User Guide: Video Remote Interpreting Services

Thank you for using CLI's video remote interpreting (VRI) solution.

Here are a few simple steps to connect with a video interpreter.
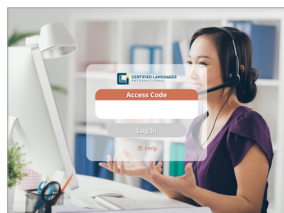
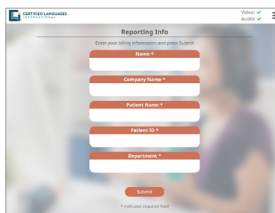**Your VRI web address:**

.cli-video.com

Your VRI access code:

STEP 1

Make sure you are connected to the internet. Navigate to your VRI web address.
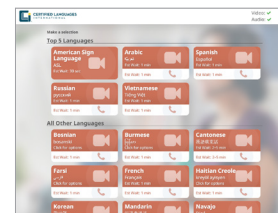
STEP 2

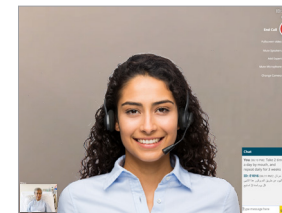Enter your access code to sign in.

STEP 3

Enter the required information and press the "Submit" button.

STEP 4

Select the language you need to connect to an interpreter via video or audio.

STEP 5

Upon connection, an interpreter will appear on the video screen or connect via audio. Your session will now begin.

Tips for a Successful VRI Session

• Remember: Interpreters must interpret any and all words they hear.

• Patients and staff should not hold the video device.

• Speak directly to the patient — not to the interpreter.

• Use the chat box for written instructions.

• Focus the camera on the patient only. Position the camera angle in a way that maintains privacy for the patient at all times.

• When extra privacy is needed, select "Camera Off" under the video camera icon.

• In order to ensure a quality visual connection, make sure the patient is not backlit by a window or any other light source.

• Use the self-view screen in the lower left corner to ensure the interpreter can see the patient clearly; ask the interpreter to confirm that their visual connection is clear.

• After the interpreting session ends, rate your call to submit feedback on quality.

Troubleshooting Assistance

Internal IT Support:
24/7 Bluestream Tech Support:
929-373-7005

Tips: The VRI web platform is optimized for Chrome and Firefox (on PC devices) and for Safari (on Apple/iOS devices).

Please refer to CLI's VRI FAQs for more troubleshooting assistance.

VIDEO REMOTE INTERPRETING

CERTIFIED LANGUAGES

INTERNATIONAL