



**NORTHWEST  
TRANSLATIONS**

☎ 1-800-270-5620

📍 1660 Hidden Way, Malvern, PA 19355  
P.O. Box 373, Paoli, PA 19301

✉ sales@nwtranslations.com

# Getting Started Guide

## How to Reach Interpreters: User Guide

[WWW.NWTRANSLATIONS.COM](http://WWW.NWTRANSLATIONS.COM)

ISO 17100 Certified Translations Company

# GET STARTED...

If you need remote interpreting services, you will need to create an account in our platform.

Please follow these steps:

1



Send an email to [sales@nwtranslations.com](mailto:sales@nwtranslations.com) and request an invitation to create a profile

2



You will receive an email with your credentials to access to our Interpreting Platform

3



You will also get a PIN number and an IVR number (if you are from the US)





# ON-DEMAND SERVICES

# THREE WAYS TO CONNECT TO AN INTERPRETER

## 1 PHONE

A dedicated phone line with a unique PIN number

## 2 SMART DEVICE

Download our InterpretManager App from Google Play or App Store

## 3 WEB

Use your login credentials at [northwesttranslations.interpretmanager.com](http://northwesttranslations.interpretmanager.com)

Fast connection with 13s average response time

# CONNECT FROM A CELL OR LANDLINE (FOR US CLIENTS ONLY)

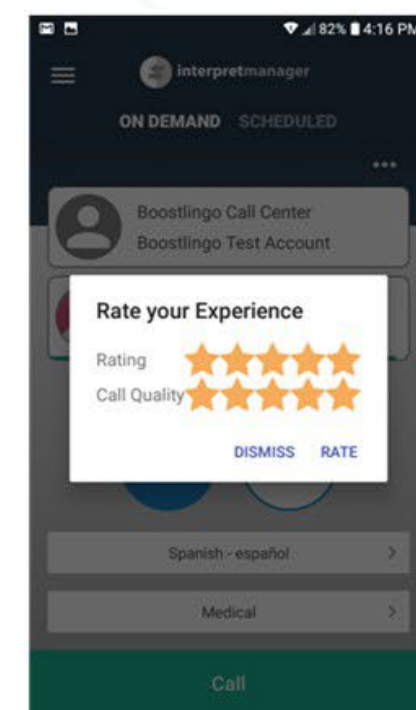
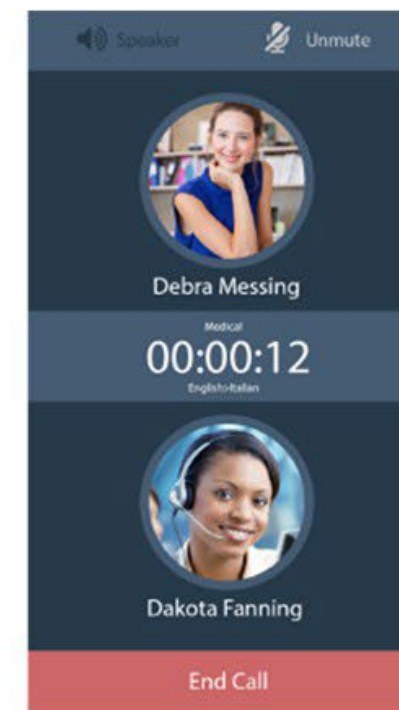
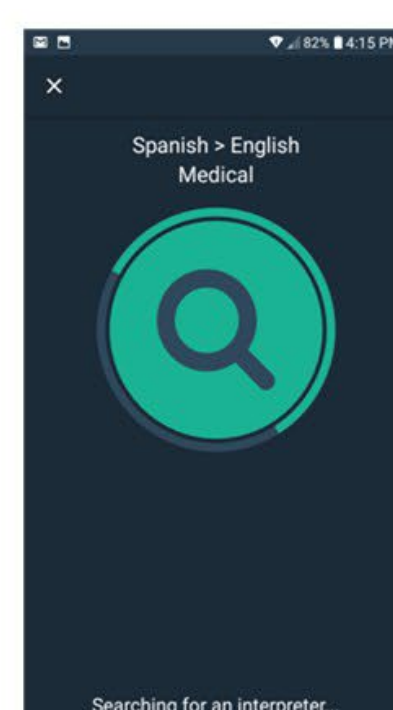
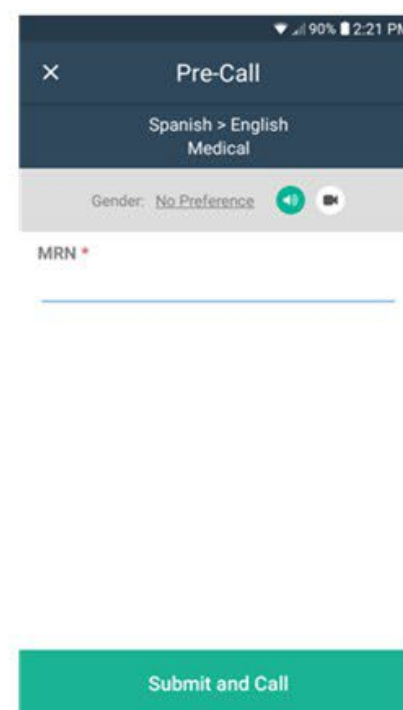
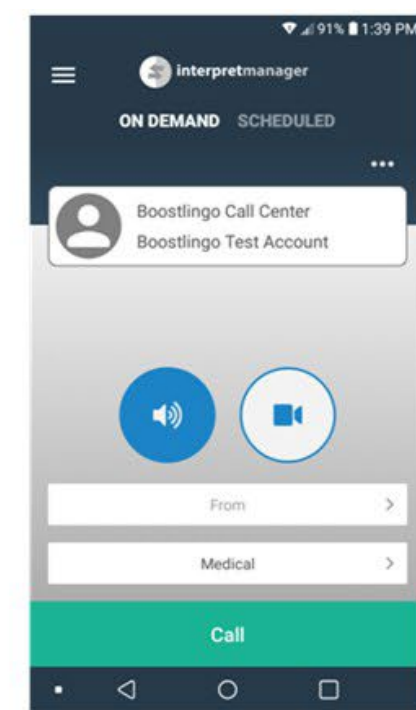
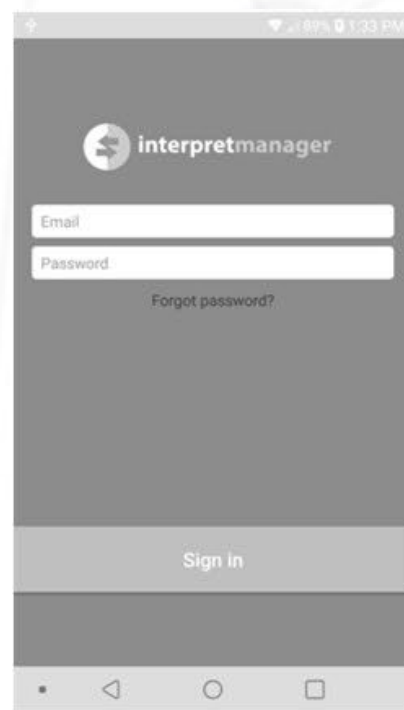
- Dial : +1 YOUR IVR NUMBER
- Enter your PIN followed by the # sign
- Say the language, then press 1 to confirm your selection
- Your call will be connected to an Interpreter.





