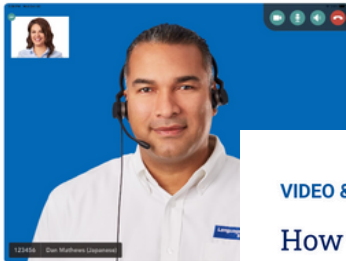
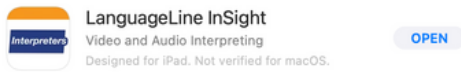


## HOW TO ACCESS A VIDEO INTERPRETER

Video interpretation is available for clients who communicate via sign language. Video Sign Language interpretation is available in American and British Sign Language.

**1. DOWNLOAD THE LANGUAGELINE INSIGHT APPLICATION ON A PHONE OR COMPUTER.** To download, open the app store on your device and download the app or visit [Insight.LanguageLine.com](https://Insight.LanguageLine.com). For help downloading or using the app please visit [LanguageLine Solutions](#).

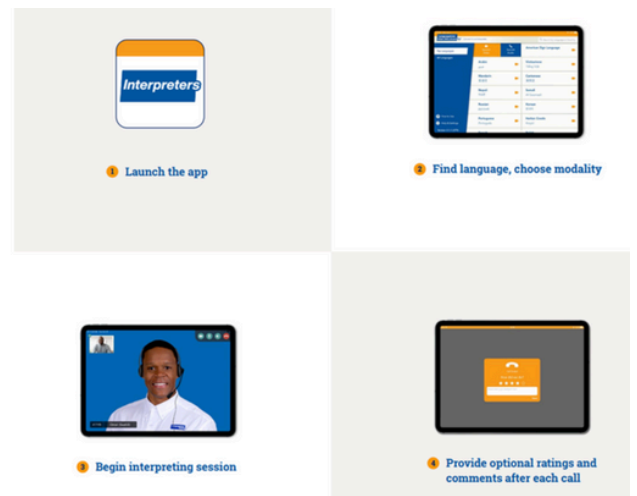


### VIDEO & AUDIO INTERPRETING

#### How to Use the LanguageLine App

Download LanguageLine App for [iOS devices](#) or [Android™](#) devices or go to [Insight.LanguageLine.com](https://Insight.LanguageLine.com) on Windows® PC or macOS® with Google Chrome™, Mozilla Firefox®, or Microsoft Edge™ then enter your authentication code.

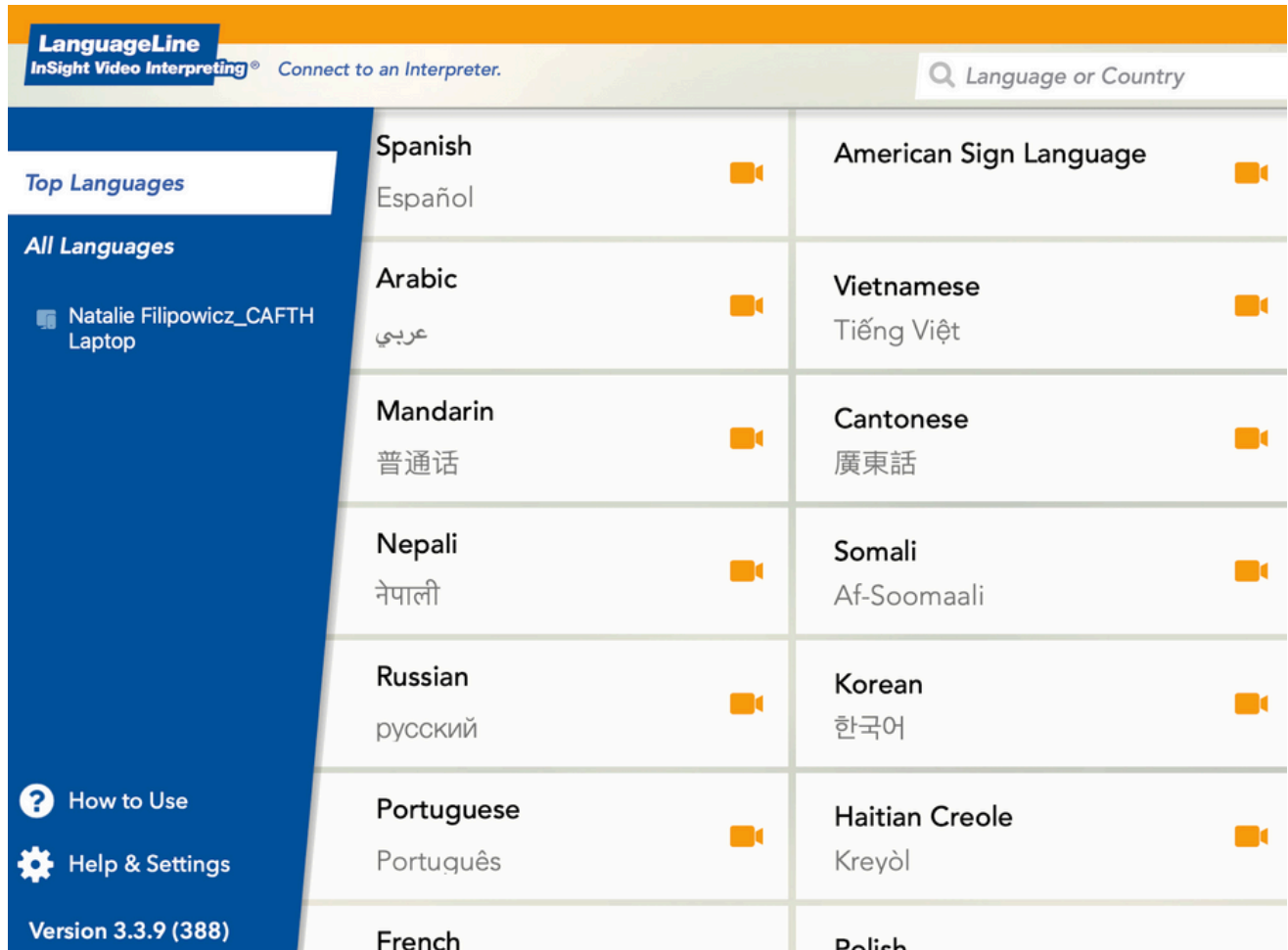
- Launch the app
- Select your language and choose "audio" or "video"
- Begin your session
- Optionally, rate your call



**2. LAUNCH THE APP.**

**3. PROVIDE AUTHENTICATION CODE: 3KDQ3XMGTG**

**4. NAME YOUR DEVICE.** Name your device using the following format: Last Name\_First Name\_Agency Name. Tap on the activate device button to complete authentication. Once completed, the application will open to the language selection screen below.



**5. SELECT THE NEEDED LANGUAGE.**

**6. POSITION DEVICE FOR VIEWING BY CLIENT.**

**7. DOCUMENT INTERPRETER'S NAME & ID NUMBER FOR REFERENCE.**

## 8. BRIEF THE INTERPRETER AND GIVE ANY SPECIAL INSTRUCTIONS.

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### IMPORTANT INFORMATION:

**WORKING WITH AN INTERPRETER:** At the beginning of the call, interpreters identify themselves by name and ID number. Note this information for reference and input it into client service notes in HMIS. Brief the interpreter on the nature of the call. If completing any documents, tell the interpreter which documents. Speak directly to the client, not to the interpreter, pausing at the end of a complete thought. Ensure you allow enough time for the interaction.