

Sorenson Express

Compatible with Microsoft Teams

Plug-in App Guide



Sorenson

Connect Beyond Words.

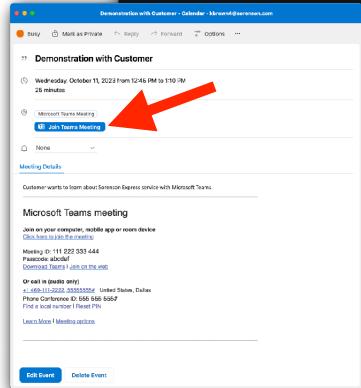


The Sorenson Express plug-in is only compatible with Microsoft Teams scheduled Meetings. It does not work in Microsoft Teams video calls that are not scheduled.

Company-wide all-hands meeting

Meeting

Title of the meeting



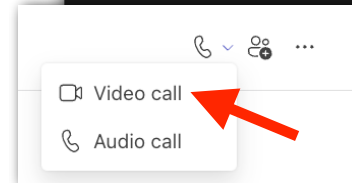
Note the icons used in the Microsoft Teams Meeting



Jane Smith

Video Call

Individual's Name



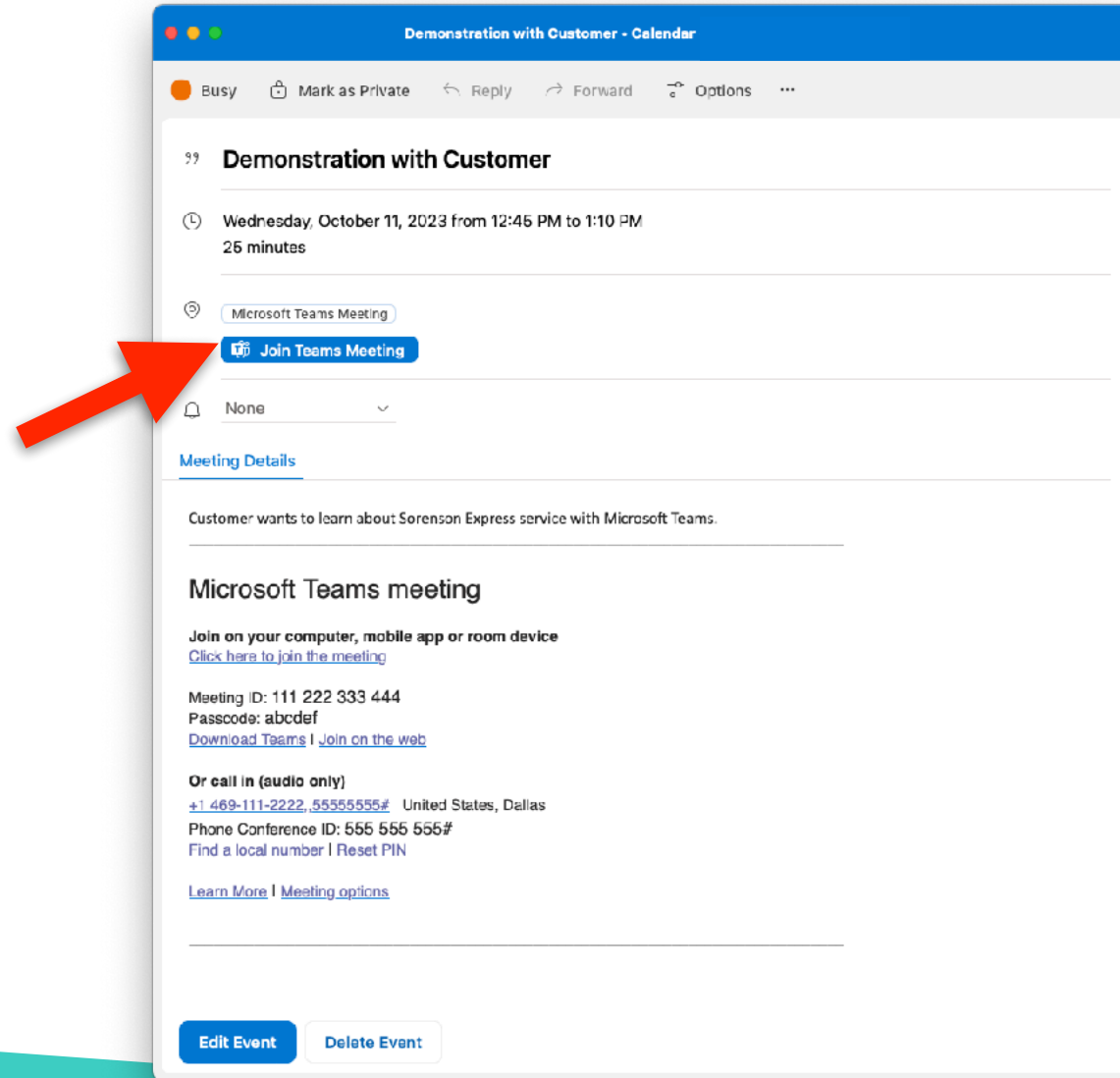
Note the icons used in the Microsoft Teams Video Call



