



Video Remote Interpreting Web Application User Manual For On-Demand Service

Thank you for choosing SLUSA! The following set of instructions are provided to guide you through the process of calling up an interpreter using the web-based application. A different manual will be provided to use the Android or IOS based mobile app.

Step 1. Open the Chrome web browser and enter the address <https://slusa.interpretmanager.com/app/account/sign-in> . We recommend you bookmark this link for ease of access later. Alternately you can log into your account by going to www.SignlanguageUSA.com , click on “Request Service” at the top of the page, then click “Customer login (for video & phone interpreting accounts).

Login Page



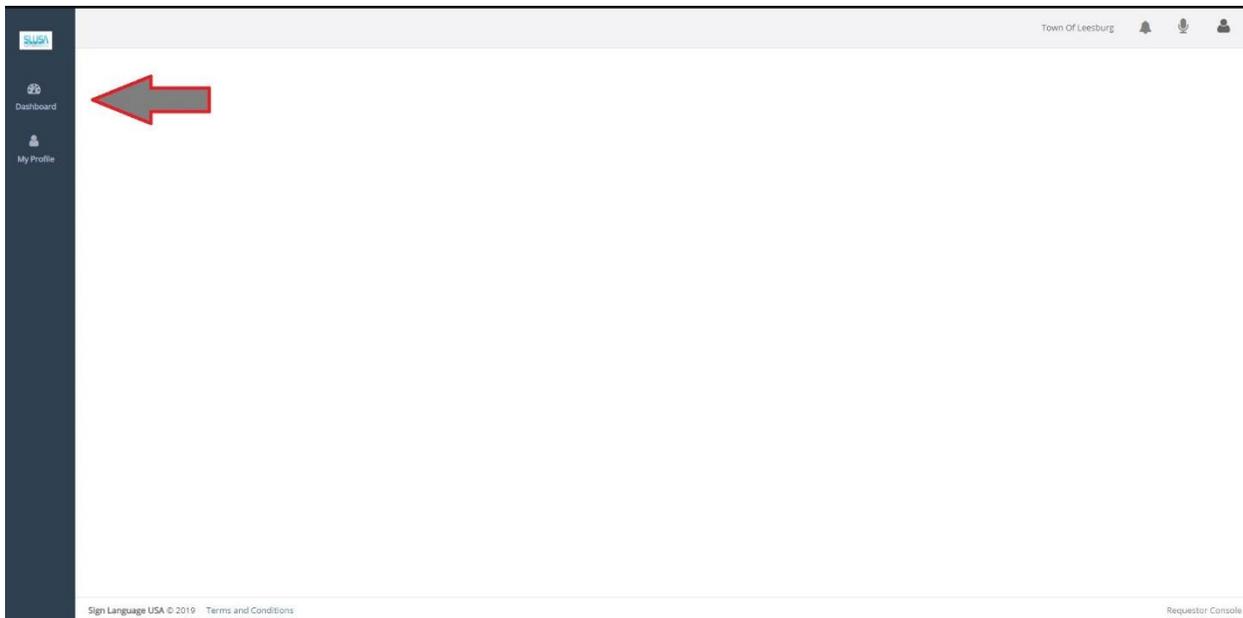
Navigating to login from SLUSA website





Step 2. Enter your SLUSA assigned email address and click next to be prompted for your password. If you have not been assigned an email and password, please contact your administrator or SLUSA directly at 703-628-5472 or remote.interpreting@signlanguageusa.com

Step 3. After logging in, the Dashboard tab on the left side of the page should be highlighted.

