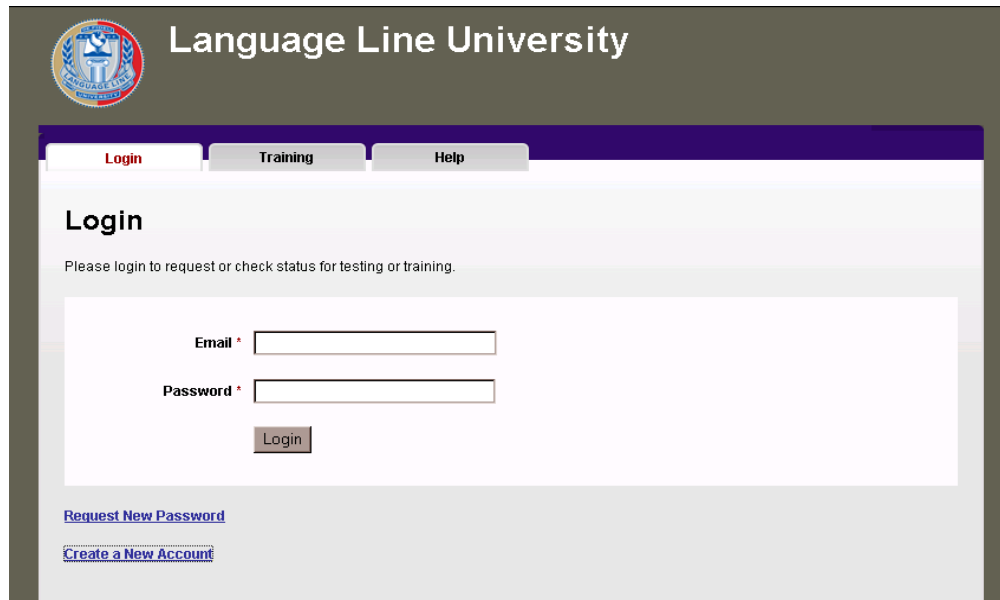


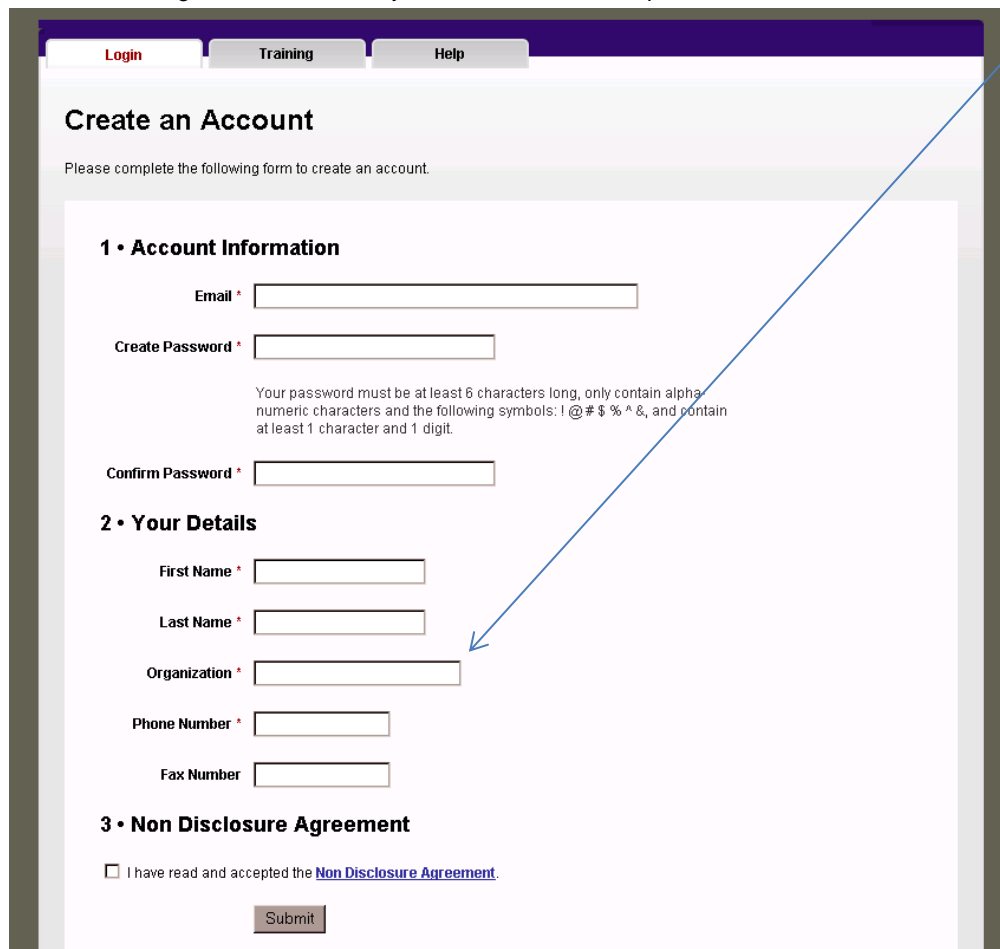
# LLU Online Registration System User Guide for NYS