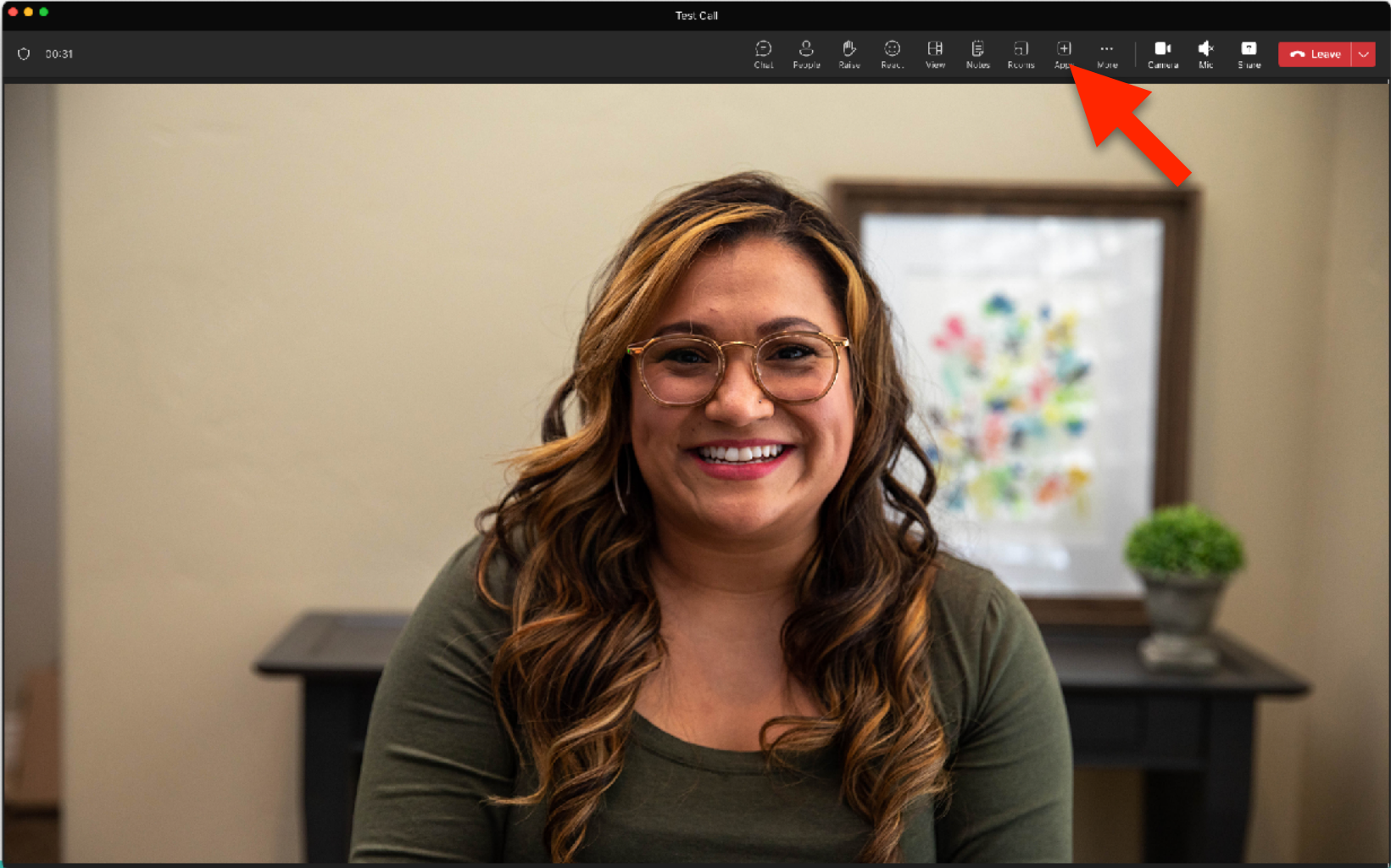
VS



1. Join your Teams meeting.



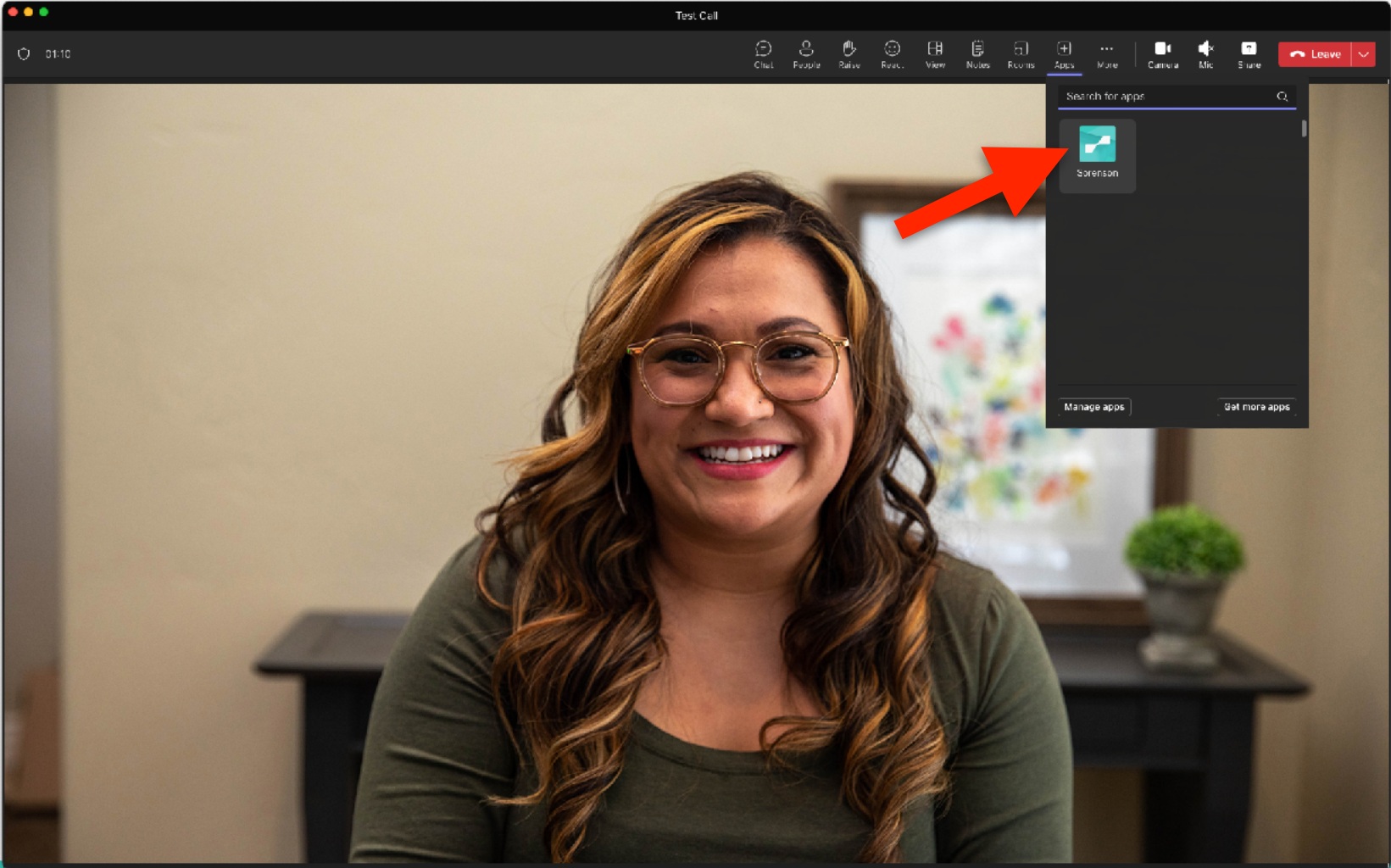
2. Click 'Apps' with the plus icon above it.



