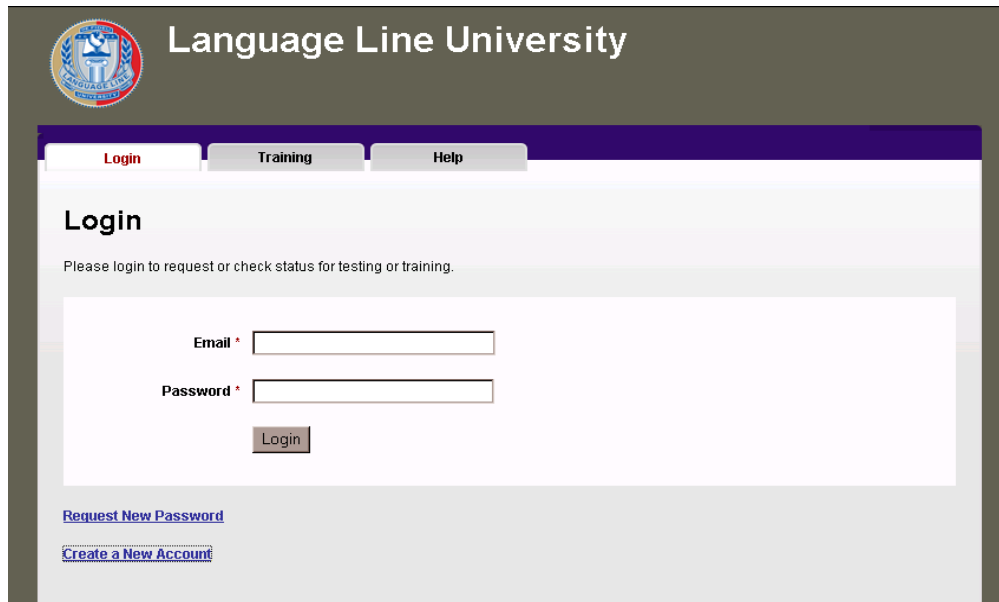


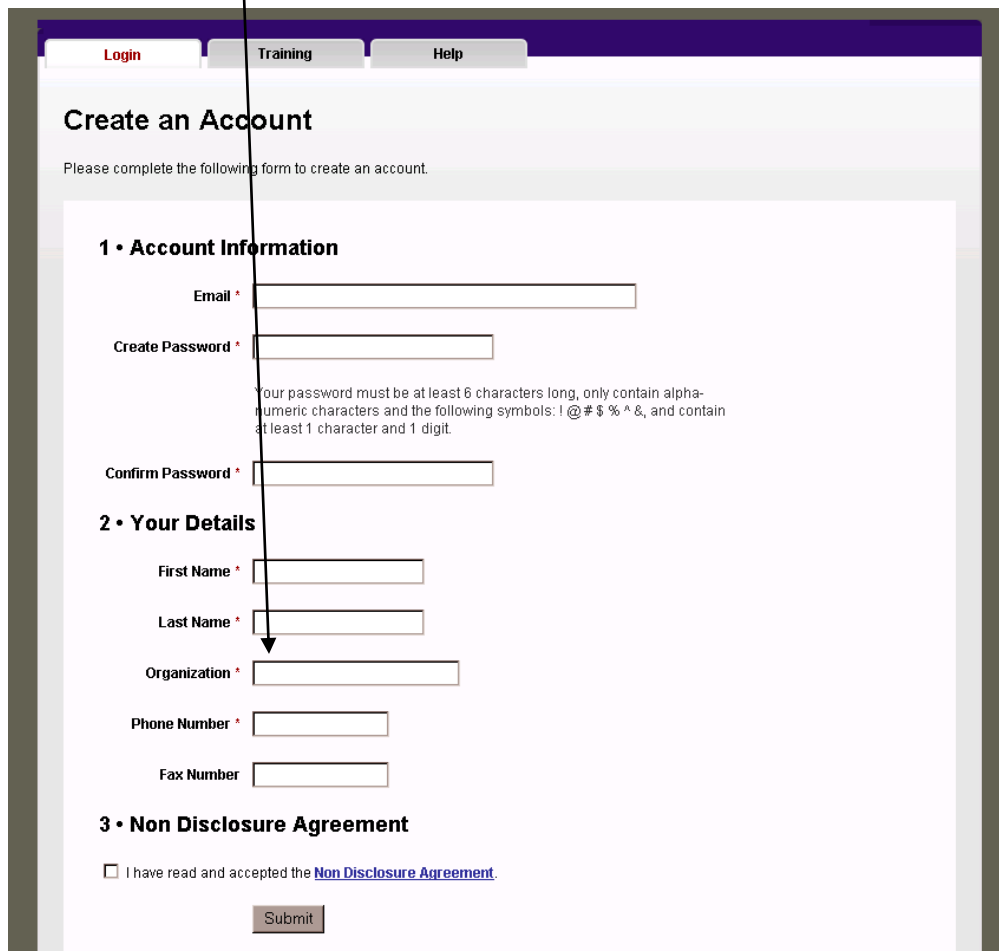
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1. Go to <https://my.languageline.com/llu/go/login/>
2. First-time users must create a free registration account by clicking on **Create a New Account** at the bottom of the page. (Current users skip to step 9.). Contact New Accounts at 1-800-752-6096, Opt 4 to create your account at no charge.



