

Now to Oct 14

Try it early.

Use the toggle in the in-app header to turn the new design on.

October 15

On by default.

The new design becomes your default view. You can still switch back.

October 29

The only experience.

The previous design is retired and switching back is no longer available.

A New Look. The Same Platform.

The redesigned platform turns on by default October 15 and becomes the only experience October 29. It brings clearer navigation, calmer pages, and details that open beside your work instead of on top of it. This page covers the dates and what moves where.

- **Switch until October 29**

Until October 29 you can turn the new look on or off yourself, as often as you like, unless your administrator has moved your organization to the new design only. The switch lives right in the app.

- **Your data doesn't change**

Appointments, call logs, invoices, reports, rates, settings: every record is identical in both views. This is a new coat of paint on the same records.

- **Everything is still here**

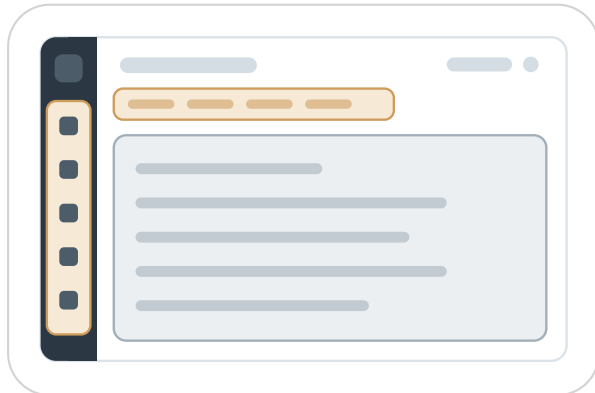
No feature was removed. Some things have clearer names and better homes. This page shows you where they went.

- ☐ The old pattern ☐ The new pattern ☐ Your content, identical in both
- ☐ One item, followed across both views

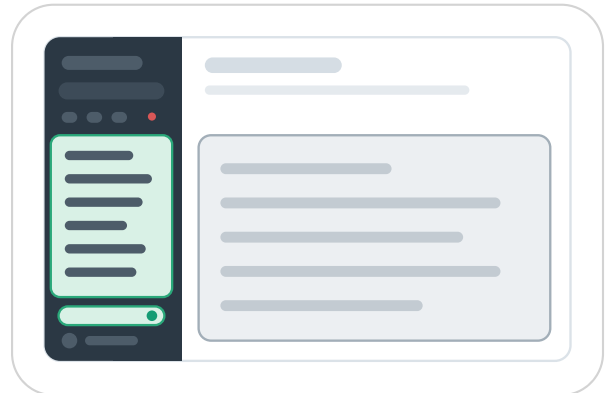
Diagrams are simplified layouts, not screenshots.

A Navigation Sidebar With Labels and Search

The new sidebar is easier to read. The classic app used a compact icon menu, with most destinations tucked into rows of tabs inside each section. It names every destination (Home, On Demand, Appointments, Reports, Invoices, Accounts, Interpreters) and adds a search box so you can jump anywhere by typing. The **New Look & Feel** switch itself now lives at the bottom of the sidebar with a clear on/off badge, next to a new **Feedback** button.



BEFORE Split navigation, more clicks: an icon menu plus rows of tabs inside every section.



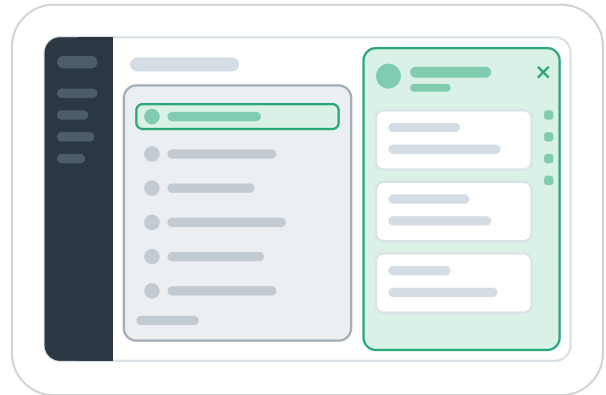
AFTER Named menu items with search on top, and the on/off switch built into the sidebar.

Account and Invoice Details in a Side Panel

Details now open beside your list. In the classic app, opening an account, member, or invoice launched a viewer that took over the entire screen. In the new look, the record slides in as a panel next to the list. You keep your place, your filters, and your scroll position; the panel can be resized, expanded to full screen, or closed without losing anything. The same tabs you know (Overview, Info, Logs, Calendar, Rates, and the rest) are all inside the panel.



