

How to Order ASL Interpreting Services

Heritage Interpreting | State of Indiana QPA Partner

Step 1: Identify Your Need

Before submitting a request, determine:

- When is the appointment?
- Where is it taking place?
- What type of setting is it?
 - Medical
 - Legal
 - Workplace
 - Educational
 - Community/Event
- How long will it last?

If the assignment is over 1 hour, plan for a team of 2 interpreters unless advised otherwise.

Step 2: Choose the Right Service Type

Service Type	Best For	Notes
On-Site Interpreting	In-person interactions	Highest quality, best for most situations
Scheduled VRI	Planned virtual appointments	Requires advance notice, same scheduling as on-site interpreting
On-Demand VRI	Urgent, short interactions	Limited matching, best for simple needs

When in doubt, choose scheduled services for the best results.

****VRI - Video Remote Interpreting****

Step 3: Submit Your Request

Include the following information:

- Date and time
- Expected duration
- Location or virtual platform
- Type of appointment
- Any relevant context (materials, terminology, participants)

More detail = better interpreter match

Please submit requests via email or on our website. The majority of our team is Deaf. Email is the preferred method of communication.

admin@heritageinterpreting.com

<https://heritageinterpreting.com/request-service/>

For on-demand requests:

1. Access the portal on a web browser or the app on a mobile device
 - a. <https://heritage.interpretmanager.com/>
2. Log in to your account
3. Use the 'caller' window, choose Video, and choose American Sign Language (ASL)
4. Connect to an Interpreter immediately

What Happens Next

After submission:

1. Your request is reviewed
2. An interpreter is assigned based on fit and availability
3. You receive confirmation
4. Heritage coordinates all logistics

Planning Ahead (Recommended Lead Times)

Service Type	Recommended Notice
On-Site	3 - 5+ business days
Scheduled VRI	3 - 5+ business days
On-Demand VRI	Immediate

Earlier requests increase success and quality

Important Notes

- Interpreting services are billed based on the scheduled time
- Additional time beyond the scheduled duration is billable
- Certain assignments require multiple interpreters

Questions?

admin@heritageinterpreting.com

www.heritageinterpreting.com

800-921-0457 (Yes! You can text this 800 number!)

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