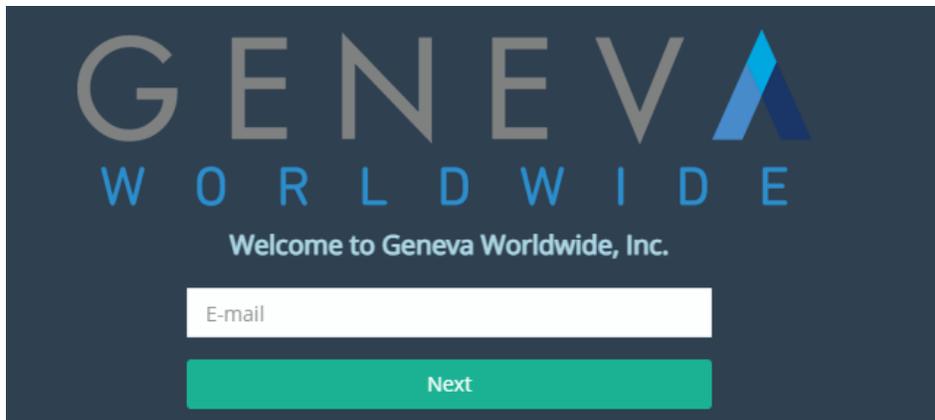


Requesting Services - Video Remote Interpretation
PA Dept of Human Services, Refugee Health Program

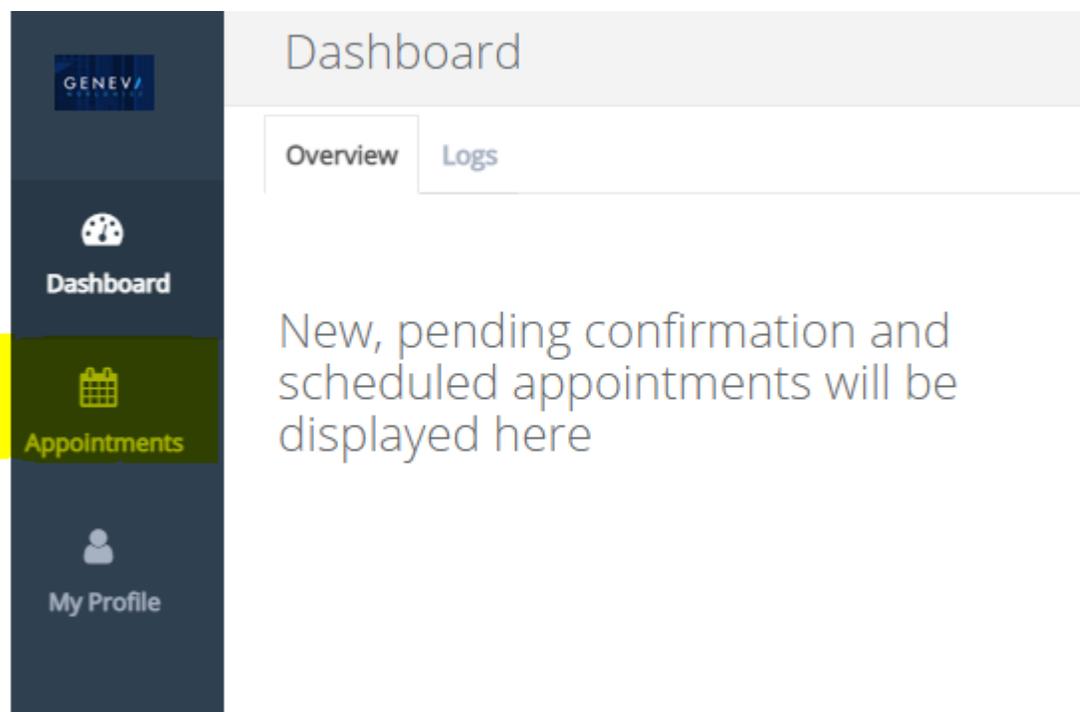
Making a Call:

Step One: Log in using the email and password that you set up when creating your profile.
<https://genevaworldwide.interpretmanager.com/app/account/sign-in>



If you have not set up your profile yet, please use this link to do so:
<https://genevaworldwide.interpretmanager.com/app/account/end-users-registration?secret=df47c49e-d25f-480b-b186-fe8beffcfab5>

Step Two: Schedule a VRI call by clicking on the **Appointments** Icon



Step Three: Create New Appointment

Step Four: Fill out **required** information. Required fields have a red asterisk *

Create Appointment

Please provide the following information

[Save](#) [Cancel](#)