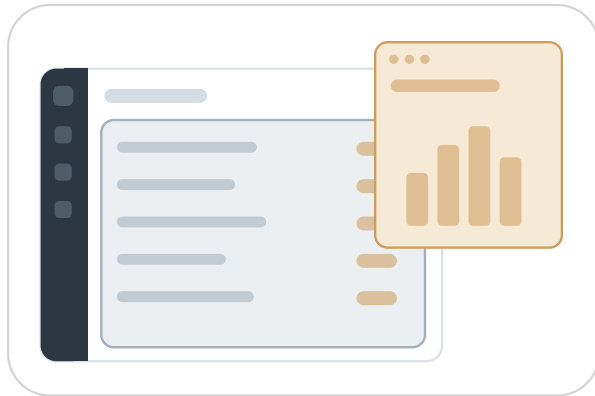
BEFORE The record viewer takes over the whole screen; the list is gone until you close it.



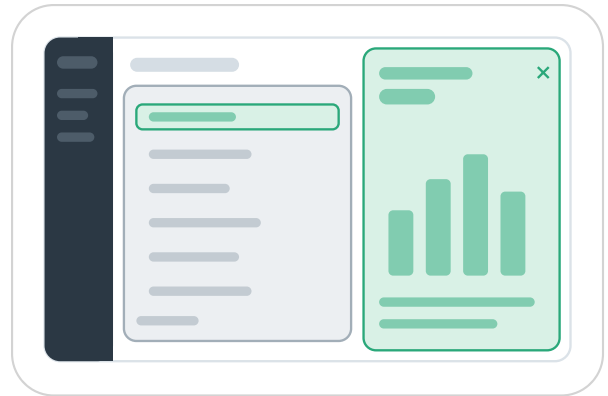
AFTER The list stays put: the record opens alongside it, resizable and expandable.

Reports That Open Beside Your List

Reports now open where you are. Viewing a report used to launch a separate browser tab, pulling you out of the app entirely. Now a report opens in a panel right beside your report list: compare, edit, close, and open the next one without ever leaving the page. A dedicated full-page view is still there when you want to print.



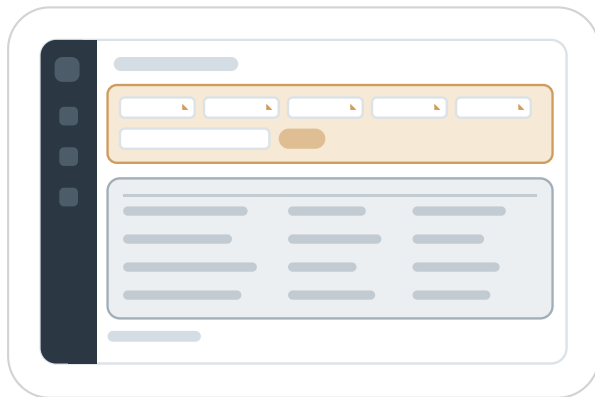
BEFORE Each report jumps out into a separate browser tab.



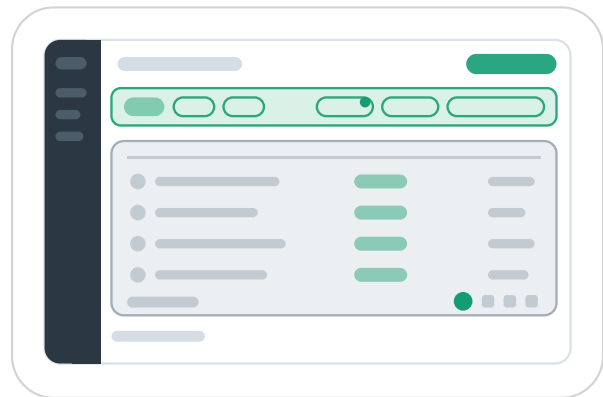
AFTER The report renders beside the list. Printing gets its own full-page view.

One Table and Filter Bar for Every List

Every list now uses the same table and filter bar. Every list used to bring its own row of filter dropdowns stretched across the top of the page. The new pattern has quick status tabs, one **Filters** button that shows how many filters are active, a **Columns** chooser, and search, with one click to clear everything. Save the filter and column setup you use most as a view, and it's waiting for you next time. Tables gained clearer sorting, status chips you can read at a glance, and keyboard navigation, and very large lists now load page by page so they stay fast.