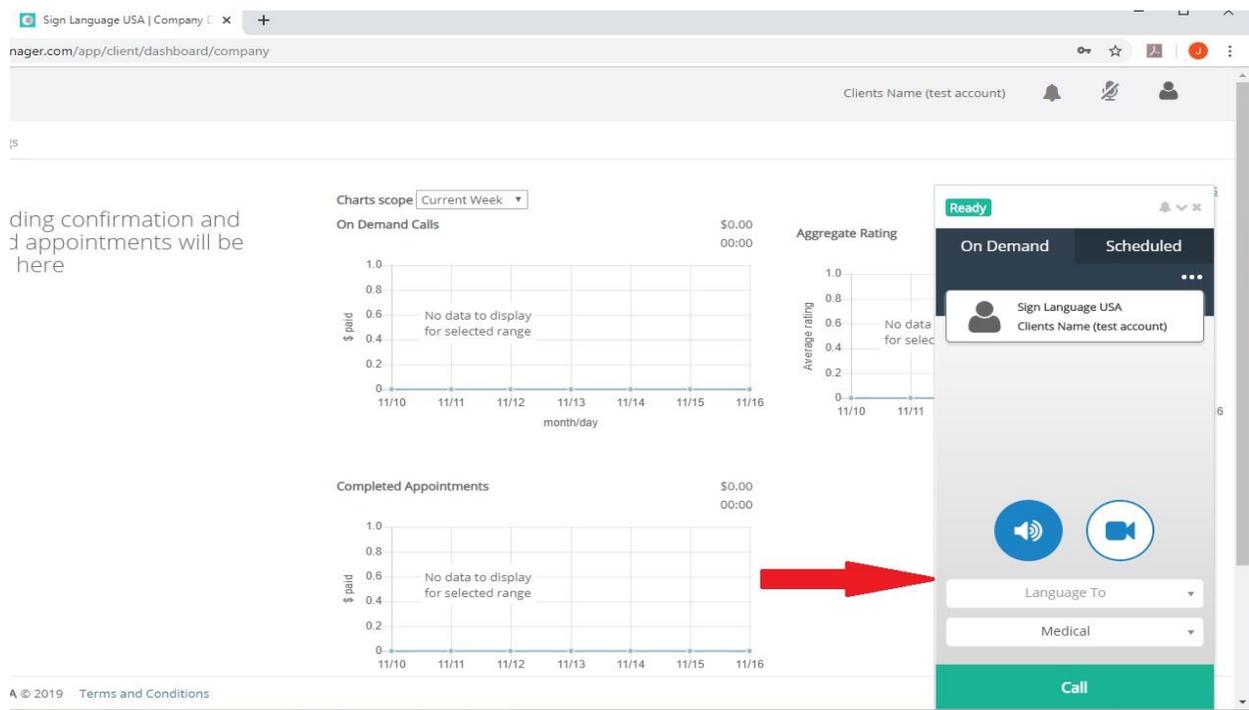


Step 4. Click on the telephone icon in the upper left corner to activate the “Dialer”