The screenshot shows the Language Line University website's login page. At the top left is the university's logo. The header includes navigation tabs for "Login", "Training", and "Help". The main heading is "Login". Below it, a message reads: "Please login to request or check status for testing or training." There are two input fields: "Email *" and "Password *", each with a small 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".

3. Enter all information requested to create a new account. In section 2, "Your Details," under Organization, please write in "**AIRS – your organization name**". Read the Non-Disclosure Agreement, click that you have read and accepted the NDA, and click Submit.



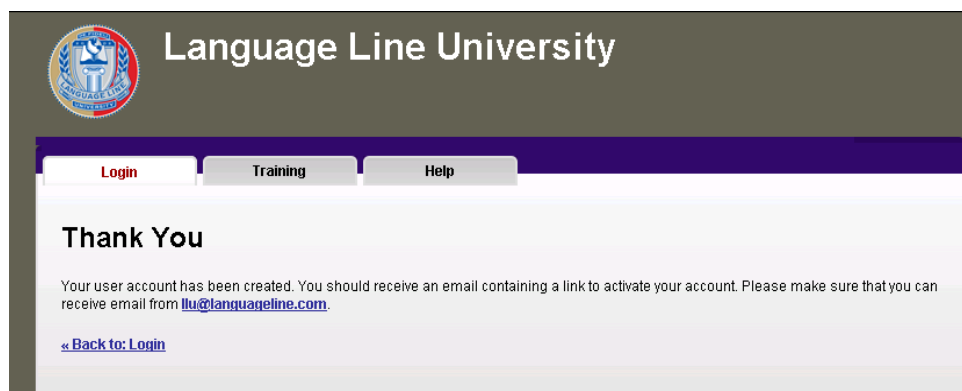
The screenshot shows the "Create an Account" page. It has the same header as the login page. The heading is "Create an Account". Below it, a message reads: "Please complete the following form to create an account." The form is divided into three sections:

- 1 • Account Information**: Includes "Email *" and "Create Password *" fields. A note below the password field states: "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." There is also a "Confirm Password *" field.
- 2 • Your Details**: Includes "First Name *", "Last Name *", "Organization *", "Phone Number *", and "Fax Number" fields. An arrow points from the "Organization *" field to the text in step 3 of the instructions.
- 3 • Non Disclosure Agreement**: Includes a checkbox with the text: "I have read and accepted the [Non Disclosure Agreement](#)."

A "Submit" button is located at the bottom of the form.

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.

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5. If you do not receive an email with the activation link, check your junk mail or spam folder, and add llu@languageline.com to your safe senders list. Contact us at 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.

