

Scheduling an appointment with an over-the-phone interpreter has never been easier!

1 REQUEST AN APPOINTMENT ONLINE

LanguageLine Solutions® delivers on-demand interpreter connection in over 240 languages. There is no need to schedule an appointment in our most frequently requested languages accessible 24/7/365 in a matter of seconds:

- Arabic
- Bengali
- Burmese
- Cantonese
- French
- Haitian Creole
- Korean
- Mandarin
- Nepali
- Polish
- Portuguese
- Russian
- Somali
- Spanish
- Tagalog
- Vietnamese

If you would like to schedule an appointment for an over-the-phone interpreter in any other language go to the portal **appointments.languageline.com** using internet browsers Chrome, Edge, or Firefox and complete the form. After you submit the request you will receive a confirmation receipt via e-mail containing the Request ID.

If you are unable to connect to the portal, email **appointments@languageline.com** to schedule an appointment. Please provide the following information:

1. Client ID
2. Organization name
3. First name and last name
4. Email for receipt of confirmation
5. Contact phone number
6. Language requested
7. Appointment date, time, and your time zone
8. Approximate duration of the appointment

2 APPOINTMENT CONFIRMATION AND MANAGEMENT

When the interpreter has been assigned, you will receive an e-mail confirming the appointment. If we're unable to assign an interpreter, you will receive an e-mail canceling the request.

REQUEST TIME FRAME	CONFIRMATION TIME FRAME
48 hours prior to the appointment	At least 24 hours prior to the requested appointment.
24 to 48 hours prior to the appointment	At least 4 hours prior to the requested appointment.
Less than 24 hours	We will try our best to fulfill the request and will send an email confirmation if possible.

NOTE: If you need to cancel an appointment please call **1-866-282-0676** no less than 24 hours prior to the appointment. Appointments missed or canceled with less than 24 hours notice will be subject to a \$200 missed appointment fee.

3 DAY OF THE APPOINTMENT

At your appointment time call **1-866-282-0676** and notify the Appointment Specialist that you have a pre-scheduled appointment. Provide your Request ID, Client ID, and Organization Name.