Invite List ⓘ

+ Add

Appointment Type *	<input type="text" value="New/Initial"/>	
Subject	<input type="text"/>	
Description	<input type="text"/>	
Language *	<input type="text" value="English - English"/>	<input type="text" value="Language To"/>
Service Delivery *	<input type="text" value="Service Type"/>	
Communication Type *	<input type="text" value="Scheduled Video Interpreting"/>	
Gender	<input type="text" value="No Preference"/>	

Step 5: Choose your language pairs

Create Appointment

Please provide the following information

Save **Cancel**

Invite List  **+ Add**

Subject

Description

Language *

Once all of the information is completely filled out, including date and time, press Save and it will bring you to a summary of the appointment.

Appointment Viewer GENEVA ×

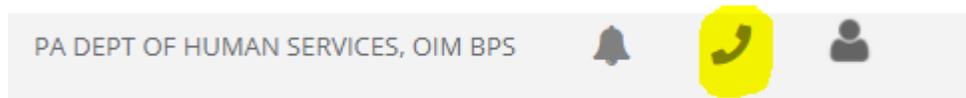
Broadcasted Meeting code: 60313

 PA DEPT OF HUMAN SERVICES, OIM BPS , Michelle Lemus
09/01/2021, Wednesday 4:00 pm - 5:00 pm (UTC-05:00) Eastern Time (US & Canada)

Overview Activities Documents Edit Note ⋮

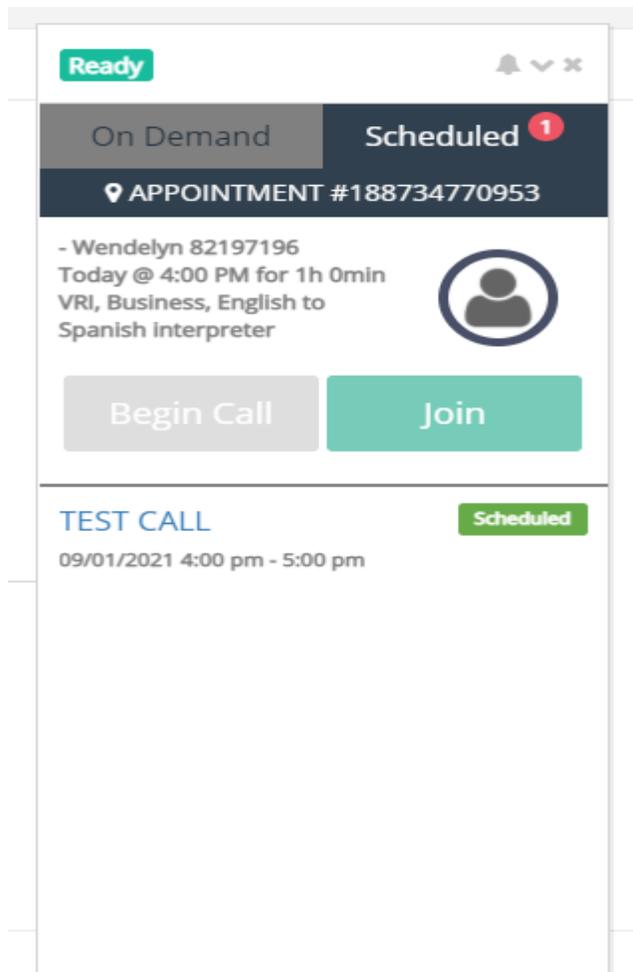
TEST CALL	Interpreter (0/1)	Rating	Status	Distance (mi)	Time Conflict
<p>please describe the nature of the appointment here and select the language pair below</p> <p>ID 188734770953</p> <p>Delivery Scheduled Video Interpreting</p> <p>Requirements 1 English-Spanish Interpreter(s)</p> <p>Priority Regular</p> <p>Service Delivery Business</p> <p>Consumer Not Applicable</p> <p>Recurrence One Time</p> <p>Notes</p> <p>Location</p> <p>Suite/Room</p>	No interpreters added yet.				

When you are ready to make the call, press the PHONE icon on top of the browser and click on the SCHEDULED tab.



When you are ready to begin the call, press Begin Call to access the interpreter.

If you would like to set up a test call with our agency, we are happy to do so! Our client support email is interpretingstaff@genevaworldwide.com



The call can begin once the requester (PA staff) and interpreter have joined the virtual lobby. **The Begin Call button will remain gray until both parties have joined.**

If you have any questions or concerns, please contact via email or telephone:

1-212-255-8400 x201

interpretingstaff@genevaworldwide.com