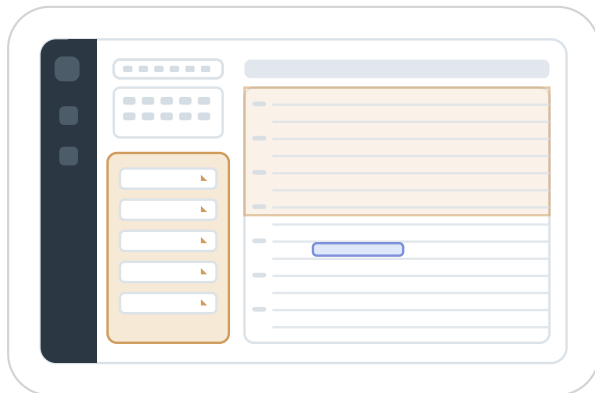
BEFORE A sprawl of dropdowns with limited flexibility, cleared one at a time.



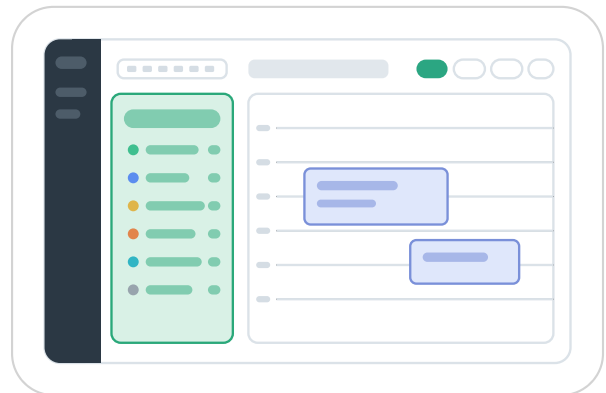
AFTER Saved views keep your filters and column layout ready to reuse. One **Filters** button, **Columns**, search, and one click clears it all.

An Appointments Calendar Built Around Your Day

The calendar now starts with your working day. The old one drew every day from midnight to midnight, squeezing real appointments into thin slivers; the new one is far more efficient with the space, showing a compact working day by default (and widening automatically when a booking falls outside it) so more appointments are in view at once. Flexible filtering, search, and the tools you use most are at your fingertips, new Day, Week, Month, and List views make jumping around easy, and the calendar keeps getting more customizable, so it shows what matters to you. Appointments open in a slide-out detail panel, making it quick to find the right booking and make changes without losing your place. Batch editing is coming here soon, too.



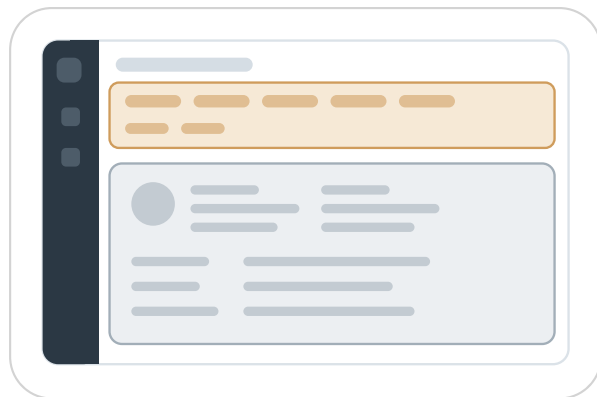
BEFORE A midnight-to-midnight grid: the same booking (blue) squeezed into a thin sliver.



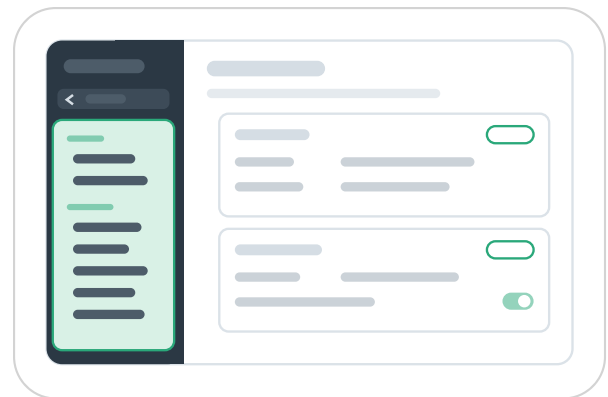
AFTER Working hours by default (widening automatically for early/late bookings), a status rail with counts, and one-click views.

Settings Grouped in the Sidebar

Settings are now sorted into a menu. Configuration used to hide behind two stacked rows of tabs (a top row of sections and a second row inside each) above long, dense pages. Now the sidebar itself becomes a settings menu with clear groups (such as My Account and Administration, depending on your role) and a one-click way back Home. Can't find what you're looking for? Search and jump straight to the page. Each settings page is a tidy stack of cards with obvious edit actions and toggles. Branding got extra attention: four distinct logo slots (main, sign-in, email, and favicon), each with cropping and a live preview.



