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Interpreter Readiness Assessment (IRA) Registration User Guide

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.)
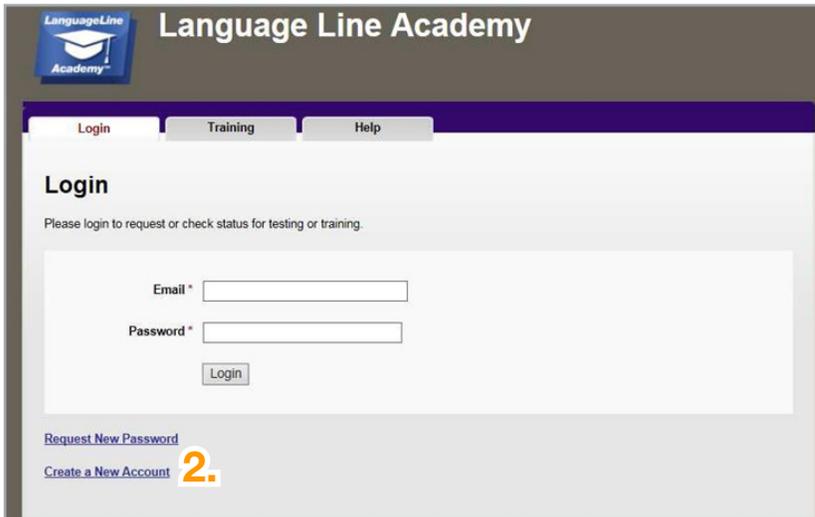
3. Enter all information requested to create a new account, read the Non-Disclosure Agreement, click that you have read and accepted the NDA, and click Submit.

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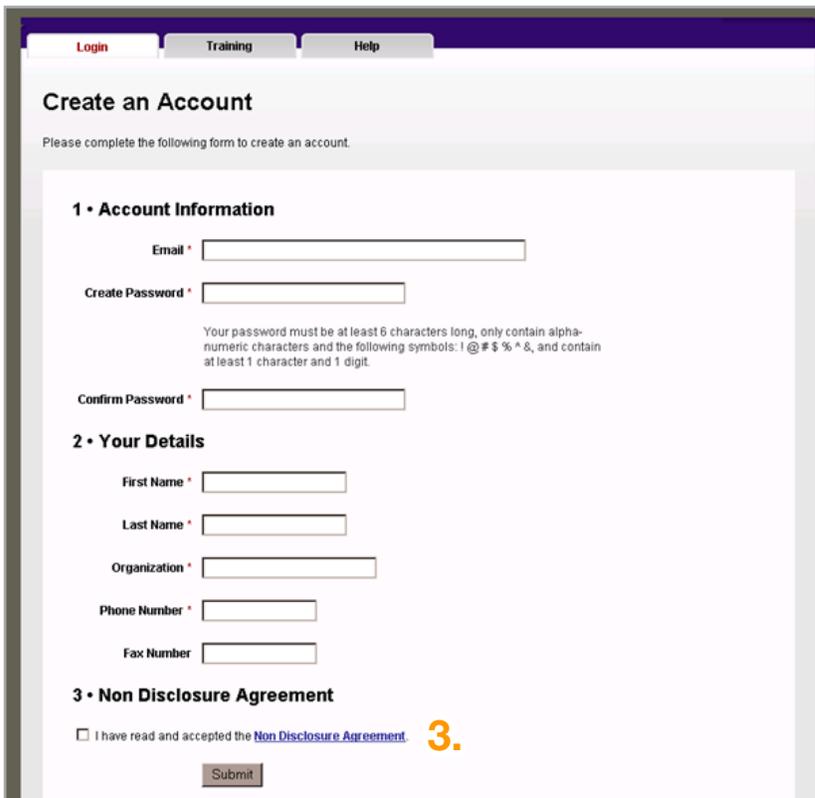
4. A message will appear instructing you to check your email for a link to activate your account. **You must activate your account** through the link in the email you will receive in order to begin using the online registration system.

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 **lla@languageline.com** if you continue to experience technical difficulties.