Used with permission from Microsoft.



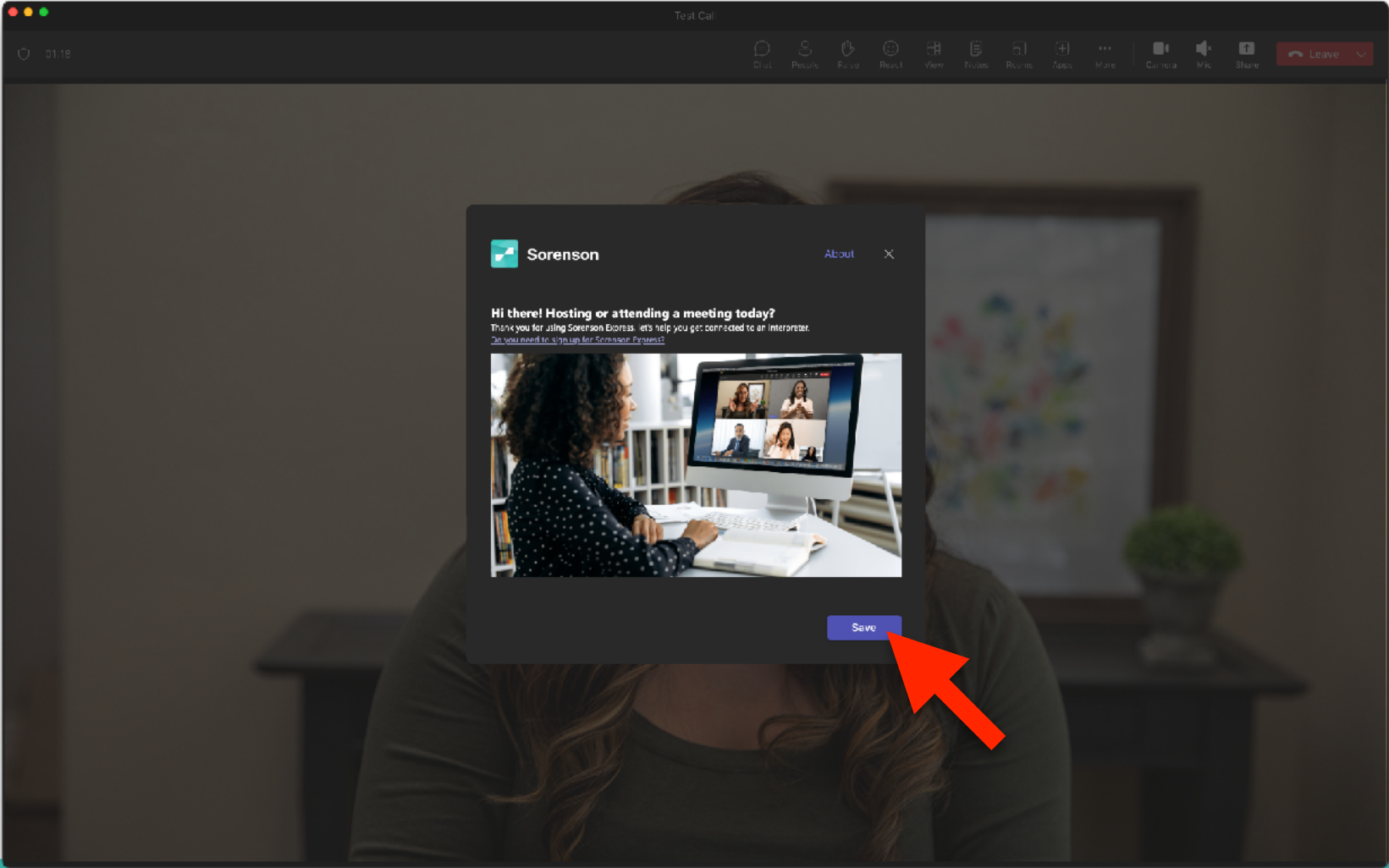
3. Find the Sorenson icon or type 'Sorenson' in the search bar.



Used with permission from Microsoft.



