

# Guidance on using LanguageLine Video Application

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## Overview

Video interpreter services are now available for local agencies to use through the LanguageLine InSight App. The app allows agencies to access LanguageLine video and audio services. Not all languages are available in video services.

## Steps to roll out LanguageLine Video services in your agency

### 1. Connect with your State WIC Consultant

- Your consultant will send you the authentication code, instructions, and information needed to implement LanguageLine Video services.

### 2. Work with IT at Your Local Agency

- Share the LanguageLine Video Instructions reference document (which include requirements for equipment, connection, firewalls, etc.).
  - Point out the Firewall configuration information.

### 3. Equipment needed

- Use the LanguageLine app on any smart device (i.e. iPad, android device, smart phone, computer, etc.).
  - LanguageLine InSight application is browser based when used on a computer. It is supported on Chrome, Firefox, and Edge.
- Smart phones are not recommended when connecting with an ASL interpreter due to the small screen size.

## Training

View recorded training in the application:

- [LanguageLine-InSight-Training-Enterprise](#) (basic info on things to consider when using a video interpreter)
- [Using the LanguageLine App](#) (training for the application, demonstrating how to use it)

Refer to LanguageLine reference documents.

- LanguageLine Video Instructions (Medical)

Additional Interpreter training:

- [Working with Language Interpreters Module \(Script - PDF\)](#) (How to interact with an interpreter)

## Set up devices

- Download the Language Line App onto the device.
- Register the device in the application with authentication code that you received from your State Consultant.
- **Create a Device Name** for each device accessing the service in your agency. This will help in providing accurate reports for use of this service.
  - For a work device used by multiple people, name it as Agency name, clinic name and device number (e.g., Hennepin 89-2)
  - For a work device assigned to a specific person, name it with your MIS ID (i.e. HuBERT username)
- Once you are ready to connect with an interpreter (either video or voice), provide the same **Medical Client ID** and **Access Code** you provide for over-the-phone medical interpretation.

## Troubleshooting issues

- For 24/7 LanguageLine Application Technical Support call: 1-844-373-1951
- For unresolved or on-going issues, contact your State WIC Consultant and Jenny Skinner ([jenny.skinner@state.mn.us](mailto:jenny.skinner@state.mn.us))

## Reference – Complete Listing of Hyperlinks

[Working with Language Interpreters Module](https://www.health.state.mn.us/training/cfh/wic/civilrights/langinterpret/index.html)

(<https://www.health.state.mn.us/training/cfh/wic/civilrights/langinterpret/index.html>)

[Working with Language Interpreters Module, Script – PDF](https://www.health.state.mn.us/docs/people/wic/localagency/program/civilrights/langinterpret.pdf)

(<https://www.health.state.mn.us/docs/people/wic/localagency/program/civilrights/langinterpret.pdf>)

[LanguageLine InSight Training Enterprise](https://vimeo.com/493903480) (<https://vimeo.com/493903480>)

[Using the LanguageLine App](https://static.ilsapi.com/video/VI_ConnectToInterpreter_US_V2_110520.mp4)

([https://static.ilsapi.com/video/VI\\_ConnectToInterpreter\\_US\\_V2\\_110520.mp4](https://static.ilsapi.com/video/VI_ConnectToInterpreter_US_V2_110520.mp4))

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