



Client Guide: How to Request a Video On-Demand Interpreter

Requesting via the Customer Hub App

- 01 Log in to the app using your credentials.
 - 02 Go to the On-Demand Service section.
 - 03 Enter your 8-digit access code.
 - 04 Choose the booking type:
 - Select Video On-Demand.
 - 05 Choose the type of call:
 - Spoken languages (e.g. Arabic, Polish)
 - Non-spoken (BSL) – Please note: this service is currently unavailable due to limited BSL interpreter availability.
 - 06 Indicate whether the service user (patient) is with you:
 - If yes, continue with the booking.
 - If no, you will be asked to enter their phone number in the booking form. An SMS will be sent to them with a video link to join the call.
- They won't need a PIN – they just need to allow camera and microphone access.**
- 07 Select the language required and, if preferred, the interpreter's gender.
 - 08 Tap Find Interpreter to search for availability.
 - 09 If no interpreter is available at that moment, your request will be routed to an operator, who will connect you manually.
 - 10 After the call, you will be given the option to complete a feedback form – please use this to report any issues or share your experience.

Requesting via the Customer Hub Portal

- 01 Log in to the portal using your credentials.
- 02 From the left-hand menu, select Spoken On-Demand Video.
- 03 Enter your 8-digit access code.
- 04 Complete the booking form:
 - Language
 - Interpreter gender (if applicable)
 - Service user's phone number (only if they are not present with you)
- 05 Review and confirm your booking details.
- 06 Click Find Interpreter to proceed

IMPORTANT REMINDER

Both you and the service user (if joining remotely) must allow access to your microphone and camera for the video call to work properly.

NEED HELP?

If you face any issues when using the Customer Hub App, you can:

- Use the Support Ticket feature within the app to report a problem.
- Or contact our Contract Management Team by email.