



# Step 1

## Registering on the system

1. Visit the eForm at [www.hounslowlanguage.co.uk/eform](http://www.hounslowlanguage.co.uk/eform) and click **Register on our database now**.

The screenshot shows the top of the website. It has a purple header with the London Borough of Hounslow logo and name. Below the header is a green navigation bar with the text "You are in: Home >> Online Forms". To the right of the navigation bar are links for "Site Map" and "Help". Below the navigation bar is a light green box containing two items: a document icon with the text "Login to populate your details on the form" and "Reset your password if you have forgotten it", and a document icon with the text "Register on our database now to save filling out the whole form each time".

### Translation and interpreting booking request

Please complete the following form to make a booking for an interpreter or to request a

2. Fill out our registration form, filling in all mandatory fields, and click **Register**. You will need to supply a valid email address and password.

The screenshot shows the registration form on the website. It has a purple header with the London Borough of Hounslow logo and name. Below the header is a green navigation bar with the text "You are in: Home >> Online Forms". To the right of the navigation bar are links for "Site Map" and "Help". Below the navigation bar is a light green box containing a document icon and the text "Please complete the following form to register yourself on our database. Once your registration has been confirmed, you will be able to log in and have all of the details below automatically filled out in our eForm." Below this box is a section titled "Register with us" with a horizontal line underneath. Below the line is a light green box containing the text "Requestor's details". Below this box is a section titled "Details of person completing form." with several input fields: "Email address\*", "Please confirm your email address", "Password\*", "Re-type password\*", "Title\*", "First name(s)\*", and "Family name / surname\*". Each input field has a red "X" icon to its right, indicating a required field.

#### Requestor's details

Details of person completing form.

Email address*	<input type="text"/>
Please confirm your email address	<input type="text"/>
Password*	<input type="password"/>
Re-type password*	<input type="password"/>
Title*	<input type="text"/>
First name(s)*	<input type="text"/>
Family name / surname*	<input type="text"/>

- Once you have completed the form, you will see the following message:

[Site Map](#) | [Help](#)

 **London Borough  
of Hounslow**

You are in: [Home](#) >> [Online Forms](#)

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## Thank you for registering

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**Thank you for registering on the Translation & Interpreting Services (TIS) database. You will shortly be sent an email which will contain a link to confirm your registration on our system.**

[Return to the Translation & Interpreting Services \(TIS\) eForm](#)

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- At this point, your registration has begun. Please check your email inbox (and also look in any junk or spam mail folders you may have) for an email from us. This message will contain a link to confirm your email address is owned by you, and verify your account on our system. Your message will look similar to the one below. Click **Confirm your registration** to continue.



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Thank you for registering with the Hounslow Translation & Interpreting Services (TIS) system

Please confirm your registration by clicking the link below. Once confirmed, our system will send you a second e-mail with your login details.

[Confirm your registration for](#) [REDACTED]

Yours Faithfully  
London Borough of Hounslow  
[www.hounslow.gov.uk](http://www.hounslow.gov.uk)

5. Clicking the link has verified your account, and you will now see the message below. At this point, you will be sent another email to confirm your username and password for your records. Within 5 minutes, you can log into our system with the email address and password you supplied in (Step 1, point 2).

[Site Map](#) | [Help](#)



**London Borough  
of Hounslow**

You are in: [Home](#) >> [Online Forms](#)

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## Registration verified

**Thank you for registering on our system, your email address has now been verified. Please wait 5 minutes for us to process your new account, then use your email address and password to log into the eForm.**

[Return to the Translation & Interpreting Services \(TIS\) eForm](#)

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6. This is an example email from the system, containing your username and password.



**London Borough  
of Hounslow**

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Thank you for registering with the Hounslow Translation & Interpreting Services (TIS) system

Your registration has been confirmed - the details are below. Please wait 5 minutes before trying to log in.

Username	██████████
Password	██████████

Please do not copy-paste your password from this email, as often such a process will pick up spaces before or after the details. Instead, please carefully type them in on your keyboard.

[Log in](#)

Yours Faithfully  
London Borough of Hounslow  
[www.hounslow.gov.uk](http://www.hounslow.gov.uk)

**Do not copy-paste, as this will often pick up spaces that you will not be able to see.**

# Step 2

## Logging into the system

1. To log in, visit the eForm as before, but this time click **Login**



### Translation and interpreting booking request

Please complete the following form to make a booking for an interpreter or to request a translation of a document

When a calendar button "Pick" is displayed you may click on this to enter a date. Dates must be entered as

2. A box will now pop up to accept your username (which is the email address you supplied during registration) and password. Depending on your browser, you will be able to store these details so that you do not have to enter them each time you visit.



