

Tax Season 2021

Requesting ASL interpretation via Zoom video call

Step 1: If a client in the virtual platform needs American Sign Language (ASL) interpretation for an intake interview or quality review call, **please check this [spreadsheet](#)** to see what appointment slots are available. (We have set times within which we can schedule these video calls.) **Enter the ticket number** for the appointment date and time that you have confirmed with the client.

Step 2: Submit a request for ASL interpretation through this [Google Form](#).

(If you aren't able to confirm an appointment time, make a note in the Google Form that we need help contacting the client.)

A tax staff member will later send the Zoom video call link to the client prior to their virtual appointment.

Things to know:

- We will follow these steps for scheduling virtual intake interviews and Quality Review phone calls.
- We will review the tax return with the client virtually, even if the client will be coming in person to sign the Form 8879 e-file authorization form and/or pick up a copy of the tax return. Deaf clients who come in person to a tax site for an intake interview will have their Quality Review video call scheduled while they are onsite that day. (We will schedule the video call for 2 weeks in advance. The intake specialist will do steps 1 and 2 above.)