

How to Make a Call to One of Our Services Using the Interpreter App



Download the **Capita LiveLINK Client App** free from your app store



Log in using the email
address, which is
182987@capitalivellink.com



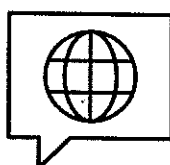
and your
password, which
is **KTE626YGrf**



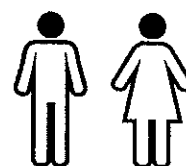
You will only need to log
in once - not every time
you need an interpreter



Click 'Get Service'



Select the language
you require

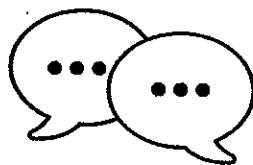


If you require a specific
sex of interpreter, select
this from the gender box

You will be connected to an interpreter



Tell the interpreter
your name and the
telephone number you
want to call, for example
111 (NHS Inform)



The interpreter will speak to
the staff first in English to let
them know you are calling
and then tell you to go ahead
with your conversation



Let the staff and
interpreter know when
you have finished
the conversation.

How to Make a Call to One of Our Services Using an Interpreter



Call: **0800 496 1508**



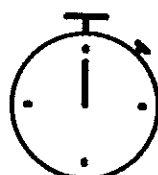
The operator will ask
you to enter your 6-digit
Patient Pin Number.

This is **182987**



Then you are asked
to enter the 3-digit
language code:

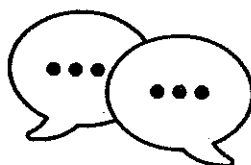
XXX



You will be connected to an interpreter in as little as **15 seconds**



Tell the interpreter
your name and the
telephone number
you want to call, for
example 111 (NHS 24)



The interpreter will speak to the
staff first in English to let them know
you are calling and then tell you to
go ahead with your conversation



Let the staff and
interpreter know
when you have
finished the
conversation.