1. Go to <https://my.languageline.com/llu/go/login/>
2. First-time users must create a free registration account by clicking on **Create a New Account** at the bottom of the page. (Current users skip to step 9.)



The screenshot shows the Language Line University website. At the top left is the logo. The main header is "Language Line University". Below it are three tabs: "Login" (highlighted in red), "Training", and "Help". The "Login" section has the heading "Login" and the instruction "Please login to request or check status for testing or training." There are two input fields: "Email \*" and "Password \*", followed by a "Login" button. At the bottom of the form area are two links: "Request New Password" and "Create a New Account".

3. Enter all information requested to create a new account. **Under "Organization," enter your 5-digit NYS Agency Code.** Read the Non-Disclosure Agreement, click that you have read and accepted the NDA, and click Submit.



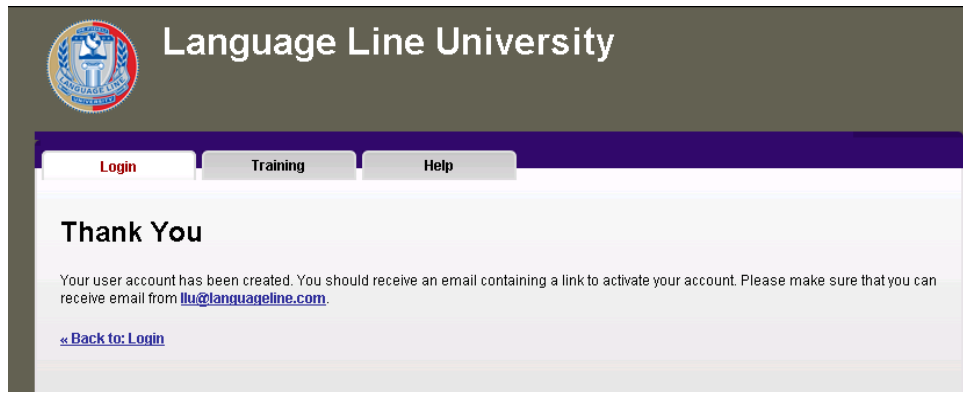
The screenshot shows the "Create an Account" page. At the top are the same "Login", "Training", and "Help" tabs. The heading is "Create an Account" with the instruction "Please complete the following form to create an account." The form is divided into three sections:

- 1 • Account Information**
  - Email \*
  - Create Password \*  
Your password must be at least 6 characters long, only contain alpha-numeric characters and the following symbols: ! @ # \$ % ^ &, and contain at least 1 character and 1 digit.
  - Confirm Password \*
- 2 • Your Details**
  - First Name \*
  - Last Name \*
  - Organization \* (A blue arrow points to this field from the text above.)
  - Phone Number \*
  - Fax Number \*
- 3 • Non Disclosure Agreement**
  - I have read and accepted the [Non Disclosure Agreement](#).

At the bottom of the form is a "Submit" button.

4. A message will appear instructing you to check your email for a link to activate your account. **You must activate your account** through the link in the email you will receive in order to begin using the online registration system.

# LLU Online Registration System User Guide for NYS



5. If you do not receive an email with the activation link, check your junk mail or spam folder, and add [llu@languageline.com](mailto:llu@languageline.com) to your safe senders list. Contact us at [llu@languageline.com](mailto:llu@languageline.com) if you continue to experience technical difficulties.
6. Click on the link in the email sent to you to activate your account.

