Sorenson Express

for Zoom
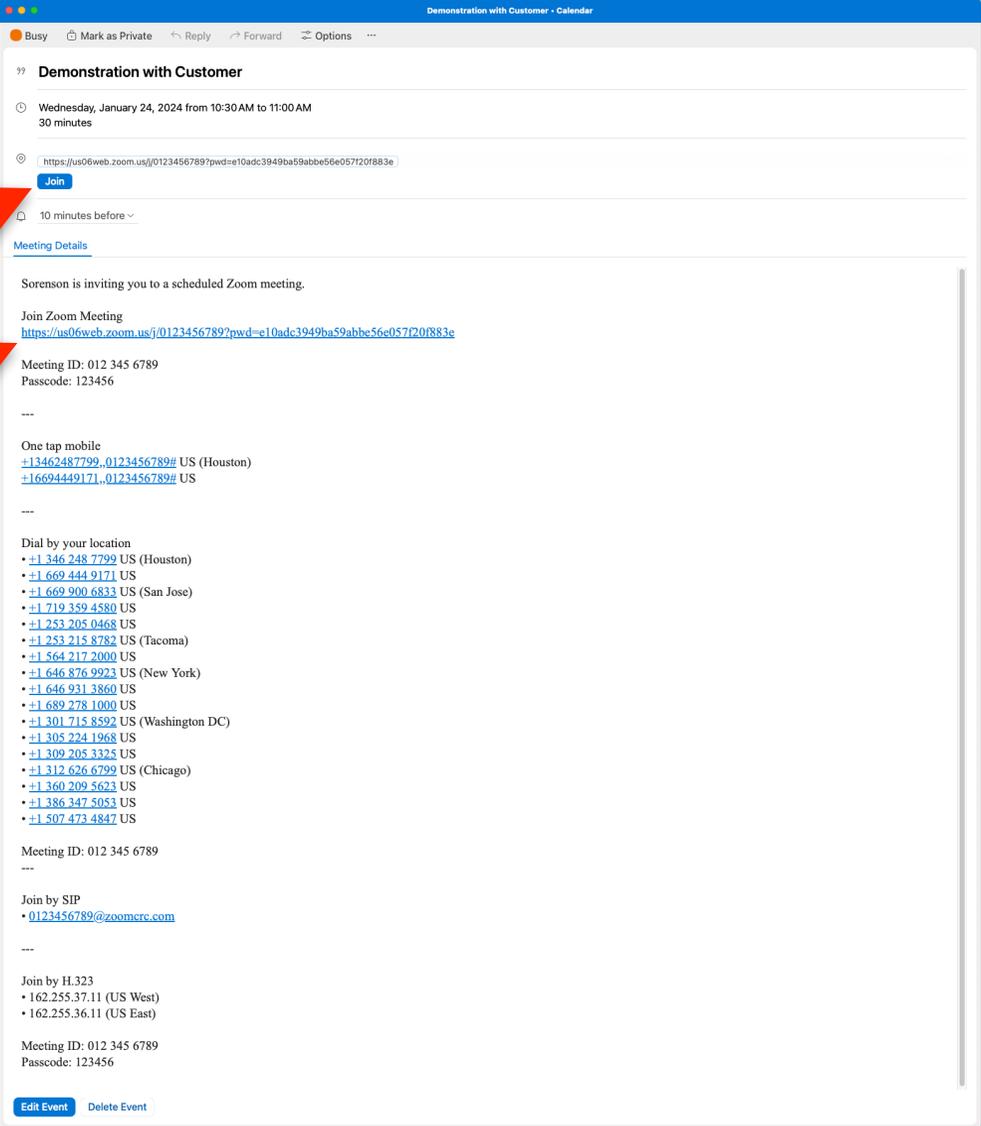
Plug-In App Guide
for the host

Sorenson
Connect Beyond Words.

1. Click the 'Join' button or Join Zoom Meeting link.

2. Click the 'Apps' icon.

3. Click the 'Sorenson for Zoom' app.

4. Click the 'Get an interpreter' button.

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5. Select 'I am using Sorenson Express'.

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

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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'.