6. Click on the link in the email sent to you to activate your account.
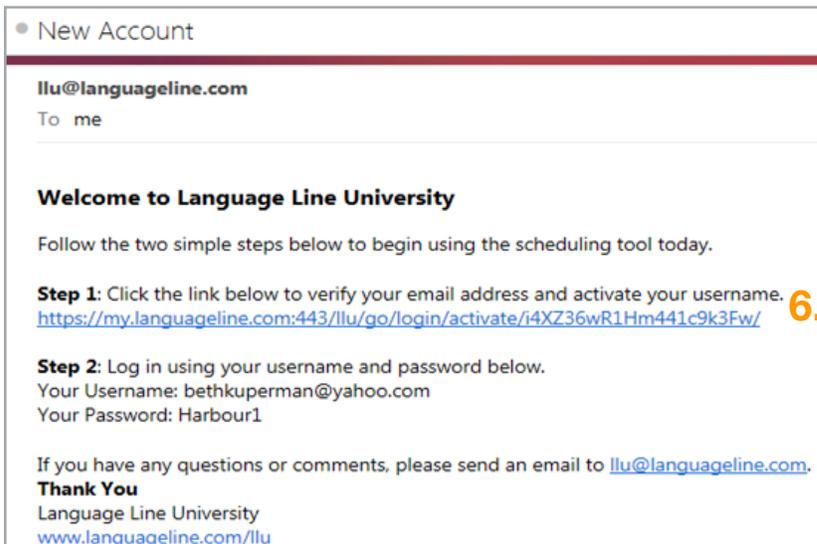
7. Once you see the message indicating your account has been activated, click **Back to: Login**.

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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 LLA NDA prior to submitting a registration. To request a copy, please email **lla@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.

9.   Enter the **email address** and **password** for the account you created and click **Login**.
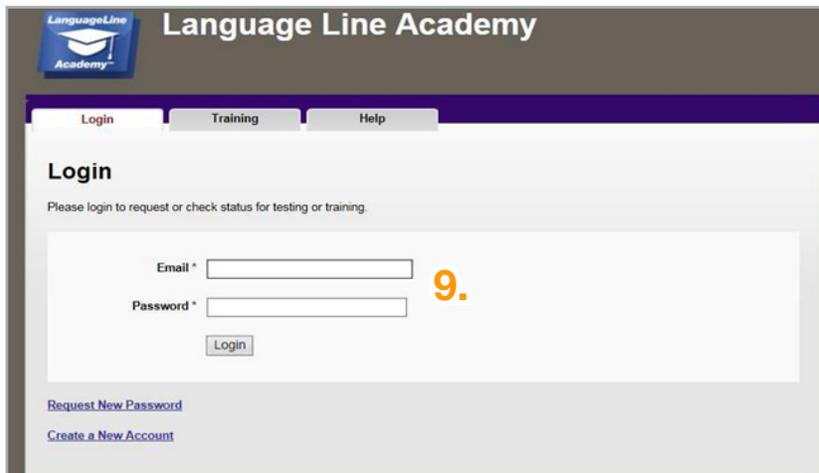
10. The Welcome page displays **Upcoming Tests in the next 30 days and Pending Test Requests.**

11. To register a new test, click on **Submit a New Request**.
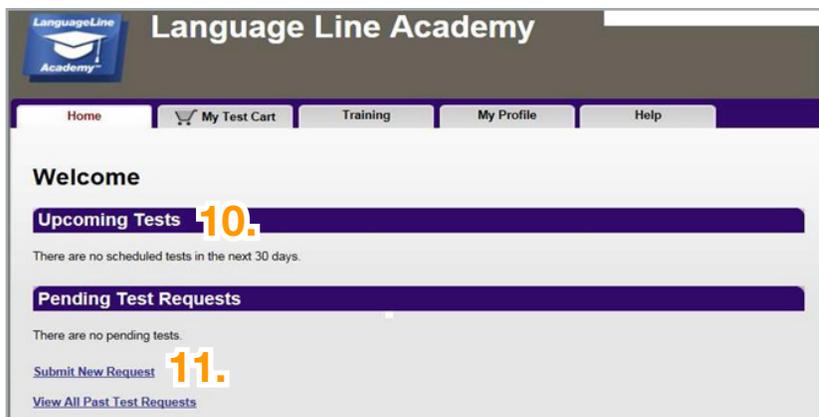
12. Click **Add Test**. You will be able to register more than one test per request.
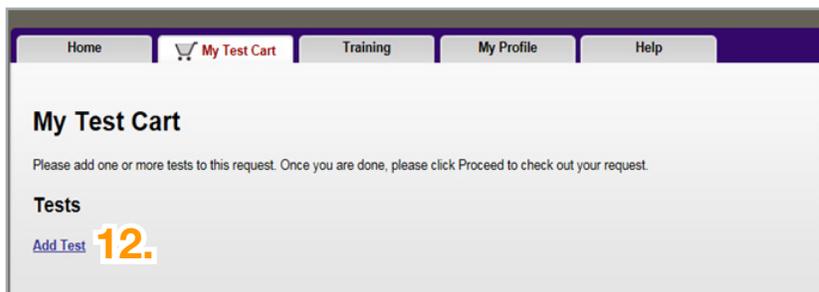
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13. Select **Language**.