**From:** llu@languageline.com [mailto:llu@languageline.com]  
**Sent:** Tuesday, June 08, 2010 1:56 PM  
**To:** Bader, Dan  
**Subject:** New Account

### Welcome to Language Line University

Follow the two simple steps below to begin using the scheduling tool today.

**Step 1:** Click the link below to verify your email address and activate your username.

<https://my.languageline.com/443/llu-beta/go/login/activate/m37BjkmF5ZkJ2Ro2e7k4/>

**Step 2:** Log in using your username and password below.

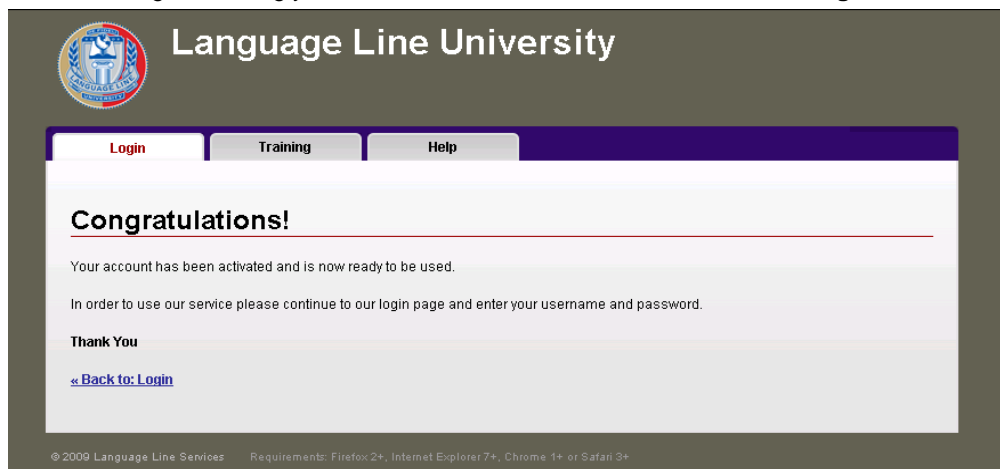
Your Username: [jsmith@company1.com](mailto:jsmith@company1.com)

Your Password: xxxxxxxx

If you have any questions or comments, please send an email to [llu@languageline.com](mailto:llu@languageline.com).

**Thank You**  
Language Line University  
[www.languageline.com/llu](http://www.languageline.com/llu)

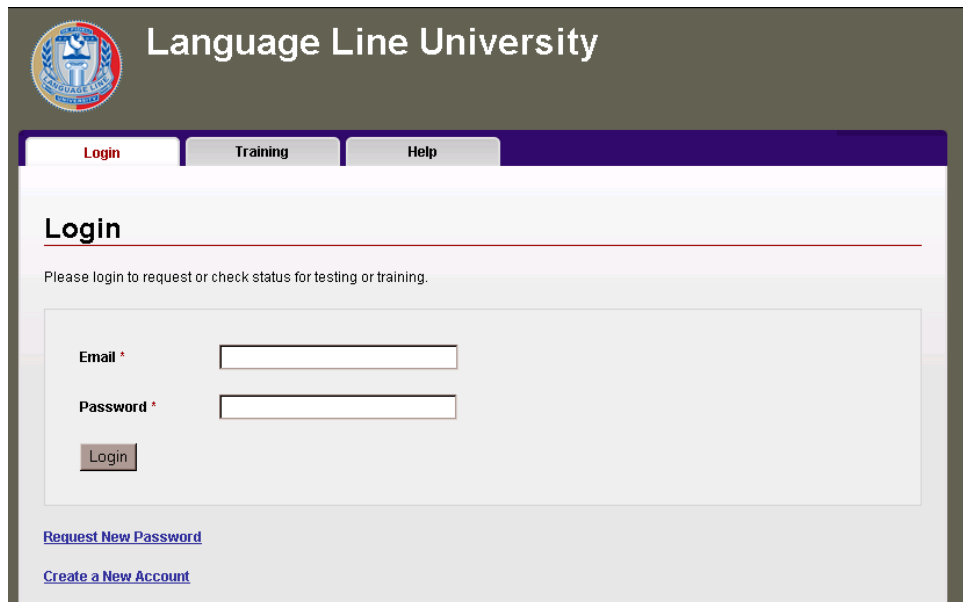
7. Once you see the message indicating your account has been activated, click **Back to: Login**.