8. Click the 'Continue' button.
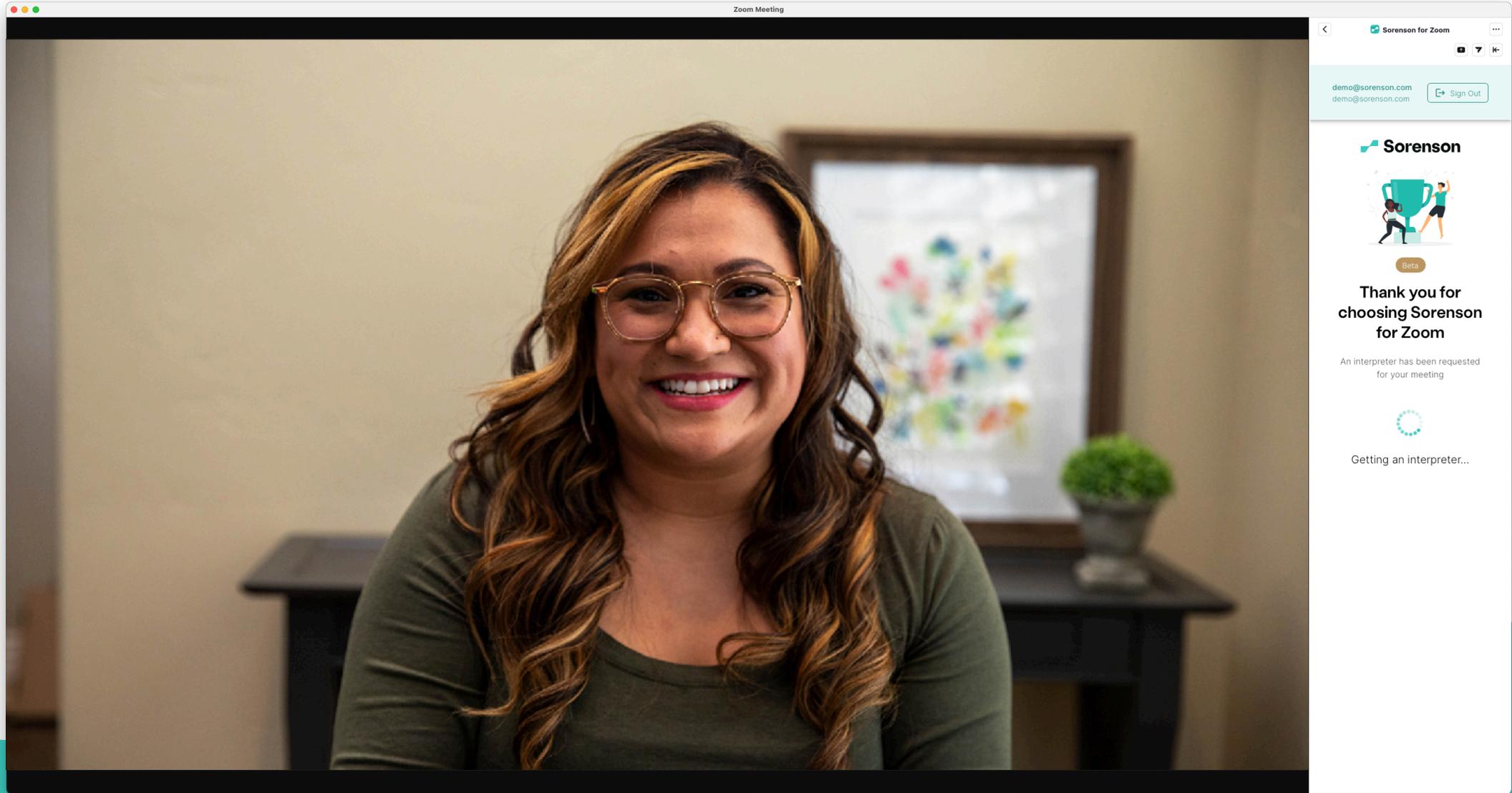
9. Choose your preferred interpreter's spoken language and click the 'Get an ASL Interpreter' button.

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

11. 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.

