





**NORTHWEST  
TRANSLATIONS**

 1-800-270-5620

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

 [sales@nwtranslations.com](mailto:sales@nwtranslations.com)

# GETTING STARTED GUIDE

How to Reach Interpreters: User Guide

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

SO 17100 Certified Translations Company



# Get started...

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

Please, follow these steps:



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



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



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

### WEB

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

3

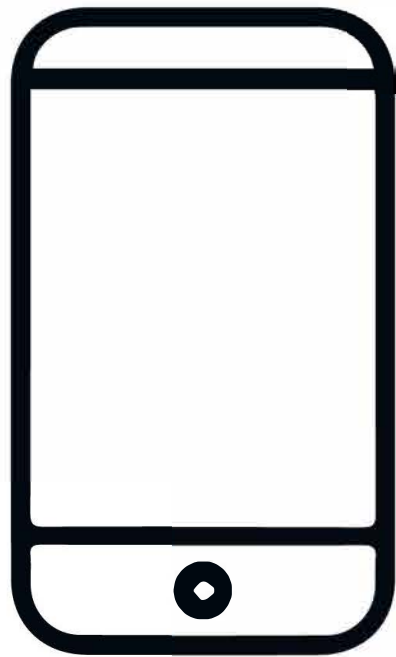
### SMART DEVICE

Download our InterpretManager App from [Google Play](#) or [App Store](#)

