 9536 3777** (9am-5pm Monday to Friday)

**028 9615 8200** (Out of Hours)

# Log into the Interpreter Booking System

- Go to your HSC Trust/GP/Dental/Optomety Intranet or Portal
- Click on the Interpreting Service Link and log in

Enter username (email address)

Enter Password

Username eoin.stewart@hscni.net

Password .....

Forgotten password?

Login

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# How to cancel a Booking

Select the Job you wish to cancel on the Dashboard – Go to **Booking Request** - choose **Cancel Booking Request** – a new screen will open (see next slide)

The screenshot shows a dashboard interface with a left sidebar and a main content area. The sidebar has a 'SEARCH' dropdown and a 'REQUESTS' section with a timer at '01:44'. Under 'REQUESTS', there are two categories: 'Tentative (3)' and 'In-Progress (2)'. The 'Tentative (3)' category is expanded, showing three booking entries. The third entry, 'Fri 25-Oct-2024 11:30, Polish, 388 - Maja Ferguson, Job ID: 1561193', is highlighted in blue. A red arrow points from this entry to the 'Cancel Booking Request' option in a dropdown menu. The dropdown menu is open, showing options: 'New', 'Copy Booking', and 'Cancel Booking Request'. A second red arrow points from the 'Booking Request' dropdown in the top right to the 'Cancel Booking Request' option. The main content area shows details for the selected booking, including 'Requested By' (Eoin Stewart), 'Appointment' (Face To Face), and 'On' (Fri 25-Oct-2024 at 11:30 for 1 Hr).

**Dashboard**

SEARCH ▾

REQUESTS 01:44 ▲

▼ **Tentative (3)** 🇵🇱

- Fri 11-Oct-2024 10:00, Polish, 205 - Kasia Rogowiec, Job ID: 1561169
- Fri 25-Oct-2024 11:00, Polish, 394 - Oliwia Garow, Job ID: 1561192
- Fri 25-Oct-2024 11:30, Polish, 388 - Maja Ferguson, Job ID: 1561193**

▼ **In-Progress (2)** 🇵🇱

- Thu 10-Oct-2024 11:45, Polish, 38 - Halina Zerko-Porter, Job ID: 1561179
- Fri 11-Oct-2024 14:00, Polish, 38 - Halina Zerko-Porter, Job ID: 1561170

Booking Request ▾

- New
- Copy Booking
- Cancel Booking Request**

**Requested By** Eoin Stewart  
Admin Assistant at Dr Carson's Practice - South Eastern HSC Trust  
📞 028 9536 3804  
✉ eoin.stewart@hscni.net

**Appointment** **Type:** Face To Face  
**On:** Fri 25-Oct-2024 at 11:30 for 1 Hr  
**At:** Neurology  
Ulster Hospital  
Upper Newtownards Road  
Dundonald  
BT16 1RH  
Dundonald

# How to cancel a Booking

## Booking Request Cancellation

Status Reason

Status Reason Other

Appointment cancelled By Trust/Practice  
Duplicate Booking  
Other  
Patient cancelled Appointment  
Time not in 24 hour clock format  
Wrong venue booked

Dundonald

## Booking Request Cancellation

Status Reason

Appointment cancelled By Trust/Practice

Status Reason Other

Save

Cancel

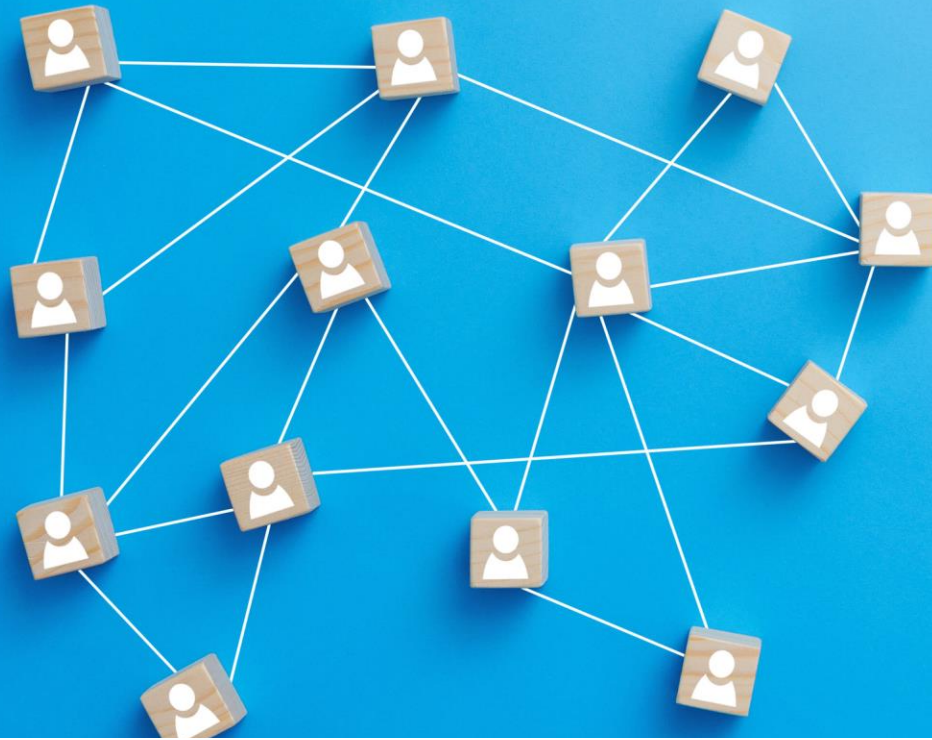
1. Select a Cancellation/Status Reason from the drop down list (*if "other" please choose Other and enter a reason in the text box*)
2. Select Save
3. Select OK

## Success

Appointment cancelled successfully

OK

4. The booking will be removed from your Dashboard



## Contact Details

Email us: [interpreting@hscni.net](mailto:interpreting@hscni.net)

Tel: 8am to 5PM Monday To Friday:  
028 9536 3777

Tel: Out of Hours 028 9615 8200



<http://bso.hscni.net>

**INVESTORS IN PEOPLE**<sup>®</sup>  
We invest in people Silver