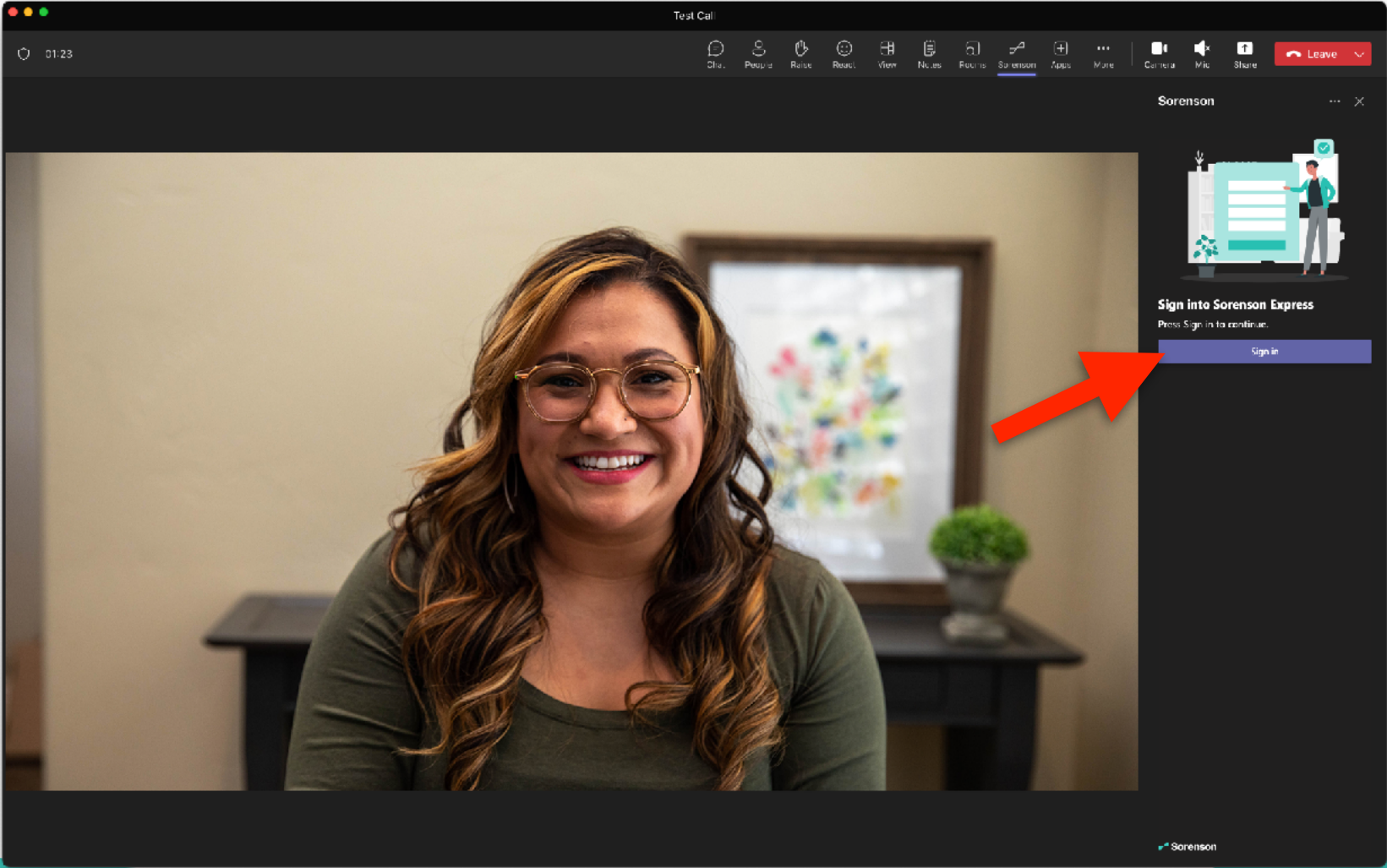
4. Select 'Sorenson' to launch/add the app to your meeting and click 'Save'.



Used with permission from Microsoft.



