

## Welcome, Lisa Engel!

Thank you for choosing LanguageLine Personal Interpreter to access professional interpreters anytime, anywhere 24/7 from any phone or device.

## FOLLOW THESE EASY STEPS TO CONNECT USING ANY PHONE

1. Dial (888) 808-9008

NOTE: if you are calling from outside of North America, dial **+1-831-242-8841**, Or if you are calling from inside the UK: 0808-234-4886

2. Enter your \*8-digit PIN 53361557

\* at the prompt, then clearly state the name of the language you need (for example, Spanish).

## FOLLOW THESE EASY STEPS TO CONNECT USING THE APPLICATION

- 1. Download the application from the app store for iOS or Android, or visit <a href="https://insight.languageline.com/">https://insight.languageline.com/</a> on your browser.
- 2. Enter this authentication code: KWK-96Y-M7PY
- 3. Choose the language, then select the video or audio option.

## **HELPFUL TIPS**

- 1. Professional interpreters are available in 36 languages including American Sign Language for video and 240 languages in audio.
- 2. You can download <u>Tips for Working with an interpreter</u> as well as the <u>Language Identification</u> Poster which lists the top 20 languages.
- 3. Visit the <u>Self Service Portal</u> where you can view usage reports, update your payment details, and more!

You'll be happy to know that as long as your account remains active and your credit card information is current you'll be able to access our qualified, trained interpreters any time you need them. If you have any questions, please contact U.S. Customer Care at **1-800-752-6096** or U.K. Customer Care at 0800.169.2879.