8. \* **PLEASE NOTE** \* if you do not have a Language Line Client ID, you must also sign and return (via email or fax) a copy of the LLU NDA prior to submitting a registration. To request a copy, please email [llu@languageline.com](mailto:llu@languageline.com). If you do not return a signed NDA prior to registering for a test, the registration will be incomplete and will be declined.

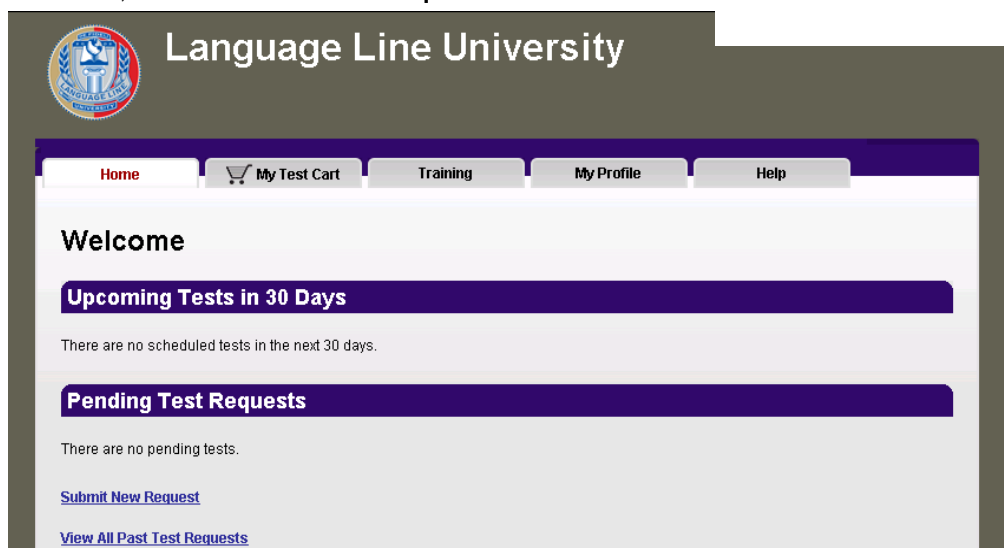
# LLU Online Registration System User Guide for NYS

9. Enter the **email address** and **password** for the account you created and click **Login**.



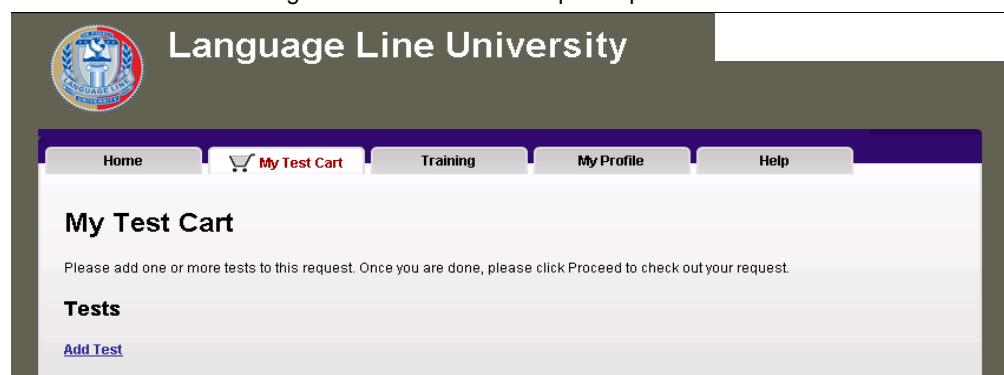
The screenshot shows the Language Line University website's login page. At the top left is the university's logo. The main header reads "Language Line University". Below this is a navigation bar with three tabs: "Login" (highlighted in red), "Training", and "Help". The page title is "Login". A sub-header reads "Please login to request or check status for testing or training." Below this is a form with two input fields: "Email" and "Password", each with a red asterisk indicating a required field. A "Login" button is positioned below the password field. At the bottom of the form area, there are two links: "Request New Password" and "Create a New Account".

10. The Welcome page displays **Upcoming Tests in the next 30 days** and **Pending Test Requests**.  
11. To register a new test, click on **Submit a New Request**.