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

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13. You may click the left arrow icon to close the sidebar and continue your meeting.

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for Zoom

Troubleshooting: Uninstalling the Existing Plug-in

1. Type in the URL: https://marketplace.zoom.us/user/installed
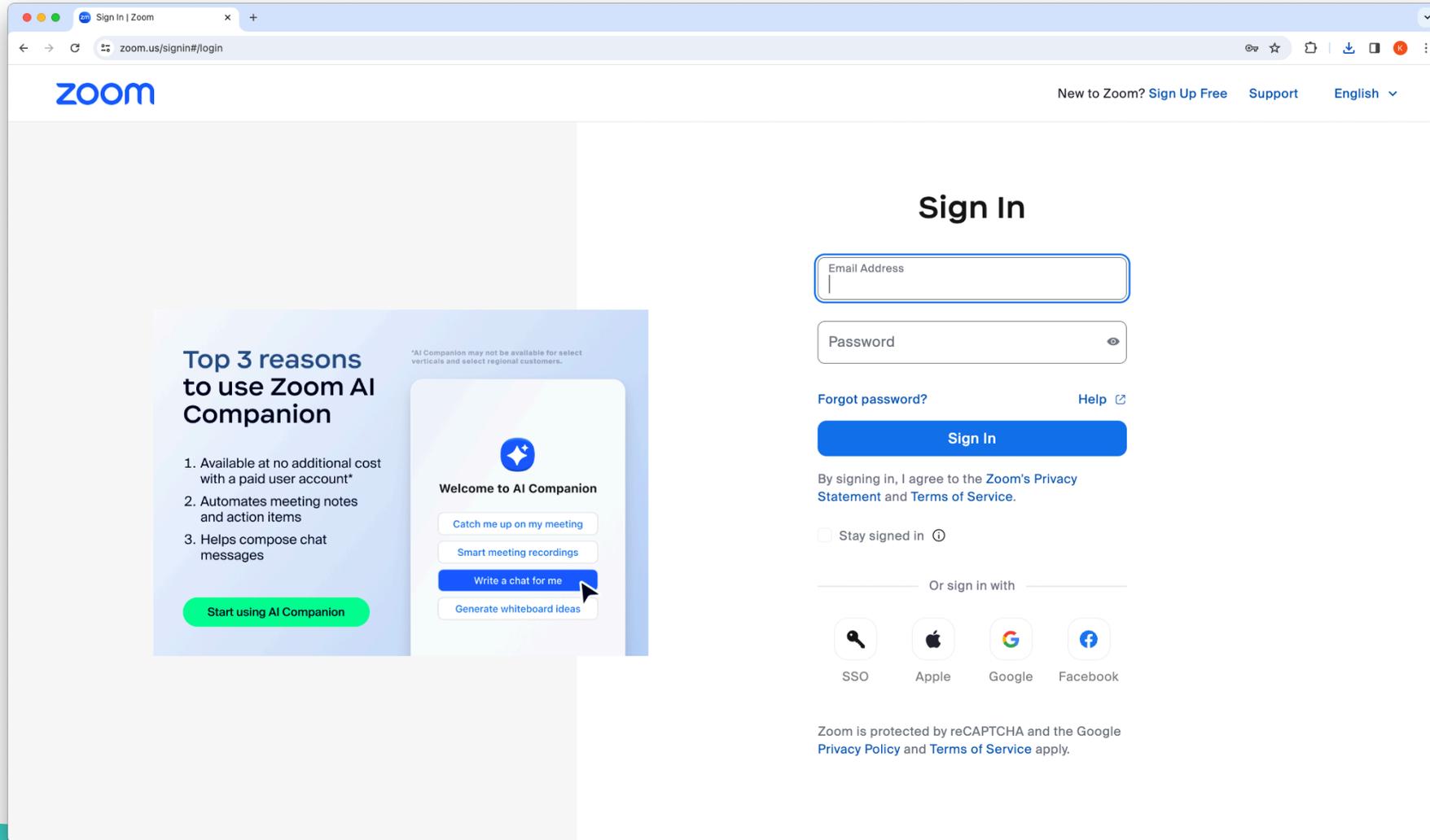
2. Enter your Zoom account credentials and click Sign In.

