

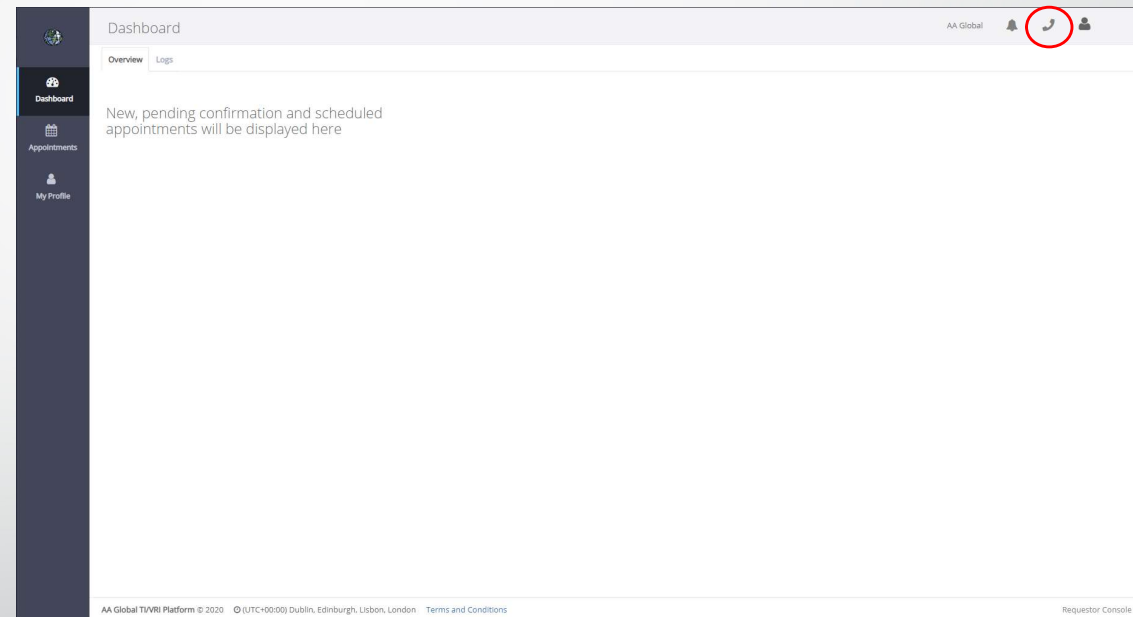
AA Global Language Services Ltd.

Telephone & Video Interpreting Guide

Using the Portal

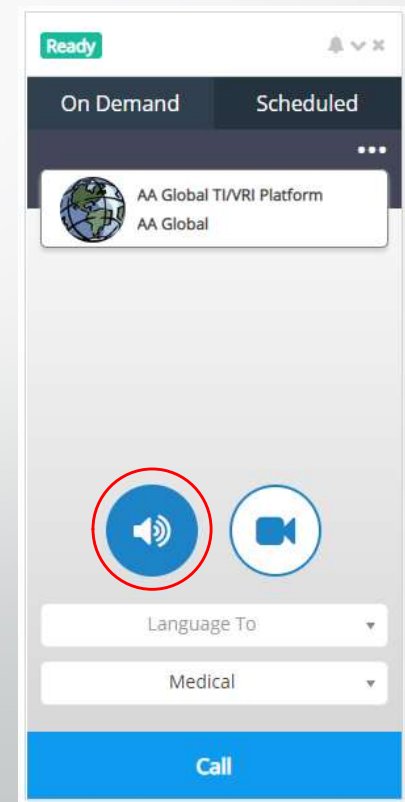
On-Demand Telephone Interpreting Service

- Step 1: Click on the telephone icon in top right corner. – A caller app will pop up



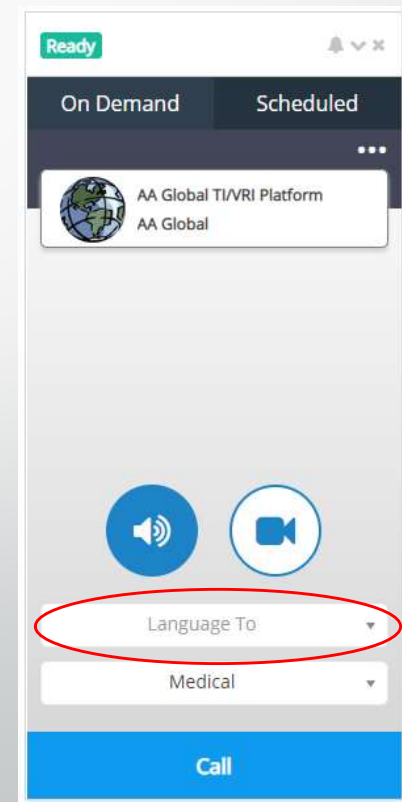
On-Demand Telephone Interpreting Service