5. Click 'Sign in'.



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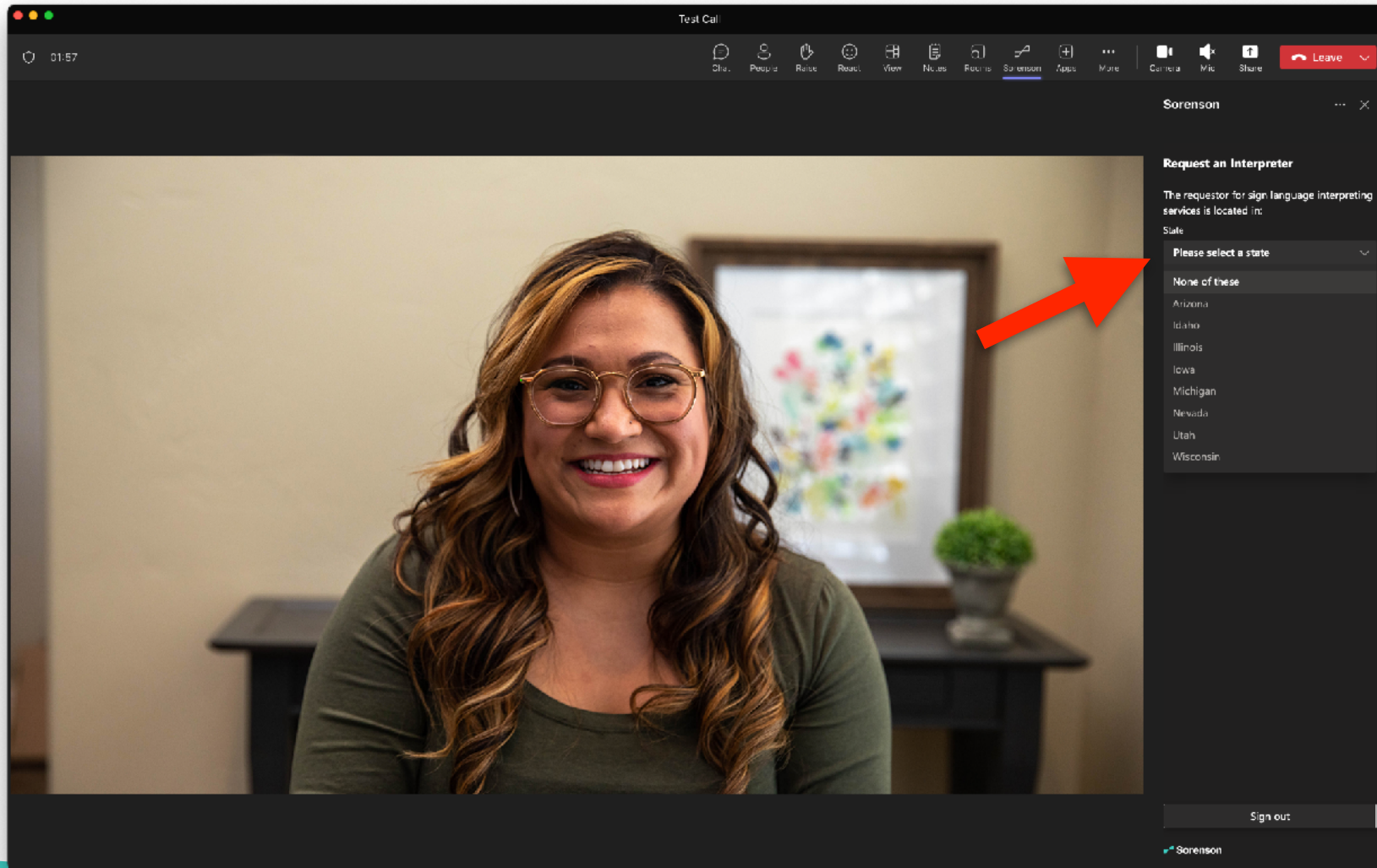


6. Sign in with your Sorenson Express credentials (Auth0).

The screenshot shows a web browser window with the URL `https://sorenson-vri.us.auth0.com`. The page features the Sorenson logo at the top, followed by the heading "Welcome" and the instruction "Sign in to use Sorenson for Teams." Below this are two input fields: "Email address" and "Password". Two red arrows point to these fields from the left. Underneath the password field is a link for "Forgot password?" and a teal "Continue" button.



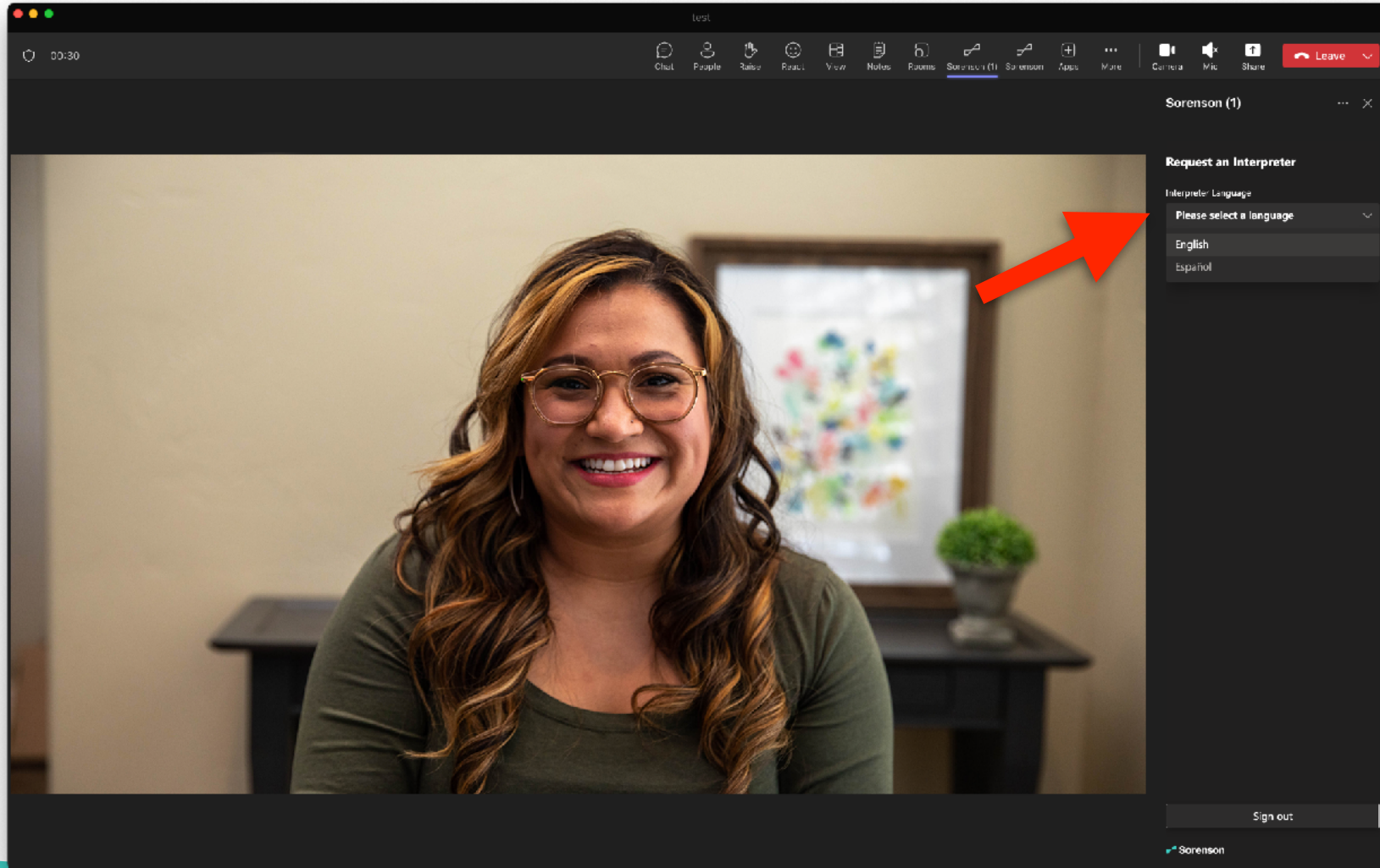
7. Choose the state where the requestor for sign language interpreting services is located and if their state is not listed, select 'None of these'.