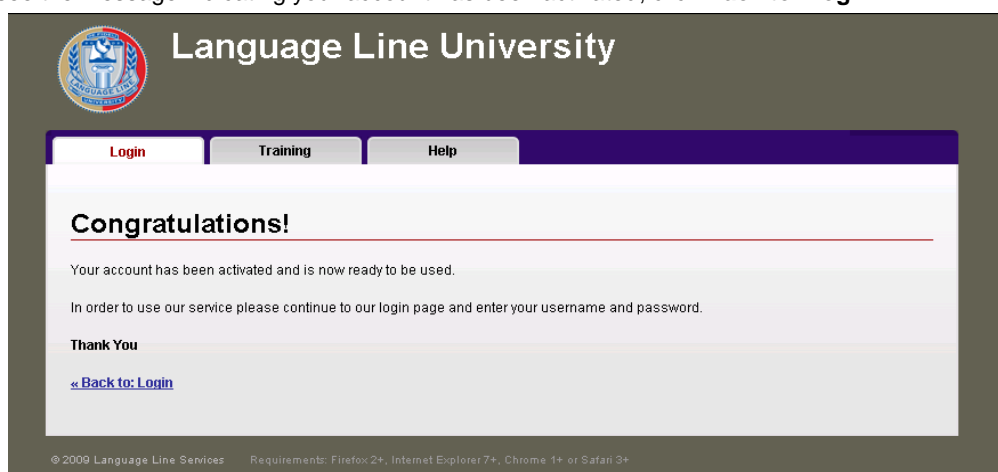
Your Username: jsmith@company1.com

Your Password: xxxxxxxx

If you have any questions or comments, please send an email to llu@languageline.com.

Thank You
Language Line University
www.languageline.com/llu

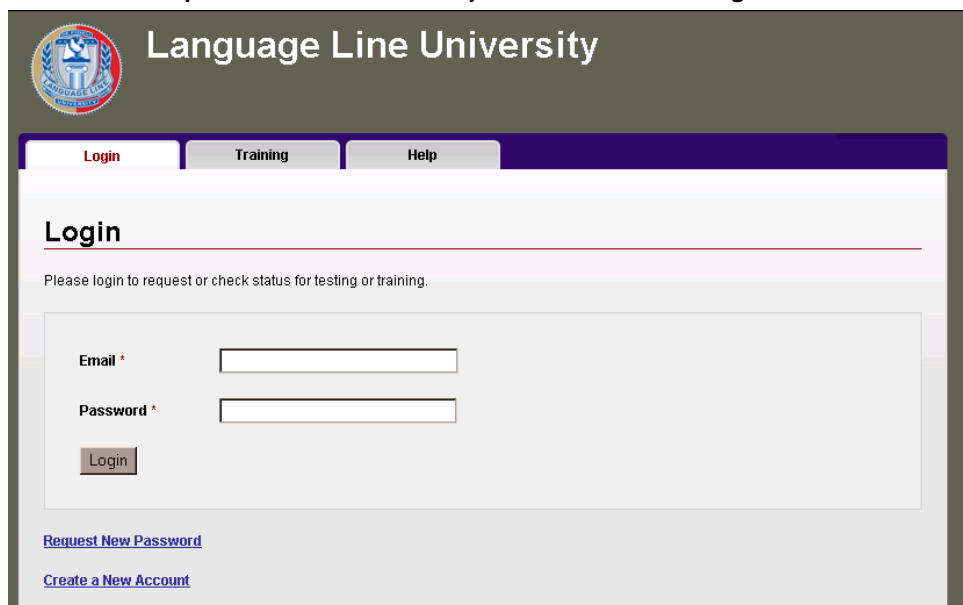
7. Once you see the message indicating your account has been activated, click **Back to: Login**.



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. If you do not return a signed NDA prior to registering for a test, the registration will be incomplete and will be declined.

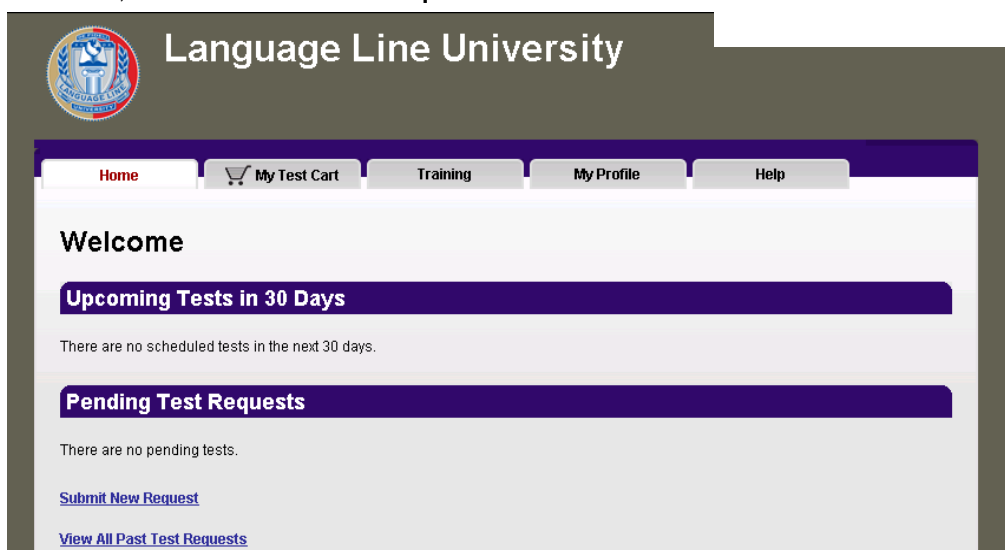
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9. Enter the **email address** and **password** for the account you created and click **Login**.