BEFORE Tabs inside tabs, then one long page of everything.



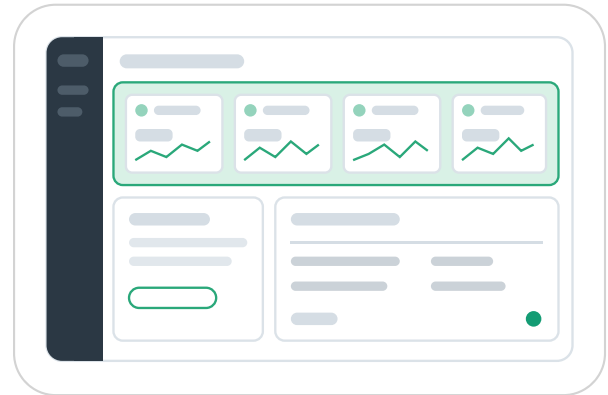
AFTER Grouped menu with a way back Home; each page is a calm stack of setting cards.

A Home Page That Starts With Your Numbers

Home now leads with your numbers. The old dashboard floated charts and link lists straight onto the page. The new Home organizes everything into cards: a statistics strip with your calls, ratings, appointments, and earnings up top, an appointments-needing-attention card with its own table, and a "what's changed" card while the new look rolls out. Getting Started follows the same card system, so help articles, videos, and community links each have a clear home.



BEFORE Charts and link lists floating loose on the page.



AFTER Your key numbers in a stat strip, with everything else in clearly-bounded cards.

Taking Calls Works the Same

The caller experience hasn't changed. The caller you use to accept calls works the same in both looks, and nothing about how you accept and take calls changes with the new design.

Switch Between Looks Anytime

You can flip between looks whenever you want. Until October 29 the choice is yours, and it's personal to you: switching won't change what your teammates see. After October 29, the new design is the only experience.

From the classic look

Use the **Enable new look and feel** switch in the header bar at the top of the app, then confirm. The page refreshes into the new design in a few seconds.

From the new look

Use **New Look & Feel** near the bottom of the sidebar. The badge shows whether it's on or off. Until October 29, turn it off the same way and you're back to classic.

Smaller Improvements and Your Feedback

Smaller improvements come along with the new look. The new experience gets better every week, and your feedback steers it. We're collecting it right in the app: share what you're trying to do and how we can improve, straight from the **Feedback** button in the sidebar.

Better with a keyboard and screen reader

A dedicated accessibility pass means buttons announce their state, loading and status messages are read aloud, focus lands in the right place when panels open and close, and page structure stays correct for assistive technology.

Faster on big lists

Interpreter and option pickers now search as you type and load results in pages instead of fetching everything up front, so even organizations with thousands of records get a picker that opens instantly.

A calmer calendar

Hover previews wait a beat before appearing and never flicker as you scan across a busy day. Overlapping appointments open in a list on click and stay open until you dismiss them, reliable with a mouse, keyboard, or screen reader.

Fixes land everywhere at once

Every rebuilt screen shares one set of components. When a table, filter, or dialog improves, that improvement shows up across the whole product, not one page at a time.

What's Not Changing

- **Your data.** Appointments, call logs, invoices, reports, rates, users: identical records in both views.
- **Your numbers.** Totals, rates, and invoice amounts are the same figures, whichever look you're in.
- **Your access.** Sign-in, roles, and permissions carry over exactly as they are.
- **Your integrations.** Connections to other systems, such as accounting software, keep working untouched.

Common Questions

Do I have to switch right away?

No. You can try the new design now and move between the classic and new looks as often as you like, from inside the app. On October 15 it turns on by default, and you can still switch back. On October 29 it becomes the only experience.

Will switching move or change any of my data?

No. Nothing is migrated or converted. Both looks read the very same records, so you can switch back and forth and see the same appointments, logs, and invoices every time.

Does my whole organization switch when I do?

No. Until October 29, the choice applies to you and follows your sign-in rather than a shared computer. Your organization can also set a default for everyone. If your administrator has moved your organization to the new design only, the toggle is no longer available to individual users.

What if something doesn't look right?

Use the **Feedback** button in the new sidebar to tell us directly, then switch back to the classic look in the meantime. Nothing is lost by toggling.

What happens after October 29?

The redesigned platform is the only experience, and the previous design is retired. Your data and settings carry forward automatically.

Questions about the new design? Contact your language service provider.