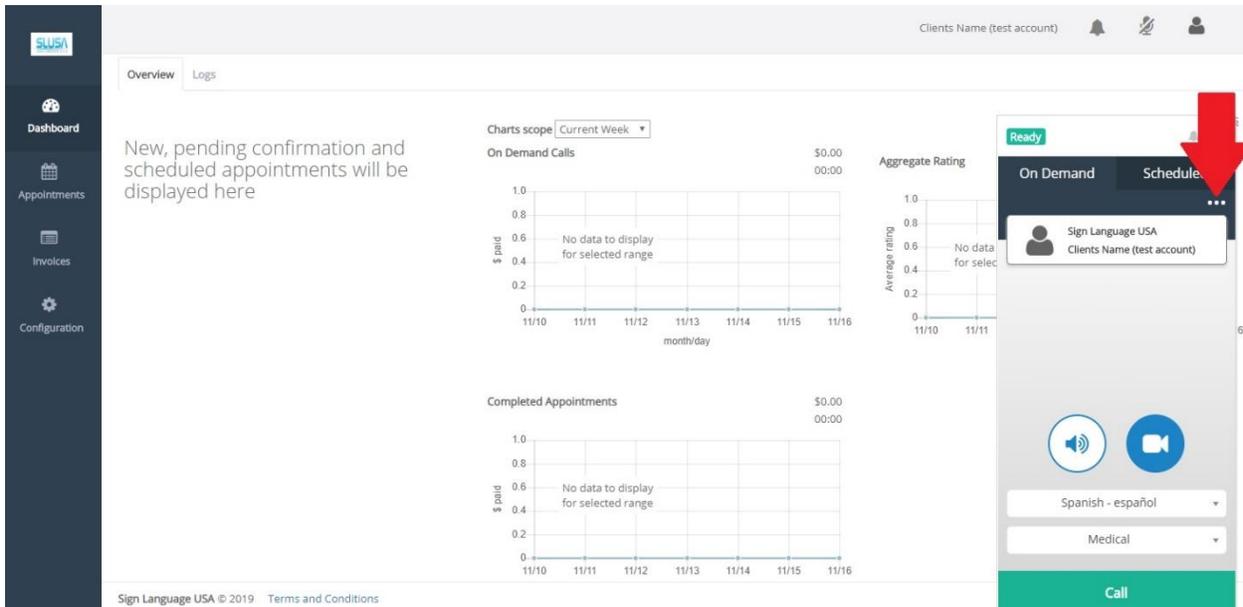
Step 5. Click the “Language To” box to launch a drop-down menu of all languages and click on the desired target language. Alternately, you can type the language into the box for faster selection.



Step 6. Above the “Language To” box you’ll notice a speaker and camera icon. If the speaker icon is highlighted, you’ll be connected to an interpreter via audio only but no video connection. If you highlight the camera icon, you’ll be connected via video. About 40 languages plus American Sign Language allow for video connection. There are 300 languages that allow for audio only connection.



Step 7. If you desire an interpreter of a specific gender, click the three dot menu box as shown below. You will then be prompted to enter the gender of the interpreter.