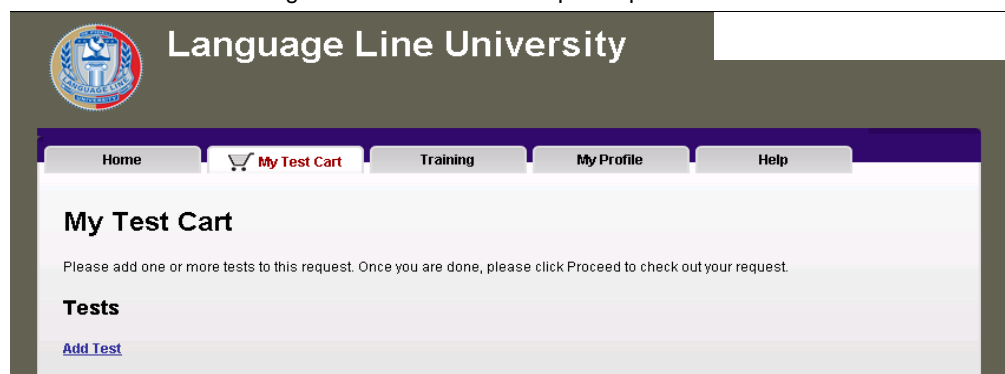
The screenshot shows the Language Line University website's login page. At the top left is the university's logo. The header includes the text "Language Line University" and a navigation menu with "Login", "Training", and "Help". The main content area is titled "Login" and contains the instruction: "Please login to request or check status for testing or training." Below this are two input fields: "Email *" and "Password *", each with a corresponding text box. 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. The header features the university logo and the text "Language Line University". The navigation menu includes "Home", "My Test Cart", "Training", "My Profile", and "Help". The main content area is titled "Welcome" and displays two sections: "Upcoming Tests in 30 Days" and "Pending Test Requests". Both sections indicate that there are no tests or requests currently. At the bottom, there are two links: "Submit New Request" and "View All Past Test Requests".

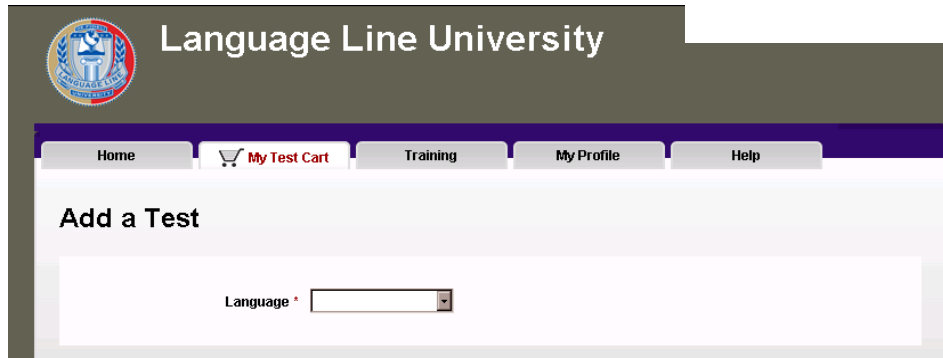
12. Click **Add Test**. You will be able to register more than one test per request.



The screenshot shows the Language Line University website's "My Test Cart" page. The header includes the university logo and the text "Language Line University". The navigation menu features "Home", "My Test Cart", "Training", "My Profile", and "Help". The main content area is titled "My Test Cart" and contains the instruction: "Please add one or more tests to this request. Once you are done, please click Proceed to check out your request." Below this is a section titled "Tests" with a link "Add Test".

