



Pre-Scheduled Phone Interpretation

Quick Reference Guide

Step-By-Step:

1. Submit an Interpreter Request via the online Scheduling Portal

Note: Once your request has been submitted, you will be provided with a Job Number. This number will be needed at the time of service and will be referenced in any communication from UniversalLanguage pertaining to your interpreter request.

2. Monitor the Status of your request

- Review online: login to the Scheduling Portal to review the Status of your request
- Receive automatic emails: select Email as the Confirmation Preference when entering your request to receive email notifications when an LAP/Interpreter accepts or gives back a job.

Note: Requests can be cancelled at any time by locating and opening the request and completing the Job Cancelled section. Requests that do not have LAPs/Interpreters scheduled by the scheduled start time will be cancelled by UniversalLanguage.

3. Get Connected to the LAP/Interpreter

- Dial 1-855-857-6741 (1-855-ULS-OPI1) at the scheduled start time
- When connected with an Agent:
 - Provide your Job Number
 - Wait to be connected to an interpreter

Note: LAP/Interpreter check in/out times are tracked automatically via our phone system; no action needed by Requester/Service Provider to track service start and end times.

Helpful Information:

- A full User Guide on this service is available [here](#).
- New staff who need access to the Scheduling Portal can request a User Profile via their supervisor.

Questions? 24/7 Live Operators & Service Support

Email: Scheduling@ULSonline.net

Phone 1 (888) 462-0500 or 1 (425) 454-8074