14. Select **Test Type** and **Test Kind**. For **Interpreter Readiness Assessment,** the Test Type will be "Interpreter Readiness Assessment." Enter test **Candidate's name** and **phone number** and click **Next.**

15. Scroll through available test dates using the **Previous, Current** and **Next Week** links. Available dates and times are denoted in blue.

16. Choose **any** available slot, as this selection is just used for the purposes of registering the candidate information. **It does NOT mean the test needs to be taken at that time.** The eLPT is actually taken online/over the phone, and can be done at any time, 24/7, at the candidate's convenience, once the registration is complete and confirmed by LLA Admin.

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17. Once the test is registered and confirmed by LLA Admin, an email will be sent by LLA to the test Scheduler with instructions and the link to the test. The scheduler will then forward that information to the candidate to access the test and complete it.

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

19. Once you have added all desired tests, **you must click Proceed to submit your request.**
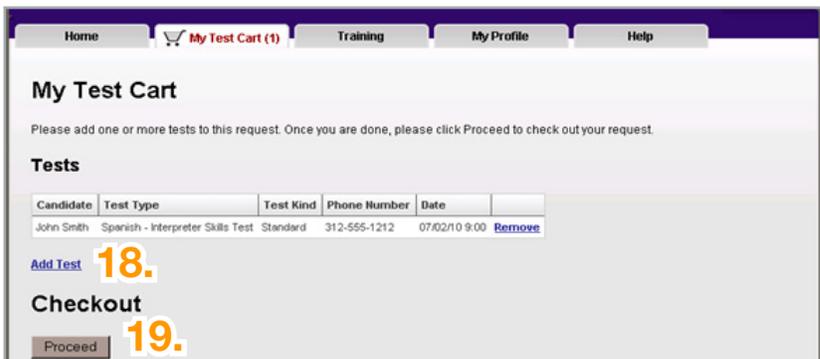
20. Select **Payment Type** and enter the **Payment Details.**

A. **Charge Client ID** (Pacific Interpreters clients please enter 246810 as your Client ID).
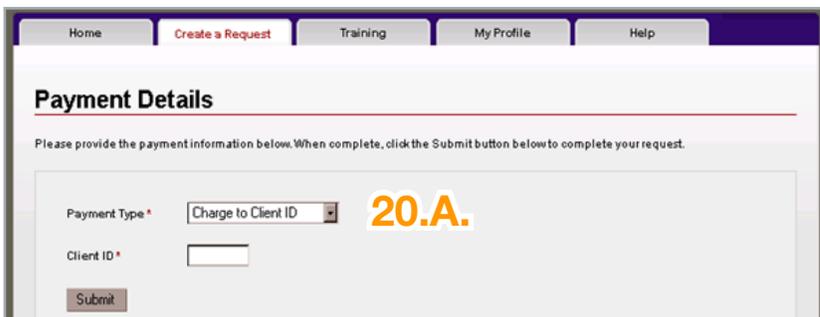
B. **Or Charge to Credit Card**