- Step 1: Click on the telephone icon in top right corner. – A caller app will pop up
- Step 2: Click on the Audio icon



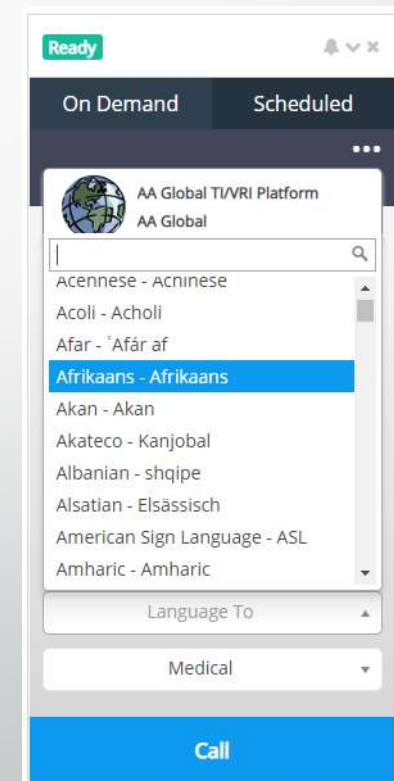
On-Demand Telephone Interpreting Service

- Step 1: Click on the telephone icon in top right corner. – A caller app will pop up
- Step 2: Click on the Audio icon
- Step 3: Click on “Language To”



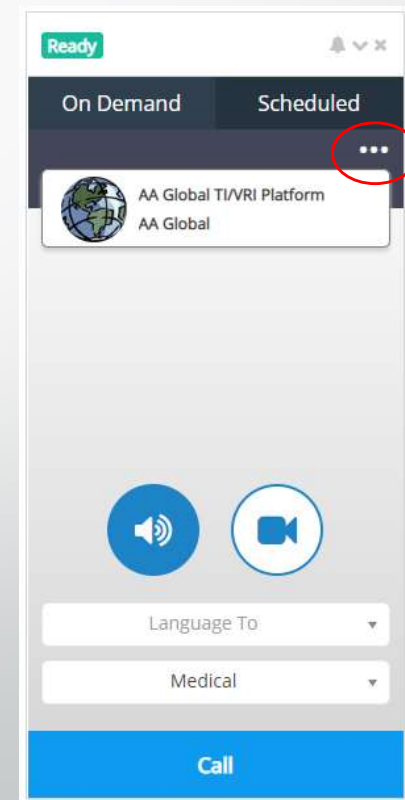
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- Step 1: Click on the telephone icon in top right corner. – A caller app will pop up
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- Step 4: Select the desired language