Used with permission from Microsoft.



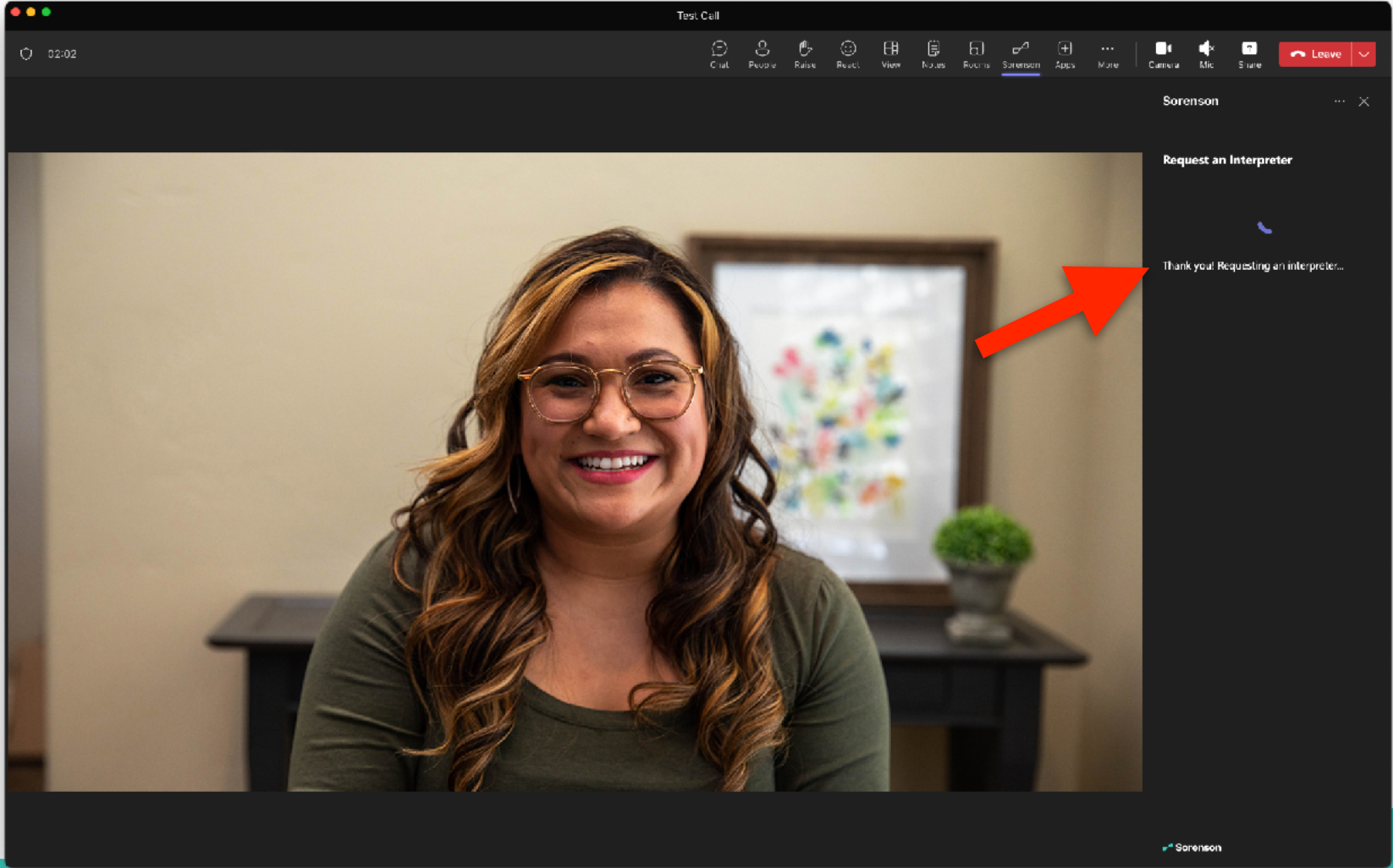
8. Once the state information is in, choose your preferred interpreter's spoken language and click 'Continue'.



