

APP INTERPRETER ACCESS



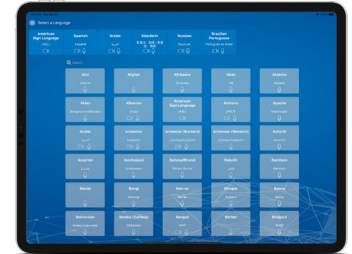
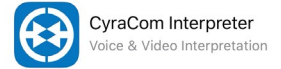
1. Login

USERNAME: **SBCounseling@cyracomvri.com**

PASSWORD: **cyracom1**

2. Select the language, and enter session data

- Favorite Languages Bar (*most frequently requested*)
- Search Language Field, or
- Scroll through Alphabetical List of Languages Provided



App available in App Store or Google Play Store

LAPTOP INTERPRETER ACCESS

1. Open Google Chrome or Microsoft Edge and navigate to video.cyracom.com

2. Log into the CyraCom Interpreter web app

USERNAME: **SBCounseling@cyracomvri.com**

PASSWORD: **cyracom1**



3. Select the language you need, enter additional session data if applicable



BLUE CORDED PHONE ACCESS

1. Press the blue button labeled **ACCESS**
2. When prompted, press the white button labeled **ACCT/PIN**
3. At the second prompt, say the name of the language you need and follow the prompts



BLUE CORDLESS PHONE ACCESS

1. Press the **UP ARROW**
2. Press the **TALK** button when number appears on screen
3. Please say the language you need and follow the prompts



ANY PHONE ACCESS

1. Dial **800 4813293** to access the interpretation services
2. When prompted, enter your account number:
501025969
3. At the second prompt, enter your 4-digit PIN number: **7841**
4. Say the language you need and follow the prompts



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SB Counseling & Psychological Services

Customer Service Support
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