

How to Make a Call to One of Our Services Using the Interpreter App



Download the interpreter line **ILClient** app free from your app store.

1. If you are using the app for the first time, please first register your mobile device.

2. Enter your details followed by the Site Access code:
IUtwaA

Site PIN:
182987

3. Login to the app by confirming the Site PIN: **182987**

4. Select the required language from the list shown

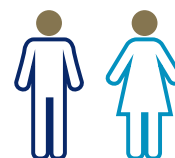
5. Click on 'Dial interpreter'



6. The app will take you through our telephone interpreting line and you will have to confirm your site PIN: **182987**



7. Confirm the 3 digit language code - **xxx**



8. Press 1 for an interpreter, 2 for a male interpreter, 3 for a female interpreter.

You will be connected to an interpreter.



9. Tell the interpreter your name and the telephone number you want to call, for example 111 (NHS Inform)



10. The interpreter will speak to the staff first in English to let them know you are calling and then tell you to go ahead with your conversation



11. Let the staff and interpreter know when you have finished the conversation.