

## Using the FEMA Video Remote Interpreting (VRI) From Your Mobile Device see- technical support on back

1. Go to **femavri.com**
2. Click **Connect to FEMA VRI** on the first screen
3. A **'Please Wait Screen'** will come up while you are being connected to a sign language interpreter
4. **FEMA VRI sign language interpreter will be on the screen** and connect with you
  - Identify yourself
  - Allow the client to identify his/her self
  - You may now communicate with the client via the interpreter
    - Speak directly with the client and not the interpreter.
  - The client will need to view the interpreter at all times.
  - Stay with the client and your device until the end of the vaccination process.
  - If the video connection is lost, just reconnect using the same process.
  - Make a note of the number of minutes you were online. Share this with your supervisor.

This website for use by Deaf and Hard of Hearing American Sign Language Users or Healthcare Professionals.

[Connect to FEMA VRI](#)

In an emergency, dial 911 or your local emergency number immediately.

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## Technical support – trouble shooting access

- **How do I turn on the Video remote Interpreting System (VRI)**
  - You turn on the VRI using any device (preferably the vaccine recipient's own phone) via the website using any browser – [femavri.com](http://femavri.com) –
  - or through any Video Relay Service app at [844.779.2996](tel:844.779.2996).
  - It is highly recommended the website is used.
- **How long will it be on**
  - It will stay on as long as the call is connected and the end user does not disconnect.
- **How much does it cost**
  - This is charged by the minute, and the contractor is responsible for tracking those minutes.
- **I am using my personal phone will I be billed?**
  - No, you will only use your minutes from your plan.