Call English > American Sign Language Medical

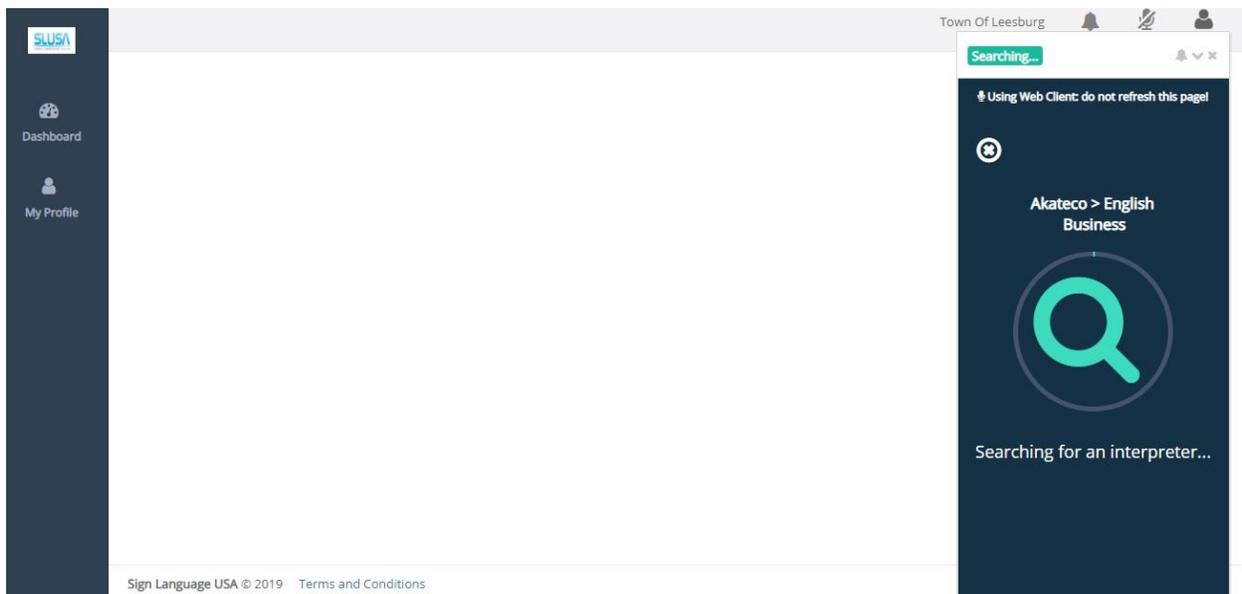
Select interpreter gender

- Male
- Female
- No preference

VIDEO

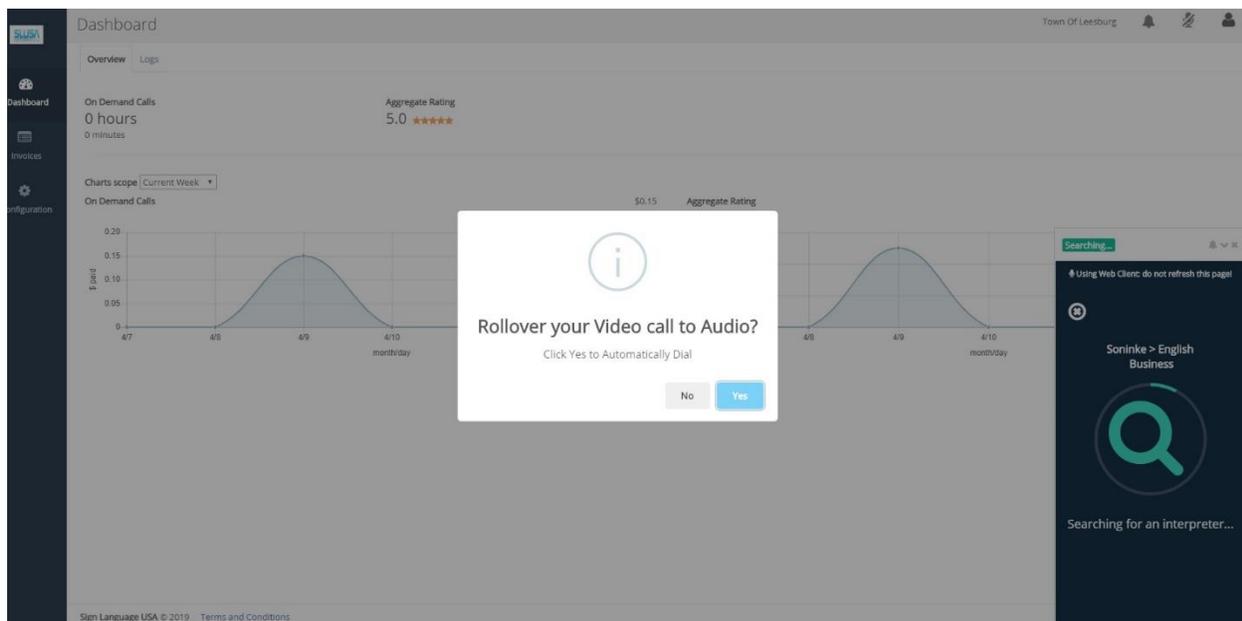


You can now click the “Call” button. Once clicked, the system will begin searching for the next available interpreter in the language you’ve selected.



Additional Information

- If you choose video, if no video interpreter is available after 30 seconds, you will be asked if you would like to connect to an audio only interpreter instead. If this is acceptable, click yes to be re-routed to audio only





- After your call, you will have the opportunity to give separate ratings for the Interpreter and for the call quality. This is not mandatory; you can simply exit the screen or you can chose to rate. We use the ratings as feedback to help us improve service.

For further assistance, please contact the Remote Interpreting Services manager at

Remote.interpreting@signlanguageusa.com

Or 703-628-5472