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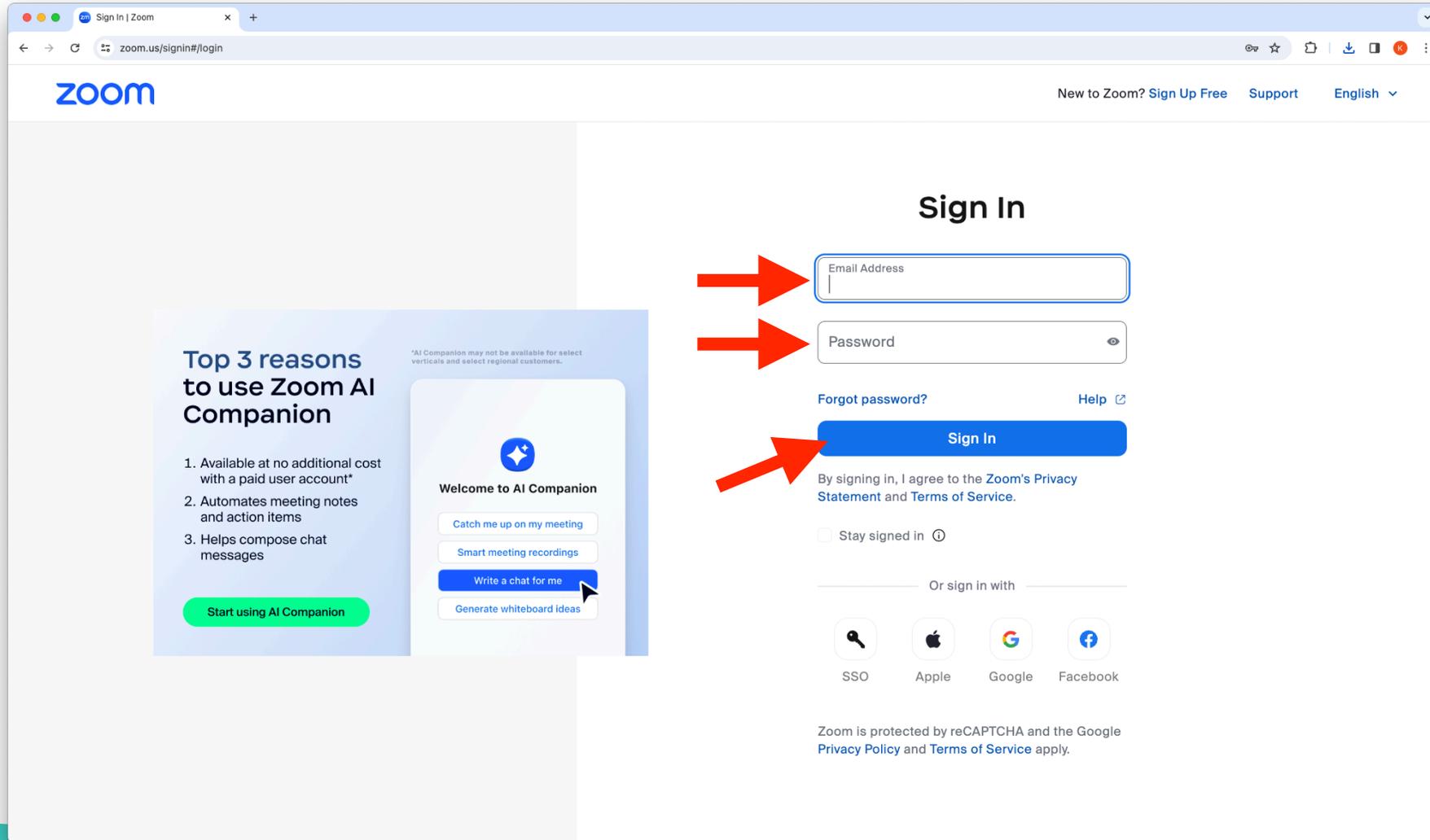
3. Once signed in, search "Sorenson for Zoom" and click on "REMOVE."