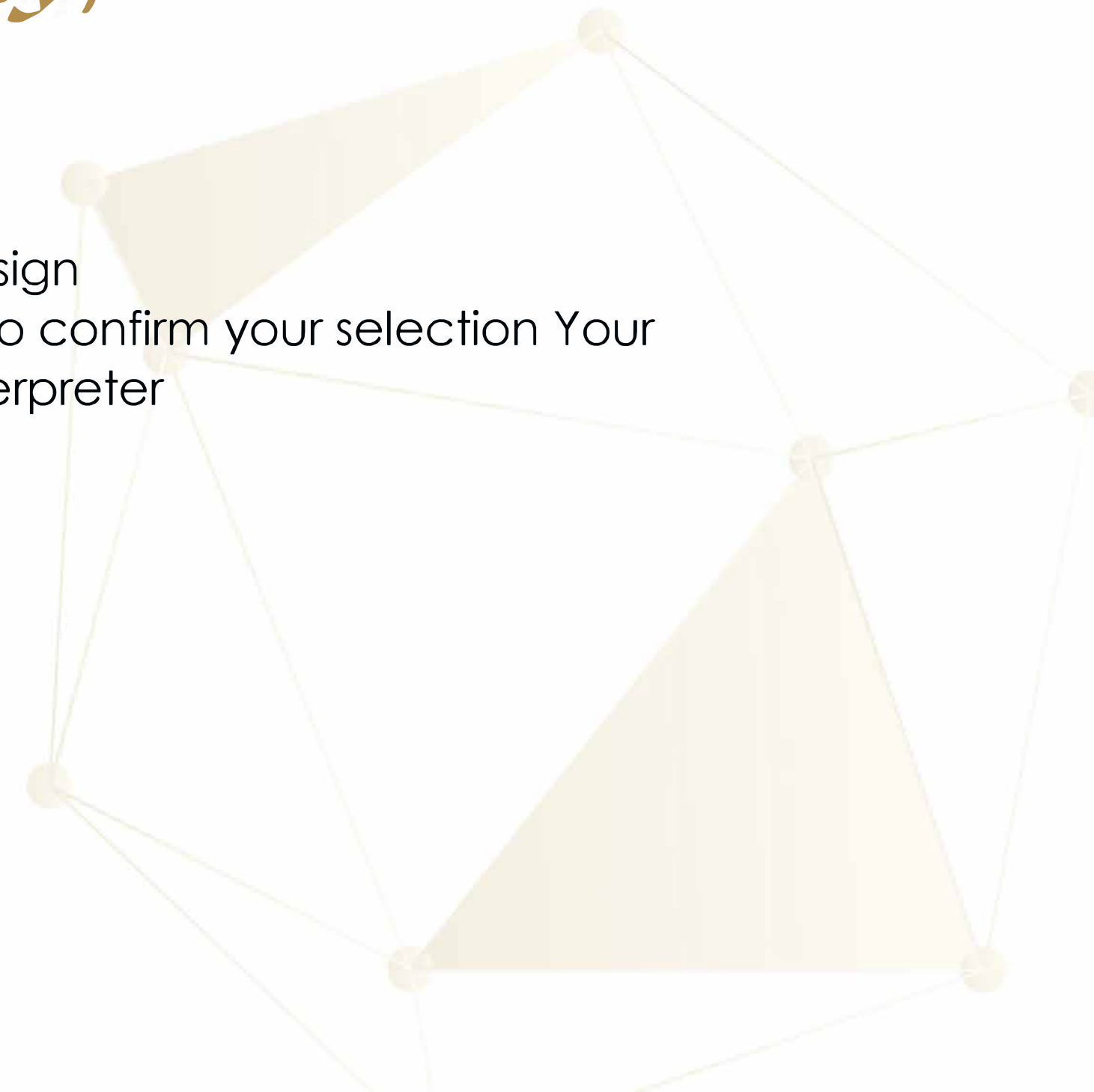


# Connect from a cell or landline

*(for US clients only)*



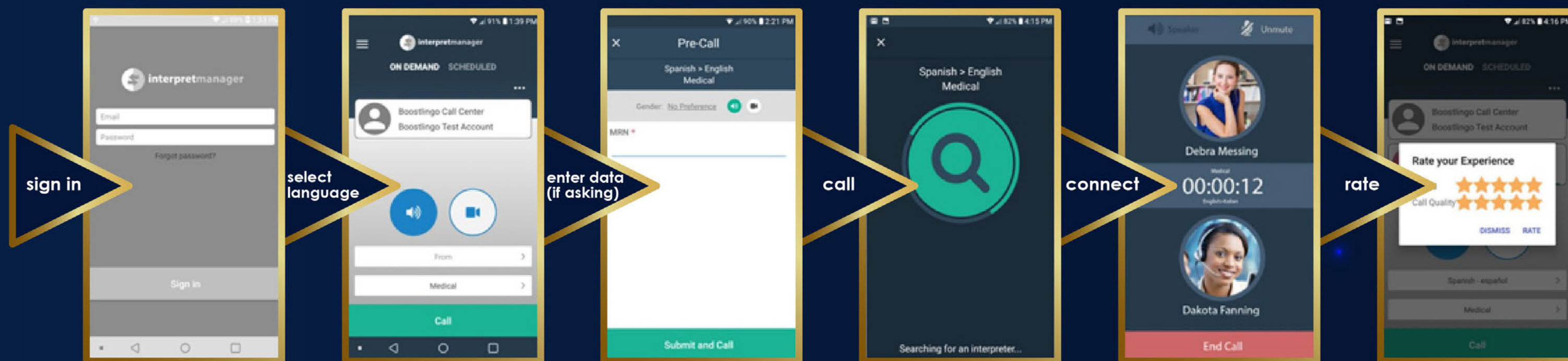
- Dial: **+1 YOUR IVR NUMBER**
- Enter your **PIN** followed by the #sign
- Say the language, then press 1 to confirm your selection Your
- Call will be connected to an Interpreter





# Connect from a smart device

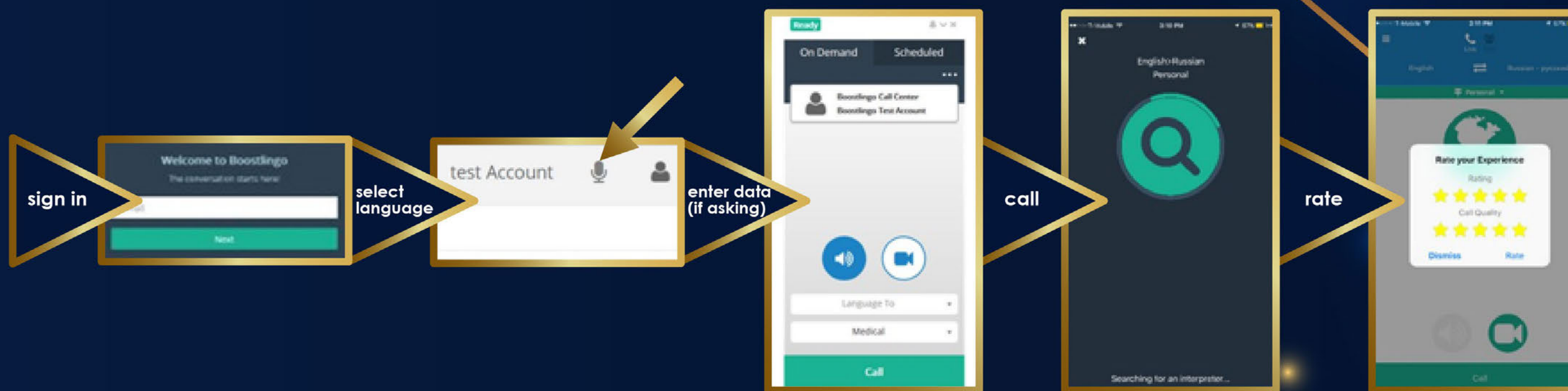
- Download our Interpretmanager App from [Google Play](#) or [App Store](#) Sign
- Into the app with your login credentials
- Select phone or video option
- Choose the language you need
- Enter required data
- Press **Call** to be connected to an Interpreter





# Connect via the WEB

- Go to [northwesttranslations.interpretmanager.com](http://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





## SCHEDULED SERVICES

# Schedule audio remote interpretation or video remote interpretation

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



Send

To

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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