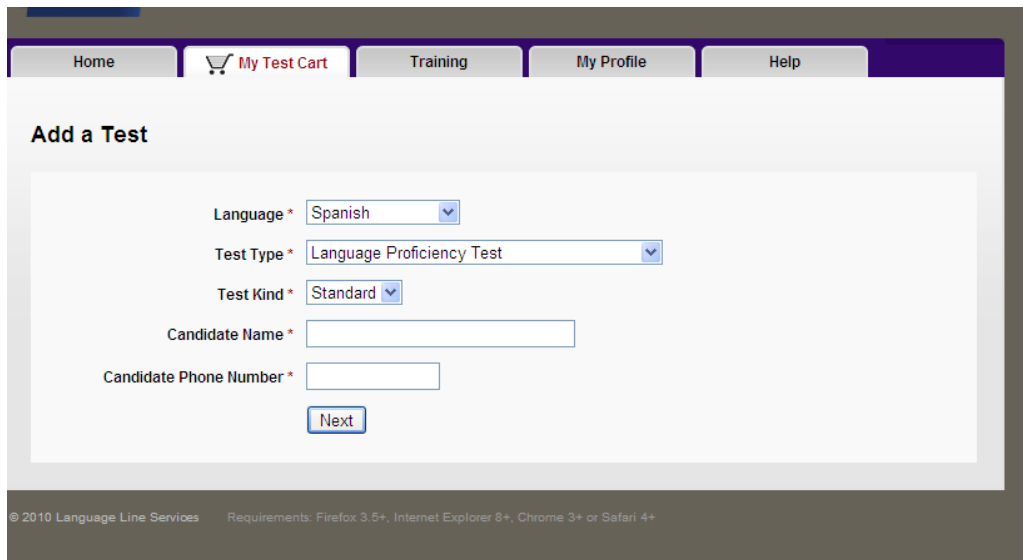
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13. Select **Language**.



The screenshot shows the 'Add a Test' form on the Language Line University website. The form has a header with the university logo and name. Below the header is a navigation bar with links for Home, My Test Cart, Training, My Profile, and Help. The main content area is titled 'Add a Test' and contains a single dropdown menu labeled 'Language *' with a downward arrow.

14. Select **Test Type** 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.*)



The screenshot shows the 'Add a Test' form with several fields filled out. The 'Language *' dropdown is set to 'Spanish'. The 'Test Type *' dropdown is set to 'Language Proficiency Test'. The 'Test Kind *' dropdown is set to 'Standard'. The 'Candidate Name *' and 'Candidate Phone Number *' fields are empty text boxes. A 'Next' button is located below the phone number field. At the bottom of the form, there is a copyright notice: '© 2010 Language Line Services Requirements: Firefox 3.5+, Internet Explorer 8+, Chrome 3+ or Safari 4+'.

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.*)




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Add a Test

Please select an available time from the calendar below.

All times are noted in Pacific Standard Time.

	Previous Week	Current Week			Next Week		
	06/28/2010	06/29/2010	06/30/2010	07/01/2010	07/02/2010	07/03/2010	07/04/2010
7:00							
7:30							
8:00		Unavailable					
8:30							
9:00			Unavailable	Select	Select		
9:30							
10:00		Unavailable	Unavailable				
10:30							
11:00				Unavailable	Select		
11:30							
12:00		Unavailable	Unavailable	Select			
12:30							
13:00					Unavailable		
13:30				Select			
14:00		Select	Select		Select		
14:30							
15:00		Select	Select	Select	Select		
15:30							
16:00			Unavailable				
16:30							

 Tests Available  All Tests Taken  No Tests Available

[Back to Cart](#)

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17. Click **Add Test** to register for another test, or **Remove** to delete a test.
18. 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	Remove

19. Select **Payment Type** and enter the **Payment Details**.
 - a. **Select Charge Client ID** (6-digit valid Language Line Client ID required). Contact Sales at 1-800-752-6096, Opt. 4 to create your account at no charge.