The screenshot shows the Language Line University website's welcome page. At the top left is the university's logo. The main header reads "Language Line University". Below this is a navigation bar with five tabs: "Home" (highlighted in red), "My Test Cart" (with a shopping cart icon), "Training", "My Profile", and "Help". The page title is "Welcome". Below the title are two main sections: "Upcoming Tests in 30 Days" and "Pending Test Requests", each with a purple header bar. Under "Upcoming Tests in 30 Days", the text reads "There are no scheduled tests in the next 30 days." Under "Pending Test Requests", the text reads "There are no pending tests." At the bottom of the page, there are two links: "Submit New Request" and "View All Past Test Requests".

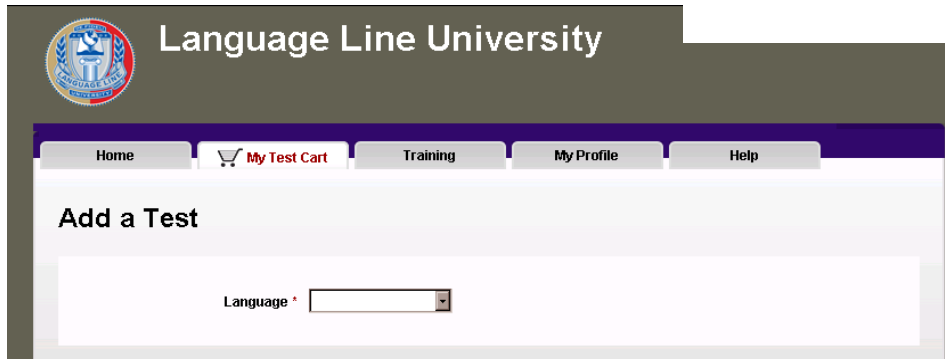
12. Click **Add Test**. You will be able to register more than one test per request.



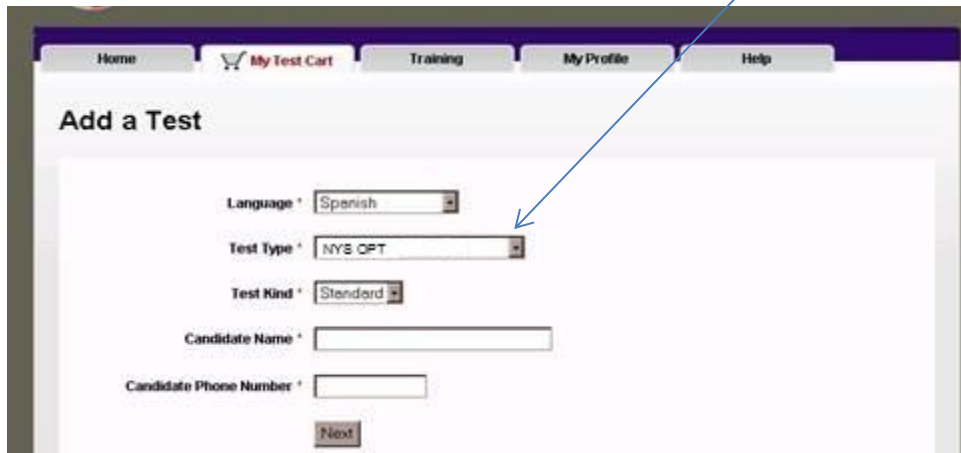
The screenshot shows the Language Line University website's "My Test Cart" page. At the top left is the university's logo. The main header reads "Language Line University". Below this is a navigation bar with five tabs: "Home", "My Test Cart" (highlighted in red with a shopping cart icon), "Training", "My Profile", and "Help". The page title is "My Test Cart". Below the title, the text reads "Please add one or more tests to this request. Once you are done, please click Proceed to check out your request." Below this text is a section titled "Tests" with a link "Add Test".

