

# Interpreting service for general practice across Lambeth, Southwark & Lewisham

## QUICK GUIDE

### Telephone

- Call **0330 088 2443**
- Enter "**Department PIN**", unique to your Practice, followed by "**#**" Enter the **3-digit Language Code**
- Enter **preference** for interpreter (1= any/ 2= male/ 3 = female/ 4= specific interpreter (req interpreters ID code)

### Video (Prebookable)

- pre-book via the DAL portal [www.dalanguages.co.uk](http://www.dalanguages.co.uk)

### On demand Video spoken languages

- **VISIT:** <https://www.weyivideo.com/client/Login>
- **SIGN IN:** (using email and password provided)
- Click '**Get Interpreter**' Select **language** you require
- For an interpreter to be a specific gender, select this from '**Additional Options**' Click '**Next**'
- Click '**+ Invite**' button and add third party details

### On demand Video for BSL

- **VISIT:** <https://starleaf.com/the-starleaf-app>
- **Sign in** with your **email address**
- **Enter the 6-didget one-time code** sent to your email address
- **Accept application rights** for the Microphone and Camera,
- click on the '**Call**' tab and type our contact email:  
[DALanguages@interpreterslive.call.sl](mailto:DALanguages@interpreterslive.call.sl)
- You will be connected to our in-house BSL interpreters.

### Face to Face

- pre-book via the DAL portal [www.dalanguages.co.uk](http://www.dalanguages.co.uk)

### Translation & Transcription

- Request via the DAL portal [www.dalanguages.co.uk](http://www.dalanguages.co.uk)