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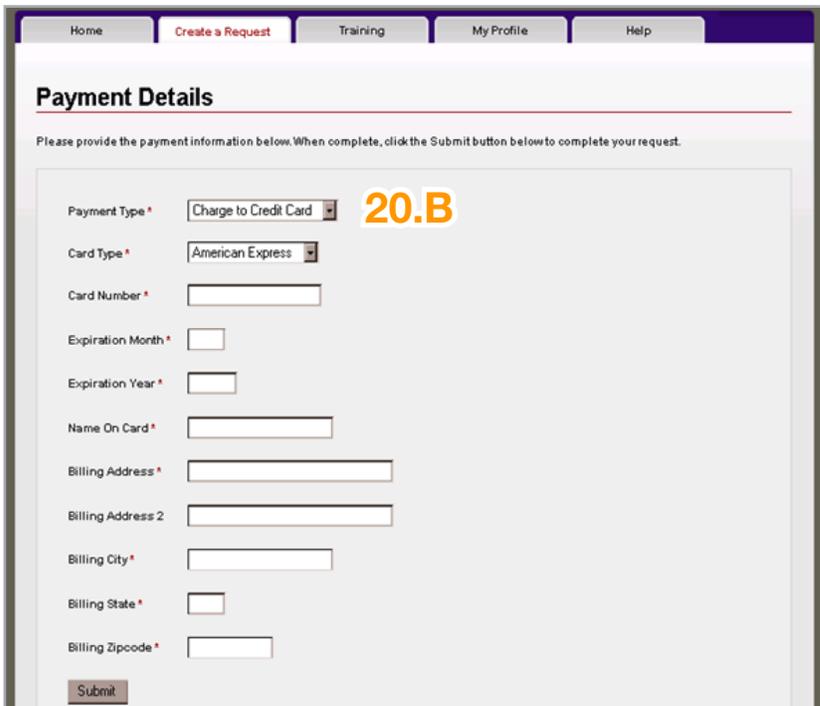
21. **You must click Submit to process your request.**

22. If your request has been successfully submitted you will receive a message that your request is complete.
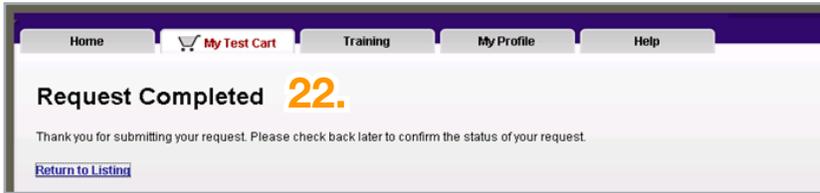
23. To verify the status of your requests, click the Return to Listing link or log in to your account. Tests listed in the **Upcoming Tests in 30 Days** section have been confirmed. Pending requests are listed in the **Pending Test Requests** section.
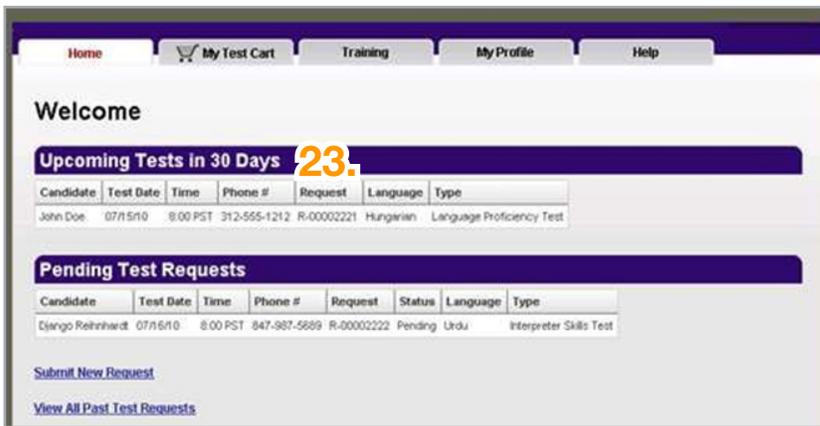
24. Click **View All Past Test Requests** for a list of declined requests and previous tests.
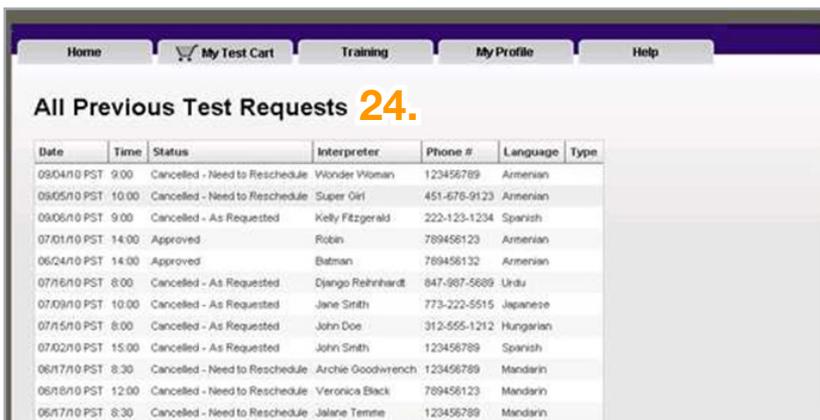
TO CANCEL/CHANGE/CONFIRM A REGISTRATION

Email: lla@languageline.com

Call: 1-877-351-6636 in U.S.

1-831-242-8414 outside of the U.S.

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