# LLU Online Registration System User Guide for NYS

13. Select **Language**.

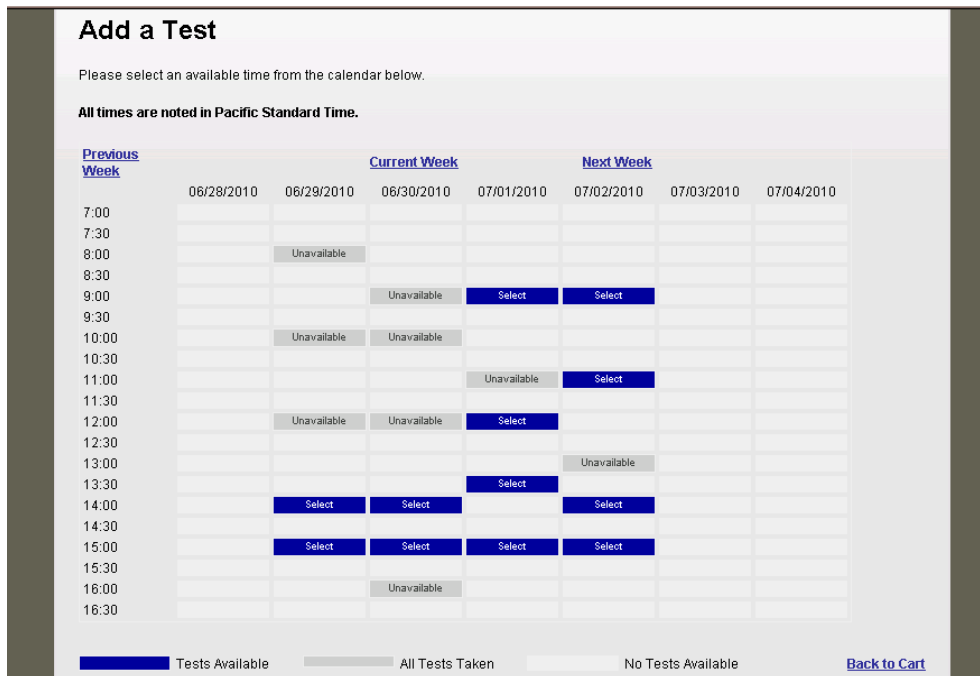


14. Select **Test Type** (For New York State Gov't Agencies, the Test Type is "NYS OPT") and **Test Kind** ("Standard"); enter test **Candidate's** name and the **phone number** the tester will call to deliver the test and click **Next**. (Please note that the use of cell phones and speaker phones is not permitted.)



15. Scroll through available test dates using the **Previous**, **Current** and **Next Week** links. (Note that tests cannot be scheduled less than 5 business days from the date of registration.)

16. Available dates and times are denoted in blue. Click on the desired available date and time. (All test times are noted in Pacific Time.)



# LLU Online Registration System User Guide for NYS

- Click **Add Test** to register for another test, or **Remove** to delete a test.
- Once you have added all desired tests, **you must click Proceed to submit your request.**

Candidate	Test Type	Test Kind	Phone Number	Date	
John Smith	Spanish - Interpreter Skills Test	Standard	312-555-1212	07/02/10 9:00	<a href="#">Remove</a>

- Select **Payment Type** and enter the **Payment Details**.
  - Select **Charge Client ID** (6-digit valid Language Line Client ID required). **The Client ID for NYS Agencies is: 572445.**