# CONNECT FROM A SMART DEVICE

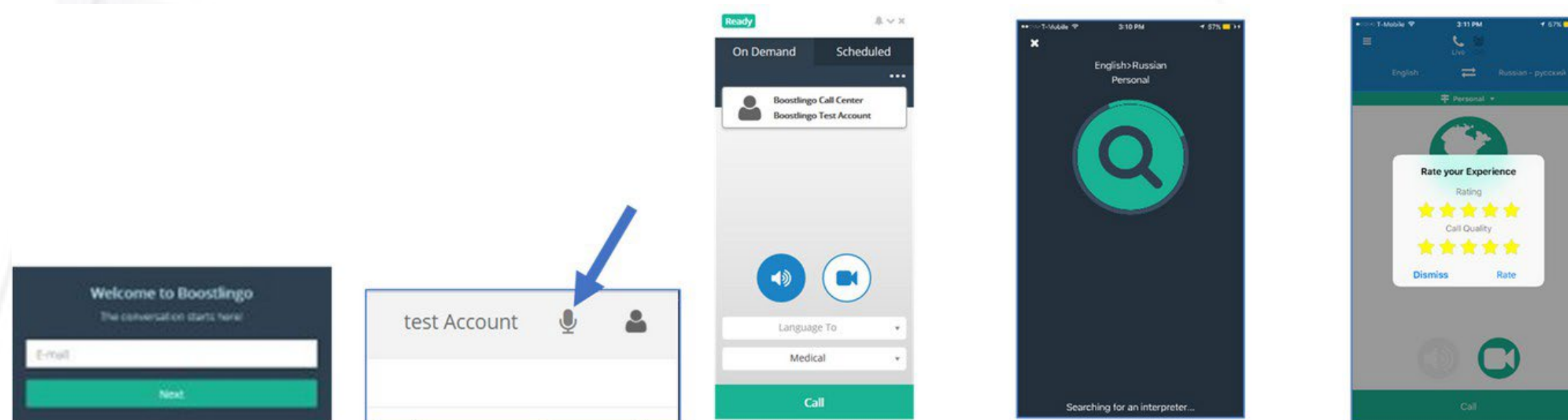
- Download our Interpretmanager App from [Google Play](#) or [App Store](#)
- Sign into the app with your login credentials
- Select phone or video option
- Choose the language you need
- Enter required data
- Press *Call* to be connected to an Interpreter



# CONNECT VIA THE WEB



- Go to [northwesttranslations.interpretmanager.com](https://northwesttranslations.interpretmanager.com) (use Chrome, Firefox or Edge)
- Enter your login credentials
- Select the telephone icon on the top right
- Choose service type
- Defaults to an audio call, or select the video icon



Sign in



Open the  
Caller



Select  
language



Call



Rate

# SCHEDULED SERVICES

## SCHEDULE AUDIO REMOTE INTERPRETATION OR VIDEO REMOTE INTERPRETATION

At least 48 hours prior the meeting, send an email to [sales@nwtranslations.com](mailto:sales@nwtranslations.com)

Send

To sales@nwtranslations.com

Cc

Schedule Interpreting Services

Hi Northwest Translations,

I would like to schedule an OPI (Over the Phone Interpreting).

Date: 11/05/2024

Hour: 11:30 AM

Language: English into Vietnamese

Field: Medical

Please confirm.

Thank you! 😊





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# Thank you!

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