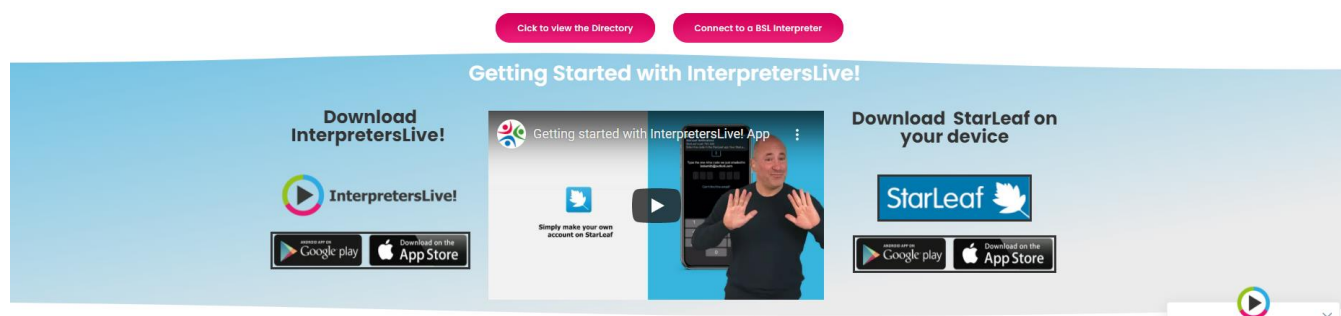**New Branding for InterpretersLive! to include the InterpretersLive! App.**

We are delighted to enable British Sign Language users to contact us using a British Sign Language video interpreter, via the InterpretersLive! service, provided by Sign Solutions.

InterpretersLive! is powered by StarLeaf and the service is available on-demand 7 days a week between 08:00 – 00:00

You can also pre-book BSL Video Interpreters and other types of remote communication support for anytime and anywhere via any video platform.

User Guides

Click the user guide you want to view
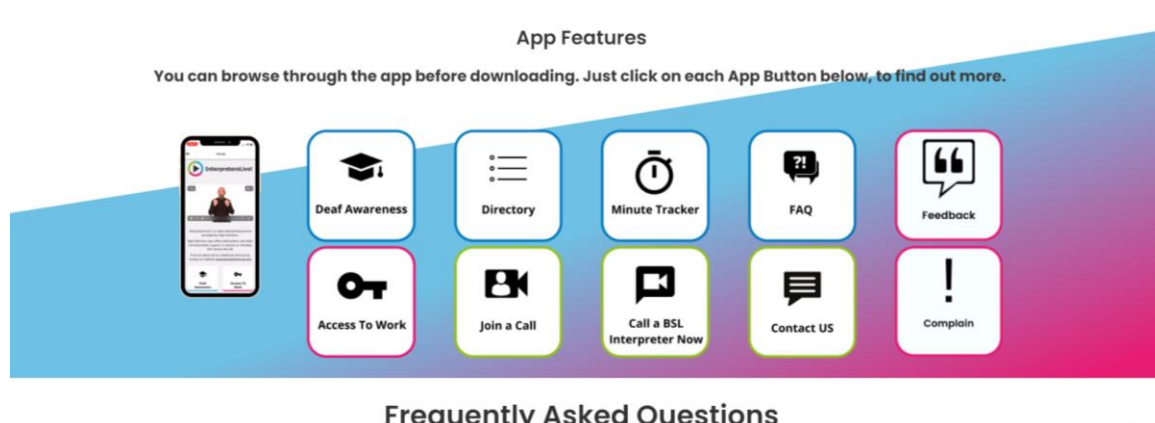
▤ **Mobile or Tablet**

▤ **Laptop or PC**

▤ **PDF User Guide**

Click on the guide you want to view

Links for customers to view User Guides (Links with images below)

- https://www.interpreterslive.co.uk/getting-started-mobile-device/
- https://www.interpreterslive.co.uk/getting-started-pc-laptops/
- https://www.interpreterslive.co.uk/getting-started-pdf-user-guide/

IL Mobile Devices	
	https://www.interpreterslive.co.uk/getting-started-mobile-device/
	Users can view a step-by-step guide to get set up with InterpretersLive! on a mobile device, in BSL with subtitles and voiceover. https://youtu.be/R-M18UKMlqk

IL PC & Laptops	https://www.interpreterslive.co.uk/getting-started-pc-laptops/ Behind the 'Connect to a BSL interpreter' please use your current URL which is behind this button on your current page ie: https://portal.starleaf.com/webrtc?name=interpretersliveVRS&target=interpretersliveVRS%40interpreterslive.call.sl
PDF User Guide	https://www.interpreterslive.co.uk/getting-started-pdf-user-guide/ Click on the booklet picture to open a PDF version of the User Guide. https://online.pubhtml5.com/zrtv/knjq/
QR Code	This has been included in your graphics pack and users can scan the QR code to open the booklet on your mobile device
User Guide Digital Booklet HTML Code	InterpretersLive! App Digital Booklet User Guide HTML Code (Embed into website) - `<iframe style='width:900px;height:500px' src='https://online.pubhtml5.com/zrtv/knjq/' seamless='seamless' scrolling='no' frameborder='0' allowtransparency='true' allowfullscreen='true' ></iframe>` Use the features on the digital booklet to turn the page, read in full screen mode, use the print function

App Features

You can browse through the app before downloading. Just click on each App Button below, to find out more.

Deaf Awareness	Directory	Minute Tracker	FAQ	Feedback
Access To Work	Join a Call	Call a BSL Interpreter Now	Contact US	Complain

Frequently Asked Questions

You can display our in-app feature buttons on your website. Each has an explanatory BSL video attached. Simply hyperlink the video to the picture, which is in your graphics pack.

This is also included in the Digital Booklet User Guide

Have a question?

We have answers to lots of popular questions available to help you. Here are some examples:

- What types of Interpreting are available?
- Is it free to use InterpretersLive!?
- Can I use InterpretersLive! without Starleaf?
- Can you pre-book InterpretersLive!?
- Can you provide in-person BSL Interpreters?

View FAQ's

Privacy

Sign Solutions providers of InterpretersLive! are certified ISO 27001 and ISO 9001, all data is processed and held securely. As a certified organisation we are committed to continuous improvement and are externally assessed annually, to ensure progress is maintained.

Click here to view the full privacy policy

To access to the Frequently Asked Questions page, you can add a button and insert this link: https://www.interpreterslive.co.uk/faq/

Privacy Policy https://www.signsolutions.uk.com/security-and-quality-policy/

Deaf Awareness	https://youtu.be/38V8RuovOcI
Directory	https://youtu.be/tW5YeC9qsgk
Minute Tracker	https://youtu.be/xbTNaBntyog
FAQ	https://youtu.be/8snTOBpjg2w
Access to Work	https://youtu.be/0Vc42WMnnVo
Join a Call	https://youtu.be/-xpz703otGg
Call a BSL Interpreter	https://youtu.be/X3H1FCYtLD8
Contact Us	https://youtu.be/3rnoMT3QGXY
Feedback	https://www.interpreterslive.co.uk/feedback/
Complain	https://sign-solutions.clients.qbd.uk/feedback/