**Instructions to invite a language interpreter to a telehealth visit that has been arranged through Nicklaus Children's Hospital's Pediatric Virtual Care platform.**

1. From the provider's dashboard, click the "Join" icon to join the telehealth meeting.
2. Click "Request Language Interpreter" to open a pop-up that includes the Cyracom website link, username, and password. You can also copy the Zoom meeting link from this window.
3. Click "Start Meeting" to enter the virtual meeting.

**Note:** If joining from the patient's medical record, you will be routed directly to the "Start Meeting" window.

4.  Click "Launch Meeting" to start the Zoom meeting.

**Note:** Your browser may prompt you for permission to access the camera and microphone or to open Zoom. Click "Open Link" or "Allow" as needed.
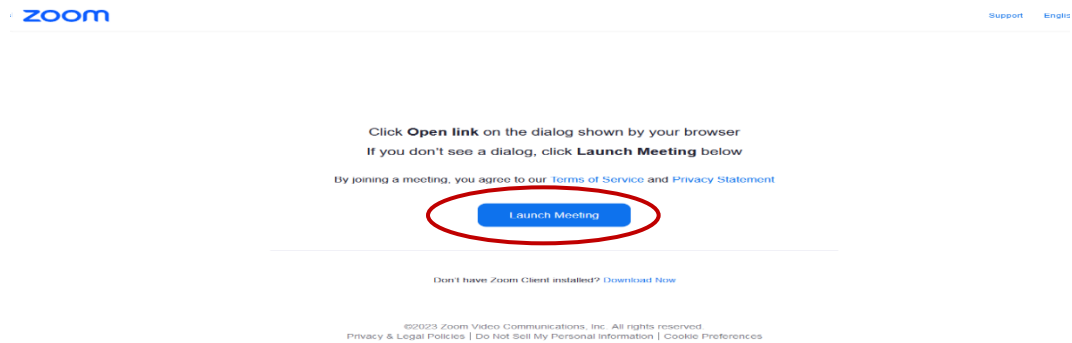


5.  To copy the telehealth meeting link:
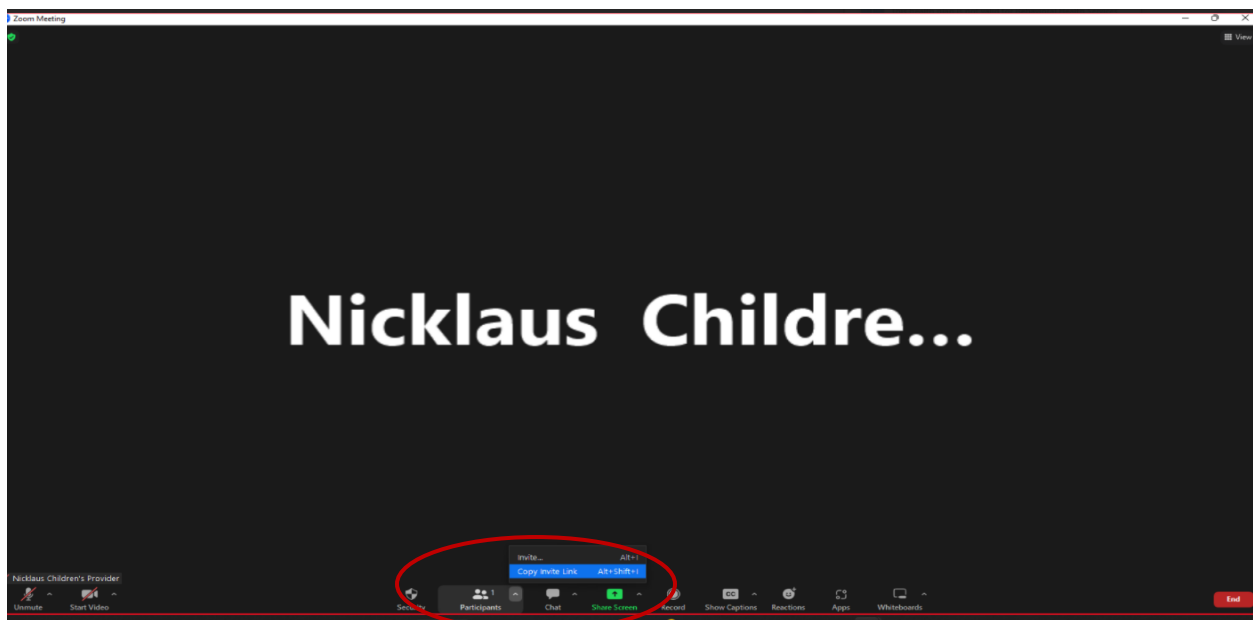
- From the Zoom meeting window, click the "Participants" icon at the bottom of the screen (a silhouette with an upward arrow).
- Click the arrow next to the icon to open the menu, then click "Copy Invite Link."

