

LANGUAGE TRANSLATION SERVICE

*Connecting with the
community just got
easier!*

This service allows City of McKinney employees to communicate with Limited English Proficient and Deaf or Hard-of-Hearing. This service is available 24/7.

Questions or comments:
Please contact HR at 972-547-7560 or
humanresources@mckinneytexas.org

LanguageLine Customer Care:
customercare@languageline.com
1-844-373-1951

Activating The LanguageLine App On Your Device For Deaf Or Hard-of-Hearing

Laptop/PC with Google Chrome Browser



1. Using **Chrome**, enter this url: <https://inSight.LanguageLine.com>
2. Insert your **Authentication Code**
3. Type a **Device Name**
4. Click on **"Activate Device"**
5. Click on **"ALLOW"** for access to your camera and microphone.

iPhone or iPad



1. On your **iPhone** or **iPad** tap the App Store icon and search for "LanguageLine InSight". Tap "Get" and "Install".
2. After **download** is complete, tap the "Interpreters" icon and follow the screen prompts to complete the one-time authentication of your device.
3. After you tap **"Activate Device"**, tap **"OK"** two times to allow the application to access your microphone and camera.

Android Device



1. On your **Android** device tap the Google Play store icon and search for "LanguageLine". Tap the "Interpreters" icon. Then tap "Install".
2. After **download** is complete, tap "Open".
3. Tap **"OK"**, then tap **"Allow"** twice to allow the application to access your microphone and camera.
4. Follow the screen prompts to complete the one-time authentication of your device.

Authentication Code

GR37VDQDQH

Device Name (15 digit max)

How To Access An Interpreter By Phone

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- EMPLOYEE WILL DIAL:
1-866-874-3972
 - PROVIDE: 699123
 - INDICATE: the language you need
 - PROVIDE additional information, if required.
 1. Introduce yourself and brief the interpreter.
 2. Speak slowly and in short sentences.
 3. Allow the interpreter time to interpret.
 4. Check for understanding.
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*If customer is on a phone call you will want to
Conference/Merge Call following the directions below:*

1. Place caller/customer on hold.
 2. Dial LanguageLine following directions above.
 3. After connecting with LanguageLine, merge or conference the calls.
 4. Alternatively, employee may provide LanguageLine with the customer's phone #, and LanguageLine can conference/merge the calls.
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