LanguageLine Solutions®

City of Houston

TO ACCESS AN INTERPRETER OVER THE PHONE
1. DIAL: **1-866-874-3972**
2. PROVIDE: **6-Digit Client ID***
3. INDICATE: **Language**
4. PROVIDE WHEN ASKED:

   DEPARTMENT CODE

   EMPLOYEE ID

TO ACCESS AND INTERPETER USING THE INSIGHT APP
1. OPEN THE APP
2. SELECT THE LANGUAGE NEEDED
3. SELECT AUDIO OR VIDEO
4. HAVE THE INTERPRETER MAKE A DIAL OUT TO THE LEP IF THEY ARE NOT WITH YOU

Document the interpreter name and ID number for reference.
Brief the interpreter and give any special instructions.

IMPORTANT INFORMATION:

WORKING WITH AN INTERPRETER – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

3-WAY CALL – Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to "Please Hold," and then conference in the interpreter.

CUSTOMER SERVICE – To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.LanguageLine.com and click on the "Customer Service" tab, scroll to "Provide Feedback" and complete a "Voice of the Customer" form.

*To obtain your Client ID, Department Code or InSight Authentication Code, contact your Department's Language Access Coordinator or call (832) 393-1010.

LanguageLine Solutions®

LanguageLine® InSightSM Video Remote Interpreting

Reliable • Easy • Secure • Robust

InSight on your AndroidTM device

- Using Google ChromeTM, go to https://insight.LanguageLine.com

- Once the Authentication page appears, input your **Authentication Code*** and the Device Name Department Code followed by a hyphen and your Employee ID (for tracking purposes). Press "Activate Device"

- Under the Google Chrome setting, select "Add to Home Screen" to save the application.

- Verify the "Interpreters" icon has been added to your home screen.

- Now that you have the "Interpreters" icon on your home screen, click on it and the Language Menu will appear automatically in landscape mode for you to select the language and audio or video interpreter as available.

InSight on your iPhone

- Free download at the App Store (search LanguageLine)

  - iPhone: InSight for the iPhone in the App Store

- Open the app on your iPhone

- Once the Authentication page appears, input your **Authentication Code*** and the Device Name Department Code followed by a hyphen and your Employee ID (for tracking purposes). Press "Activate Device"

Connecting to an interpreter is easy, fast, and convenient.
  ➢ Tap the InSight App icon
  ➢ Select a language (search by language name or country)
  ➢ Greet and brief your interpreter about the call
  ➢ Share the phone or use the speaker function for in person encounters
  ➢ Have the interpreter make a call to someone not with you if needed

24/7 Technical Support 1.844.373.1951

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