**Note:** You can also copy the meeting link from the pop-up window that appears after clicking "Request Language Interpreter."

6. Navigate to the CyraCom Connect portal (connect.cyracom.com) and log in.
7. Select your language and click on the video camera icon to open the session information form.



8. Complete the session information form in CyraCom Connect:

   a) **Select** Provider from the drop-down list – **Zoom.**
   b) **Paste the** meeting link you copied in Step 5.
   c) **Click the checkbox to** confirm your video conference is in progress. When all the information has been entered, the video camera icon will turn blue.
   d) **Click the video camera icon** to submit the request for an interpreter to join the telehealth visit.

**9.** Click "OK" on the confirmation "Thank You" pop-up window, return to your meeting, and wait for the interpreter to join.
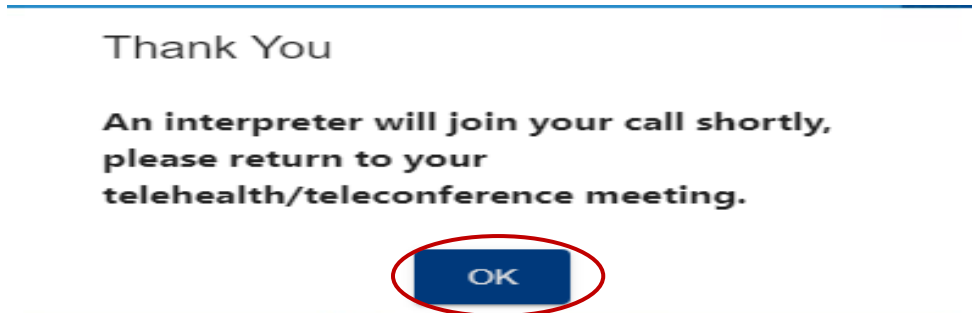


**10**.  Click on Admit for an interpreter to join the telehealth session.
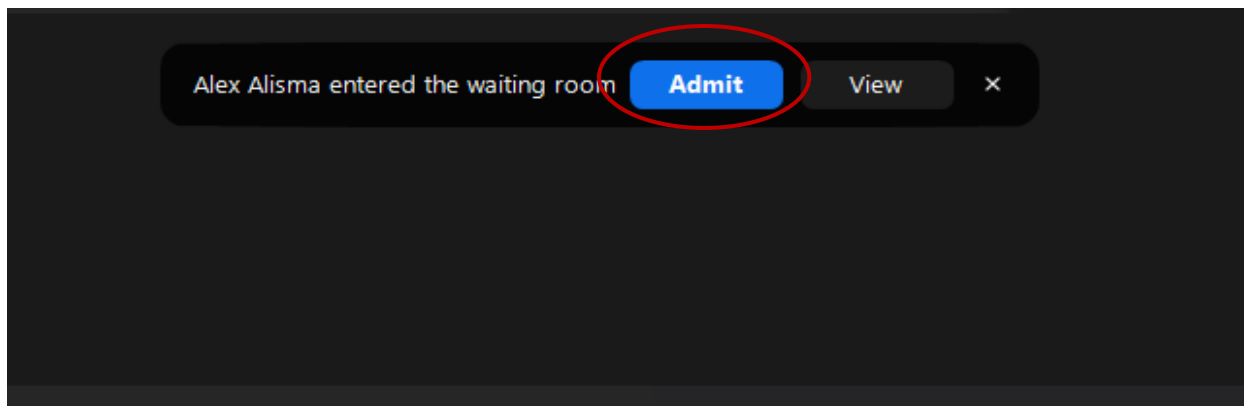


**11.** When the telehealth session is complete, end the call.