Payment Type \*

Client ID \*

- Or Charge to Credit Card**

Payment Type \*

Card Type \*

Card Number \*

Expiration Month \*

Expiration Year \*

Name On Card \*

Billing Address \*

Billing Address 2

Billing City \*

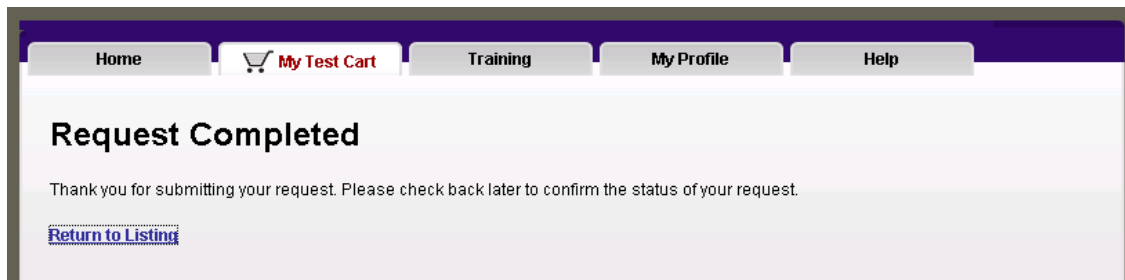
Billing State \*

Billing Zipcode \*

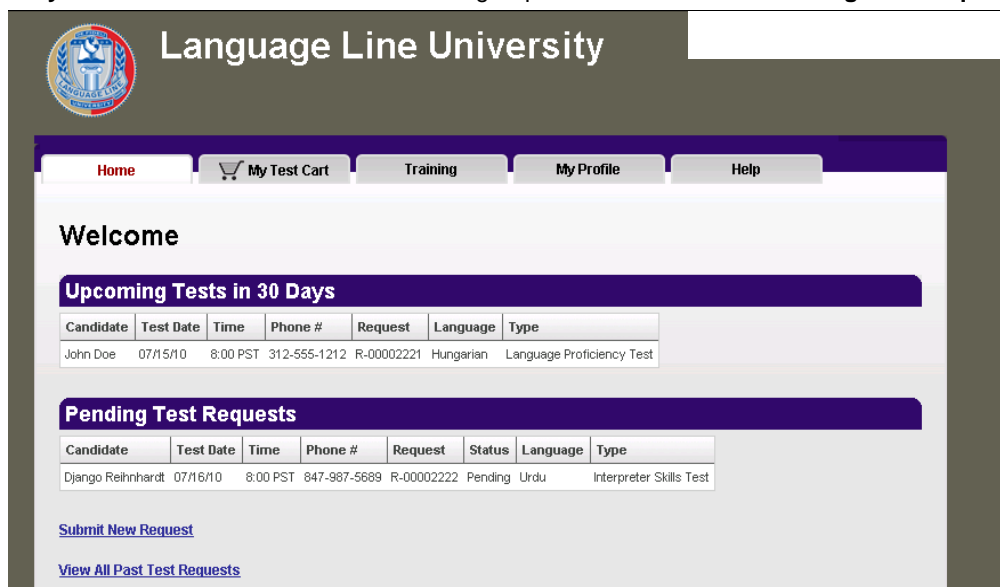
- You must click Submit to process your request.**

# LLU Online Registration System User Guide for NYS

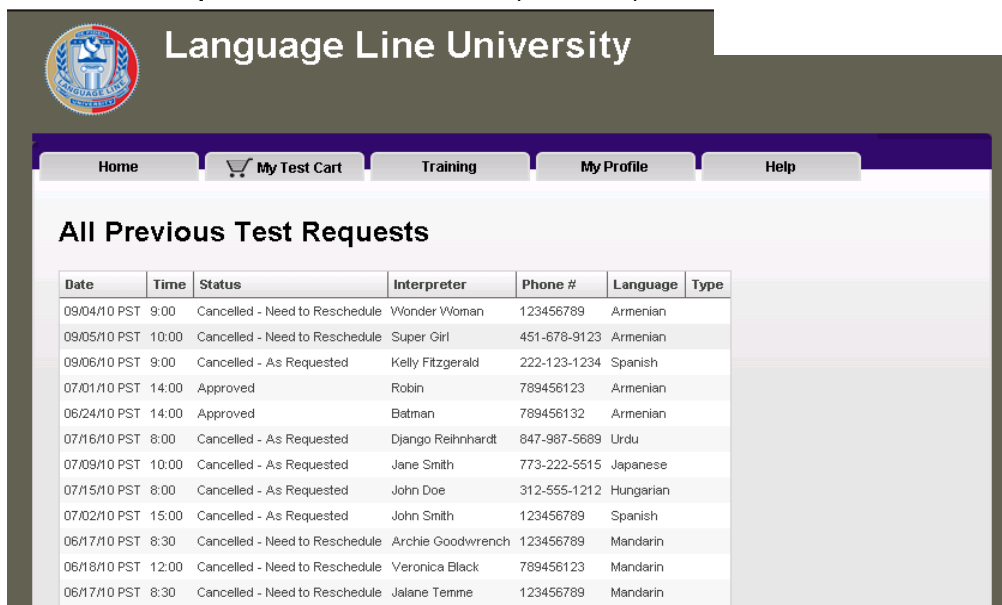
21. If your request has been successfully submitted you will receive a message that your request is complete.



22. To verify the status of your requests, click the Return to Listing link or log in to your account. Tests listed in the **Upcoming Tests in 30 Days** section have been confirmed. Pending requests are listed in the **Pending Test Requests** section.



23. Click **View All Past Test Requests** for a list of declined requests and previous tests.



To cancel or change the details of a request or a confirmed test, please email the LLU Booking Team at [llu@languageline.com](mailto:llu@languageline.com).