**Note: This screen shot may look different depending on which browser you are using.**

**Do not copy-paste, as this will often pick up spaces that you will not be able to see.**

3. The form will now automatically populate with all of your stored details.

# Step 3

## Editing your details

1. To change your details, login and click **Edit your stored details** on the bar at the top of the screen.

Site Map | Help

 London Borough of Hounslow

You are in: Home >> Online Forms

You are logged in as [REDACTED]

- Edit your stored details
- Change your password

### Translation and interpreting booking request

Please complete the following form to make a booking for an interpreter or to request a translation of a document

When a calendar button "

2. You will now see a form similar to the registration one, where you can change any of your details except for email address. When you have finished editing, click **Save**.

Site Map | Help

 London Borough of Hounslow

You are in: Home >> Online Forms

### Edit details for [REDACTED]

Make any adjustments to your details and click "Save" to store them in our database.

Other options  
[Change your password](#)  
[Return to the eForm](#)

#### Requestor's details

Title*	<input type="text" value="Mr"/>
First name(s)*	<input type="text" value="x"/>
Family name / surname*	<input type="text" value="x"/>
Name of organisation*	<input type="text" value="x"/>
Department*	<input type="text" value="x"/>

# Step 4

## Changing your password

1. To change your password, login and click **Change your password** on the bar at the top of the screen.



one map | help

London Borough of Hounslow

You are in: Home >> Online Forms

You are logged in as [redacted]

- Edit your stored details
- Change your password

### Translation and interpreting booking request

Please complete the following form to make a booking for an interpreter or to request a translation of a document

When a calendar button "Pick" is displayed you may click on this to enter a date. Dates must be entered as

2. Enter your password twice and click **Change password**. The new password will become active within 10 minutes, and you may need to log in again within your time on the eForm.



Site Map | Help

London Borough of Hounslow

You are in: Home >> Online Forms

### Change your password

To change your password, please enter your new password twice below and click "change password"

New password\*

Re-type password\*

Change password

# Step 5

## Password reset

1. The process to reset your password requires access to your email inbox. To begin, visit the eForm and click **Reset your password**.

The screenshot shows the top of a web page. In the top right corner, there are links for "Site Map" and "Help". Below this is a purple header bar with the London Borough of Hounslow logo and name. Underneath the header is a green navigation bar with the text "You are in: Home >> Online Forms". Below the navigation bar is a light green box containing two columns of links. The left column has a document icon and links for "Login to populate your details on the form" and "Reset your password if you have forgotten it". The right column has a document icon and a link for "Register on our database now to save filling out the whole form each time".

### Translation and interpreting booking request

Please complete the following form to make a booking for an interpreter or to request a

2. You will see the form below; enter the email address you have registered with us and click **Start password reset process**.

The screenshot shows a web page for password reset. In the top right corner, there are links for "Site Map" and "Help". Below this is a purple header bar with the London Borough of Hounslow logo and name. Underneath the header is a green navigation bar with the text "You are in: Home >> Online Forms". Below the navigation bar is a light green box containing the heading "Password reset". Below the heading is a text prompt: "Enter your email address, as registered on the Translation & Interpreting Services (TIS) database, and we'll send you an email that will reset your password". Below this prompt is a form with a text input field labeled "Email address" and a button labeled "Start password reset process". Below the form is a link: "If you have not registered yet, please do so now or you can Return to the Translation & Interpreting Services (TIS) eForm". At the bottom of the page is a purple footer bar with links for "Legal Notices", "How to use this website", "Feedback", "Site Performance", and "Accessibility", followed by the copyright notice "© Copyright London Borough of Hounslow 2011".

- When you have submitted your reset request, you will start the process of resetting your password. We will send you an email to verify that you wish to reset, which will look similar to the one below. Click **Start the password reset process** to continue.



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Someone has requested a password reset for this Translation & Interpreting Services (TIS) account.

If this is correct, please follow the link below and a new password will be emailed to you.

[Start the password reset process](#)

Yours Faithfully  
London Borough of Hounslow  
[www.hounslow.gov.uk](http://www.hounslow.gov.uk)

- You will then shortly receive a second email, containing a new password. This password is case sensitive and will be made up of random letters and numbers. Please take care to enter this correctly, **and do not copy-paste from the email, as this will often pick up spaces that you will not be able to see.**



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Your Translation & Interpreting Services (TIS) account password has been reset. Please wait 5 minutes before trying this password.

Here are the new details:

Username	[REDACTED]
Password	k13RP

You can change this password to something more memorable after logging in (go to "edit details" on the eForm and click the "change password" link). Please do not copy-paste your password from this email as often such a process will pick up spaces before or after the details. Instead, please carefully type them in on your keyboard.

Yours Faithfully  
London Borough of Hounslow  
[www.hounslow.gov.uk](http://www.hounslow.gov.uk)

- When you have logged in again, please see the **Change password** process above to change the password to something you will remember.