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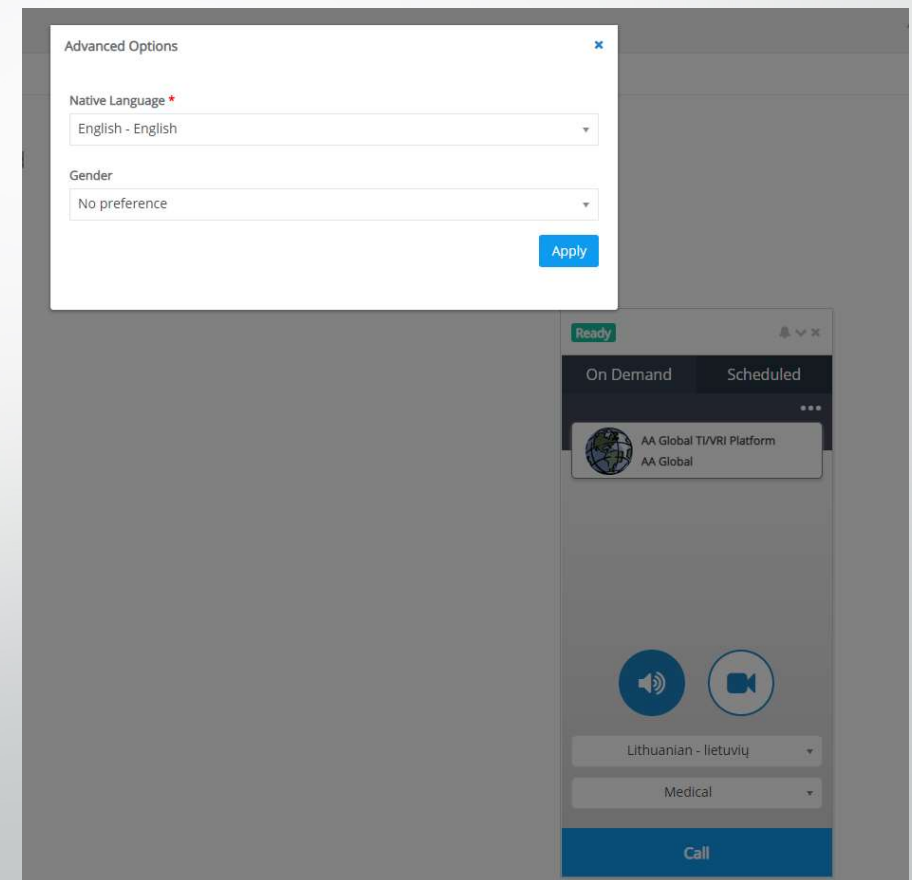
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- Step 2: Click on the Audio icon
- Step 3: Click on “Language To”
- Step 4: Select the desired language
- Step 5(optional): Click on the 3 dots
[Use this option if you require a gender specific interpreter or language pair where English is not one of the languages , for example Lithuanian into French]



On-Demand Telephone Interpreting Service



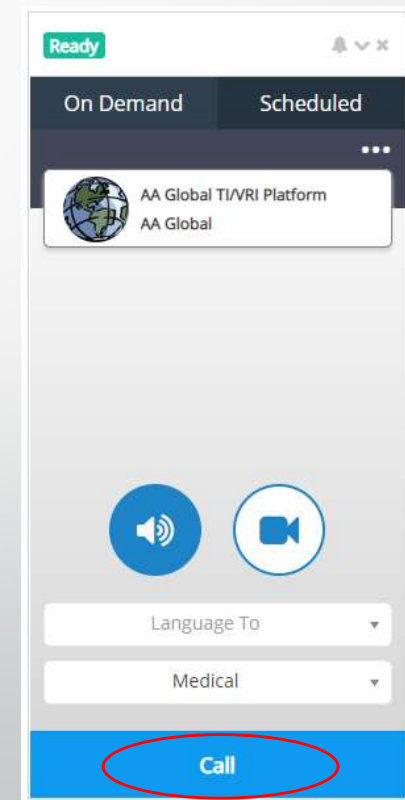
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- Step 6(optional): Select the gender of the interpreter
[Please note the “Native Language” relates to yourself and not the service user]



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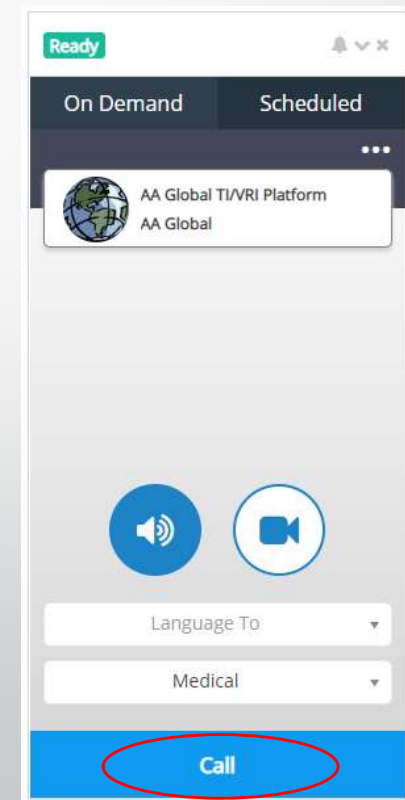
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- Step 7(optional): Change the Service Setting if different from your usual assignment type
- Step 8: Click “Call”



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- Step 8: Click “Call”
- Step 9: Fill in the details required by your organisation then click “Begin Call”.