Payment Type *

Client ID *

- b. **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 *

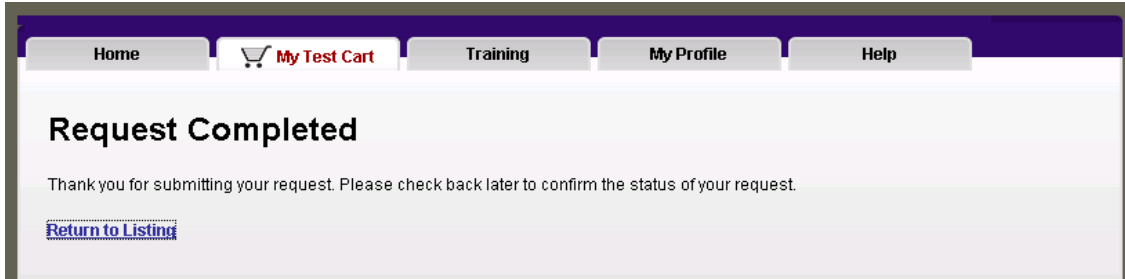
Billing State *

Billing Zipcode *

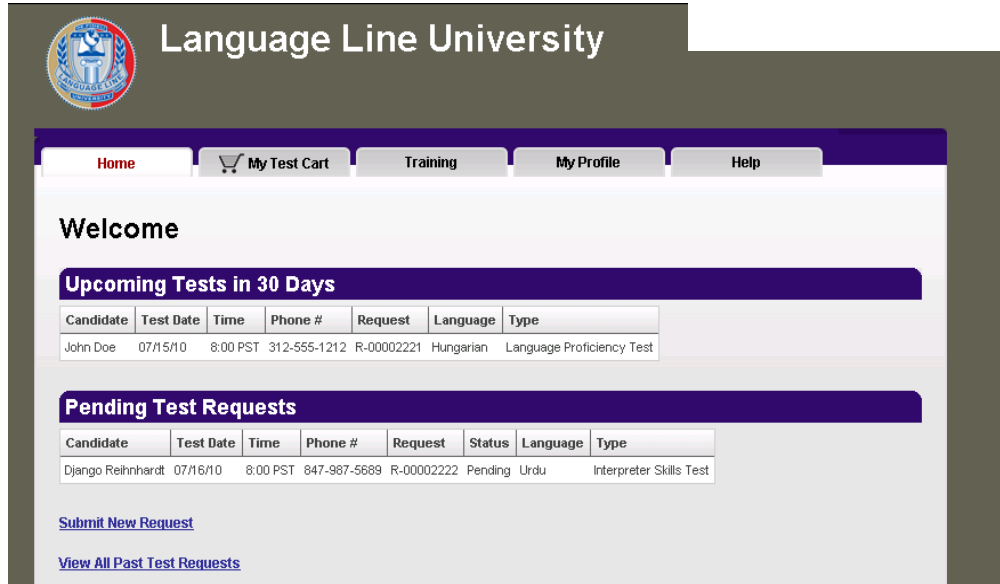
20. **You must click Submit to process your request.**

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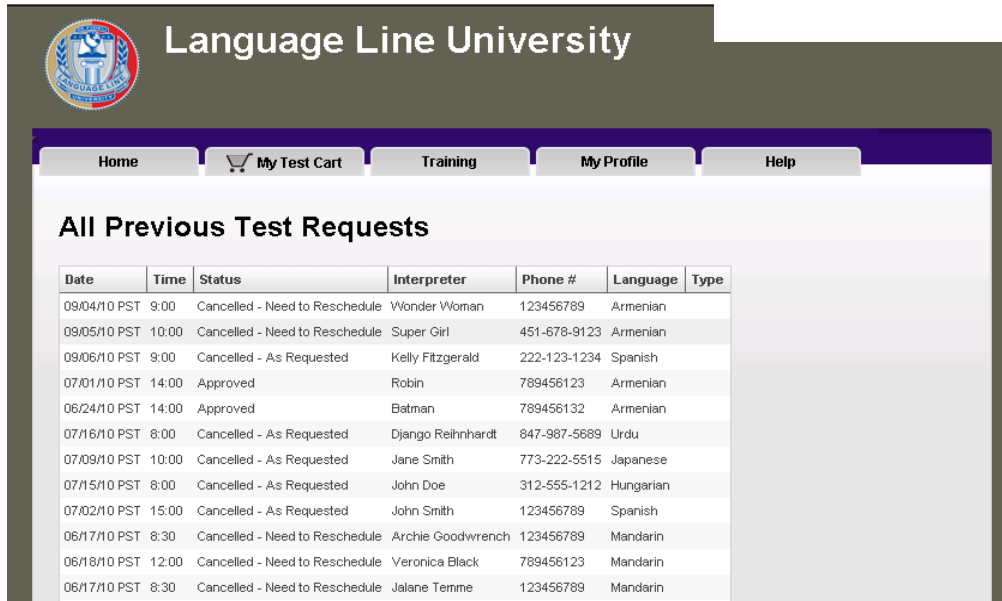
21. If your request has been successfully submitted you will receive a message that your request is complete.



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.