

BSL on-demand Video Remote Interpreting Practice Guide



DA Languages
Translation & Interpreting Services

This guidance is for British Sign Language (BSL) on demand Video Remote Interpreting. This service allows instant access to a BSL interpreter without the need to pre-book.

Please note the following requirements.

- You need access to a laptop/PC with camera or Android/ mobile phone.
- You must register to use the Starleaf platform
- Patients ***MUST*** have the Starleaf app downloaded to use this service
- You do not need to pre-book an interpreter to use this service

How to download and access the Star leaf platform

- 1 Download the StarLeaf app on your phone, tablet, or desktop. This is available on Apple, Android or Windows.

Search for the StarLeaf App
from your Play/App/Microsoft

Download the App on your
Device

- 2 Register with your email address. StarLeaf will send you an email containing a 6-digit one-time code (Every time you login to the app, you will be asked for a new code)

Type your Email
Address

Confirm you wish to
proceed with your
personal email address

Check your emails
for the one-time
confirmation code

Type the 6 digit
code in the
dedicated section

Almost there. Enter your email address to host your own video meetings.

Anyone. Anywhere. Any device.

Enter your work email

Continue

Wait, is that your work email?

Signing up with your your_email.com address will let you join video meetings and make video calls

To message with your colleagues, you'll need to use your work email

Continue anyway

StarLeaf code **xxx-xxx**

StarLeaf Notifications

To: 1

Today at 12:31

StarLeaf

Your StarLeaf code

xxx-xxx

Enter code

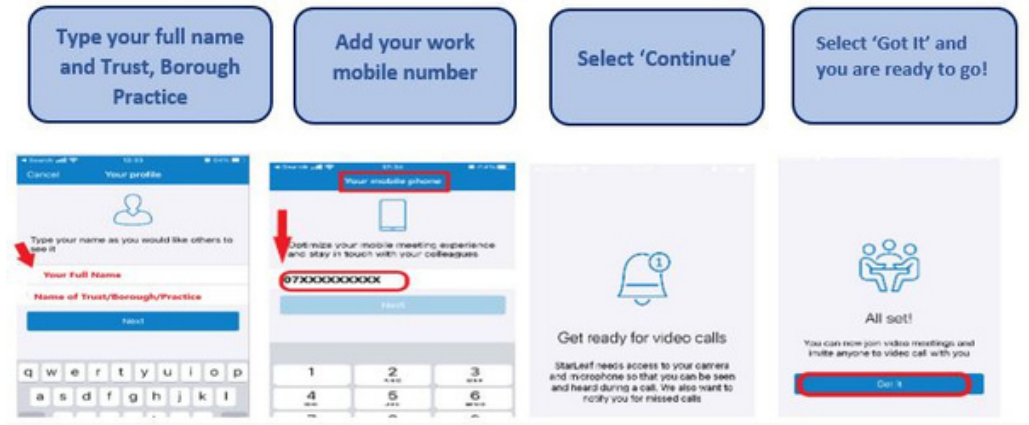
Type the one-time code we just emailed to your email address

Can't find the email?

1	2	3
4	5	6
7	8	9

3

Add your full name into the first box. In the 'Last name' box, add your trust's name, Borough & your medical practice name Eg. LSL/Southwark/Forest Hill Road Group Practice
Next, add your (work) mobile number for registration purposes

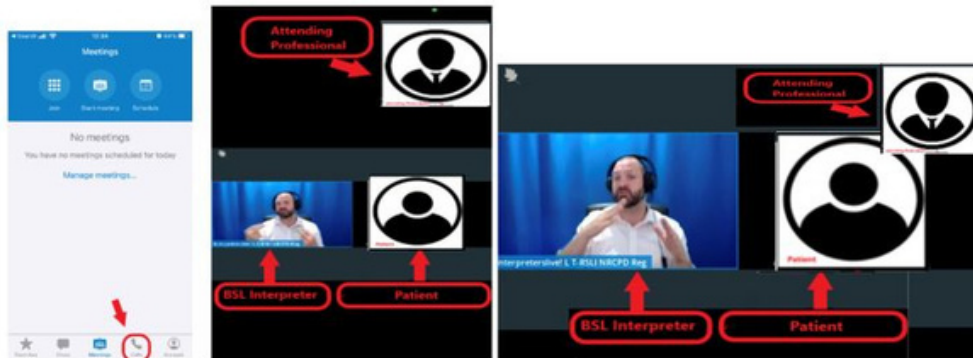
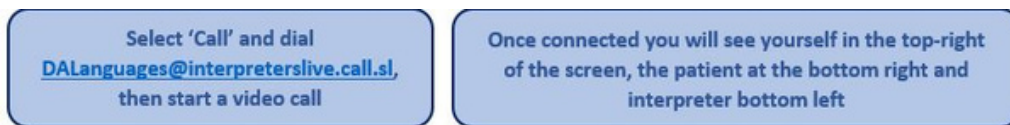


How to make a 3 way call with an interpreter and a patient

4

PLEASE NOTE: THE PATIENT MUST HAVE THE APP ALREADY DOWNLOADED TO RECEIVE A CALL

Click on the phone icon. At the top of the page you must dial DALanguages@interpreterslive.call.sl
Click 'Start a video call', Once connected you will see yourself in the top-right of the screen, the patient at the bottom right and interpreter bottom left



How to add contacts

5

Once you have made a call, click on calls list
The information button next to the address will take you to their call details
Click on the Star, to add this address to your favourites list for ease of dialing next time