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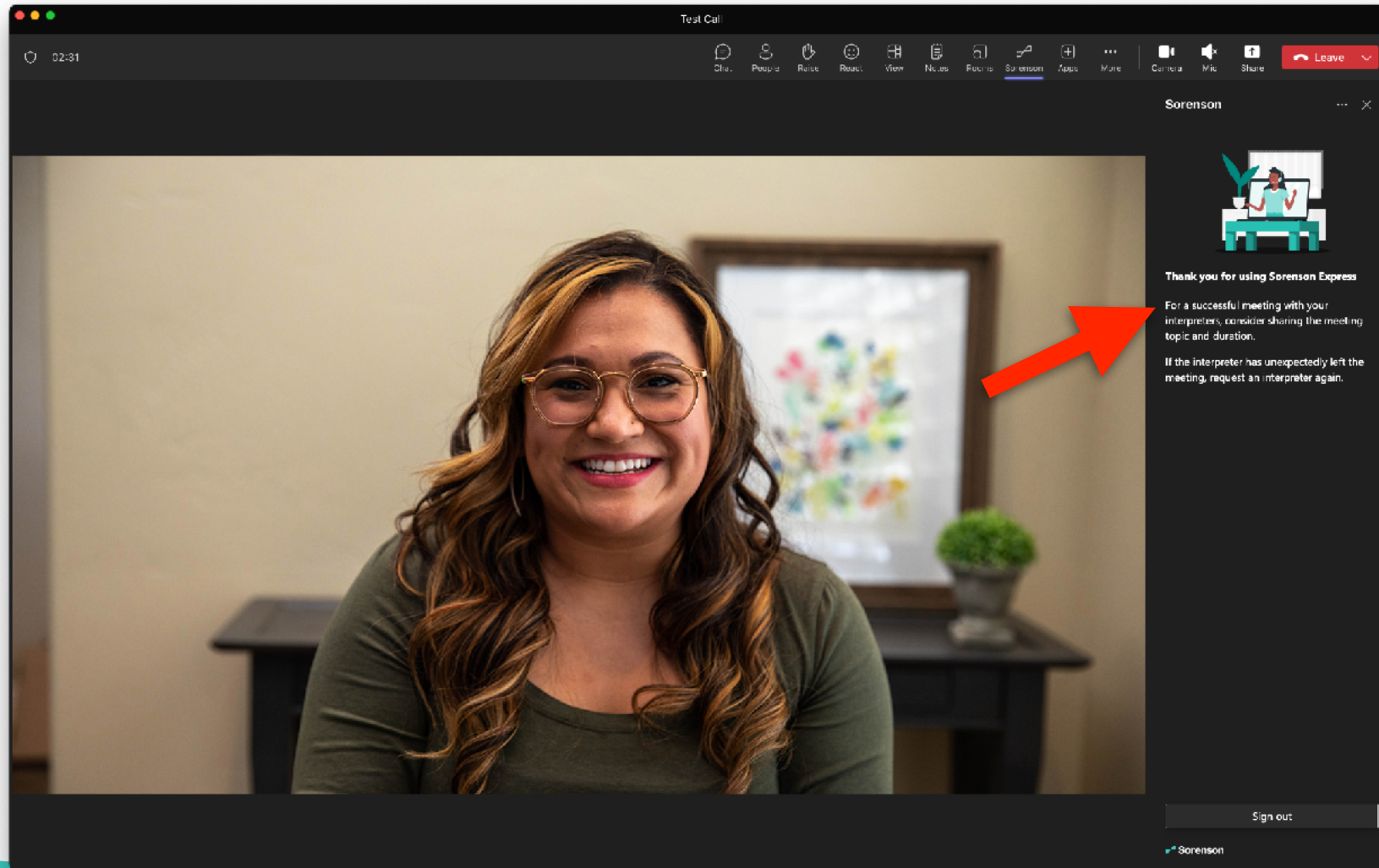
9. Wait for the system to place the interpreter request.



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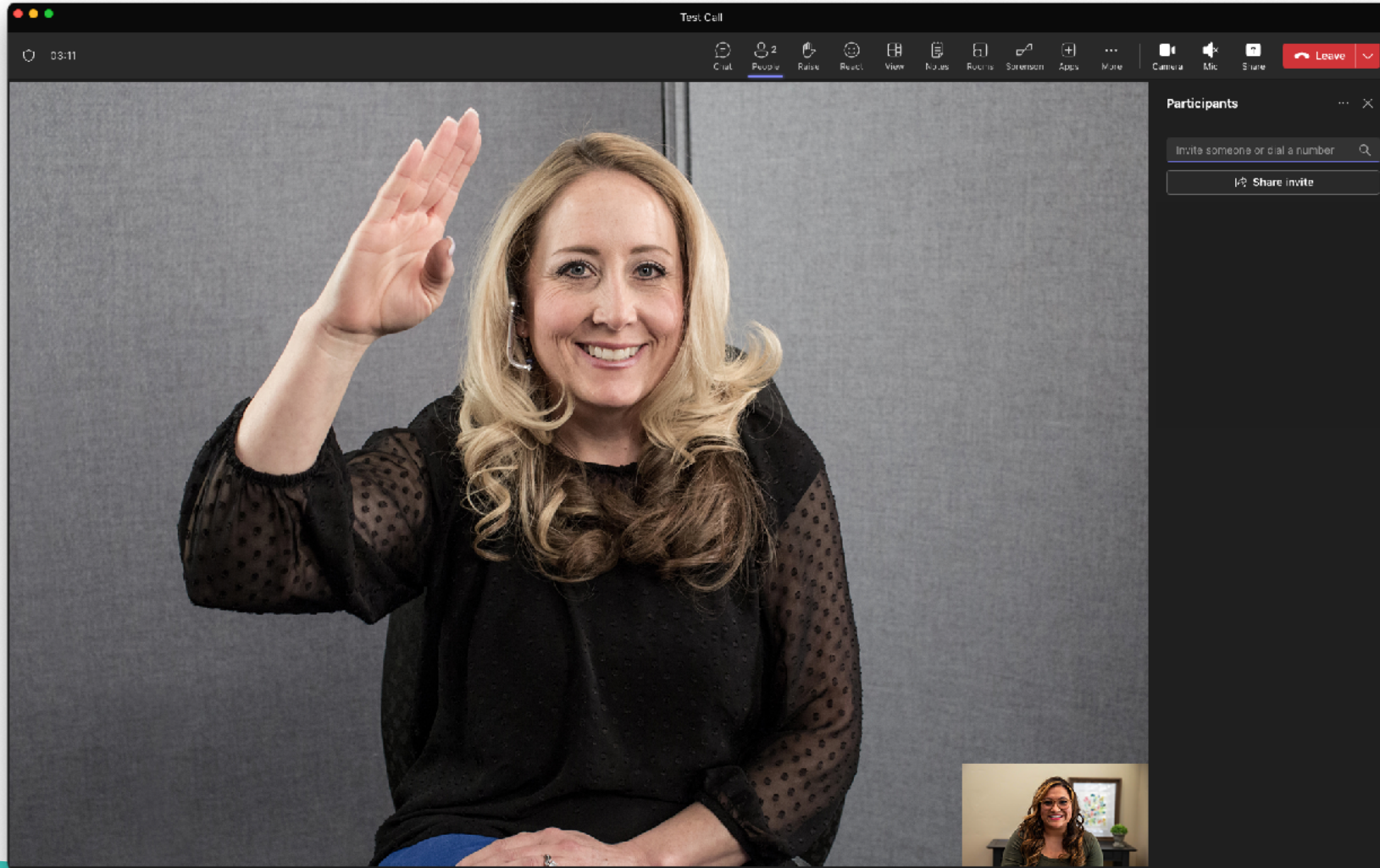
10. You will be informed once an interpreter accepts your request. Please wait a bit for the interpreter to join the meeting.
Note: If your meeting requires a waiting room, please let the host know to expect an interpreter.



