

# Involve Interpreter Customer Information

## Getting started

Make sure you have read all the documents outlining what devices, web browser, internet requirements and ideal environment are needed to use our service successfully. If you need assistance you can find help on our resources page. <https://involveinterpreter.co.uk/resources/>

## Make a booking

To make a booking you need to visit our booking portal, which can be accessed via our website. <https://involveinterpreter.co.uk/> and click the blue portal button (top right)



To access your profile and make a booking for the first time, please watch this short instructional video: <https://www.youtube.com/watch?v=rLSYSv8KIEw&feature=youtu.be>

## Using the video portal

It's quick and easy to access our portal, you can watch a [DEMO](#) here. Our portal has some excellent features to help you get the most out of your session. From screen sharing, inviting a guest or holding a multi-person video conference, you will find video language services to be effective and adaptable to many different situations. To make or join a scheduled video call please visit our website:

<https://involveinterpreter.co.uk/contact>

## Technical Support

Technical support is available for all our customers, however, we always ask that you first use our [Trouble Shooting Guide](#) to help you iron out any niggles. If you have done this and are still having difficulties, please speak to your service manager who can contact our team:

Tel: 0330 088 1305

Email: [support@involveinterpreter.com](mailto:support@involveinterpreter.com)

## General queries and special requests

If you have a general query or a special request regarding language services, please contact our interpretation team:

Email: [bookings@involveinterpreter.com](mailto:bookings@involveinterpreter.com)

Tel/SMS: 07974 183861

Video Call <https://attenduk.vc/bsl>

## Involve Interpreter

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[www.involveinterpreter.co.uk](http://www.involveinterpreter.co.uk)