

On-Demand Interpreting Guide

Heritage Interpreting | State of Indiana QPA Partner

To set up your account for on-demand use, please email admin@heritageinterpreting.com for initial setup.

Section 1 — What Is On-Demand Interpreting?

On-demand interpreting provides rapid access to a qualified interpreter for situations that require immediate communication support.

This service is designed for:

- Unexpected needs
- Time-sensitive interactions
- Short, straightforward communication

Section 2 — When to Use On-Demand Interpreting

Use on-demand interpreting when:

- The need is immediate or urgent
- The interaction is brief (typically under 30–60 minutes)
- The situation is routine or low complexity

Examples:

- Walk-in interactions
- Quick check-ins or updates
- Basic customer service conversations

Section 3 — When NOT to Use On-Demand

For the best experience, avoid using on-demand interpreting for:

- Scheduled meetings or appointments
- Lengthy discussions
- Complex or specialized settings:
 - Medical procedures
 - Legal matters
 - Educational environments
 - Technical or detailed conversations

These situations are best supported with prescheduled interpreters to ensure quality and continuity.

Section 4 — What to Expect

On-demand services are designed for speed, which means:

- Interpreter selection is based on availability
- Specific interpreter requests are not accommodated
- Wait times may vary depending on demand
- Continuity is not guaranteed for extended interactions

For higher control and consistency, prescheduled services are recommended.

Section 5 — How It Works

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

Section 6 — Best Practices for Success

To ensure a smooth experience:

- Be ready to begin when connected
- Keep the interaction focused and efficient
- Transition to scheduled services if the interaction becomes extended

If your needs change, we're here to help you pivot quickly.

Section 7 — Quick Decision Guide

If your situation is...	Use this service
Immediate + short	On- Demand
Planned + important	Scheduled
Complex or specialized	Scheduled

For guidance on selecting the right service, contact:

admin@heritageinterpreting.com

www.heritageinterpreting.com

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

The majority of our team is Deaf. Email is the preferred method of communication.