Used with permission from Microsoft.



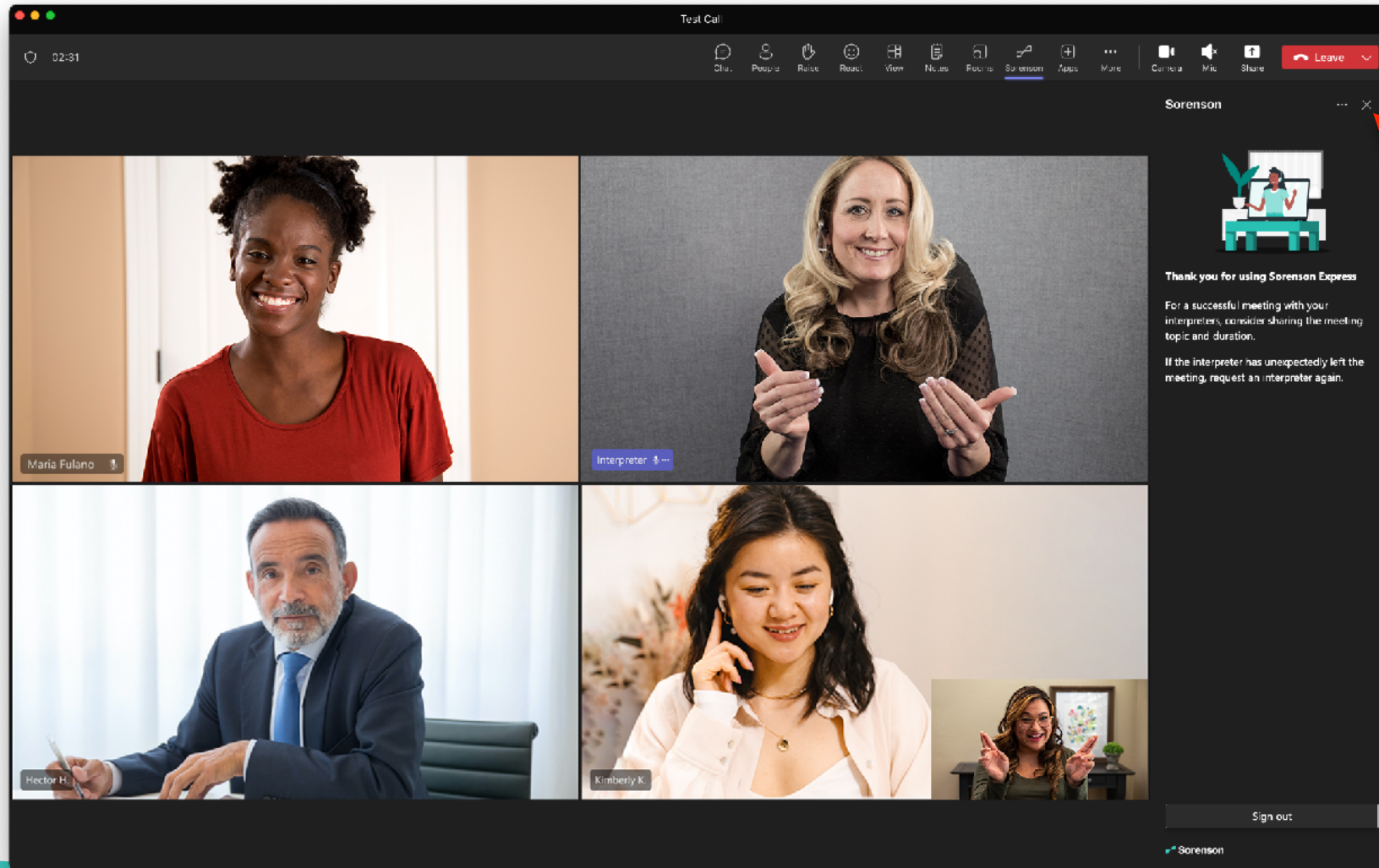
11. Interpreter has joined the meeting! You may begin the meeting!



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12. You may click 'X' to close the sidebar and continue your meeting.



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For technical support questions, you can call us at (855) 965-5828. We are open from 7:00am to 8:00pm MT Monday through Friday and 8:00am to 4:30pm MT Saturday.

If you need assistance after hours, please email support@sorenson.com