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4. A dialog box will appear to confirm the removal of the app. Click the REMOVE button.
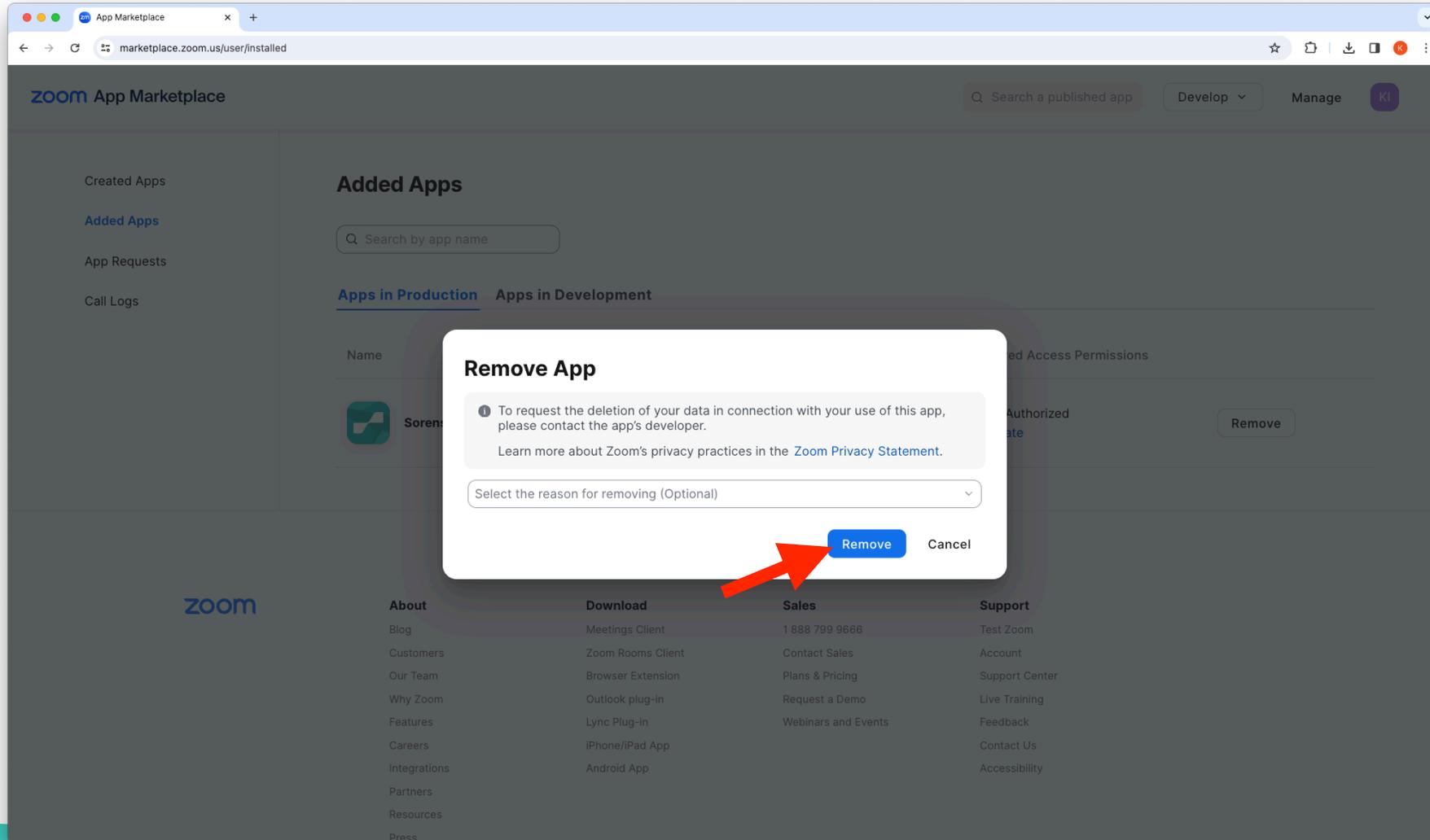
5. After clicking REMOVE, Sorenson for Zoom will no longer be listed as installed
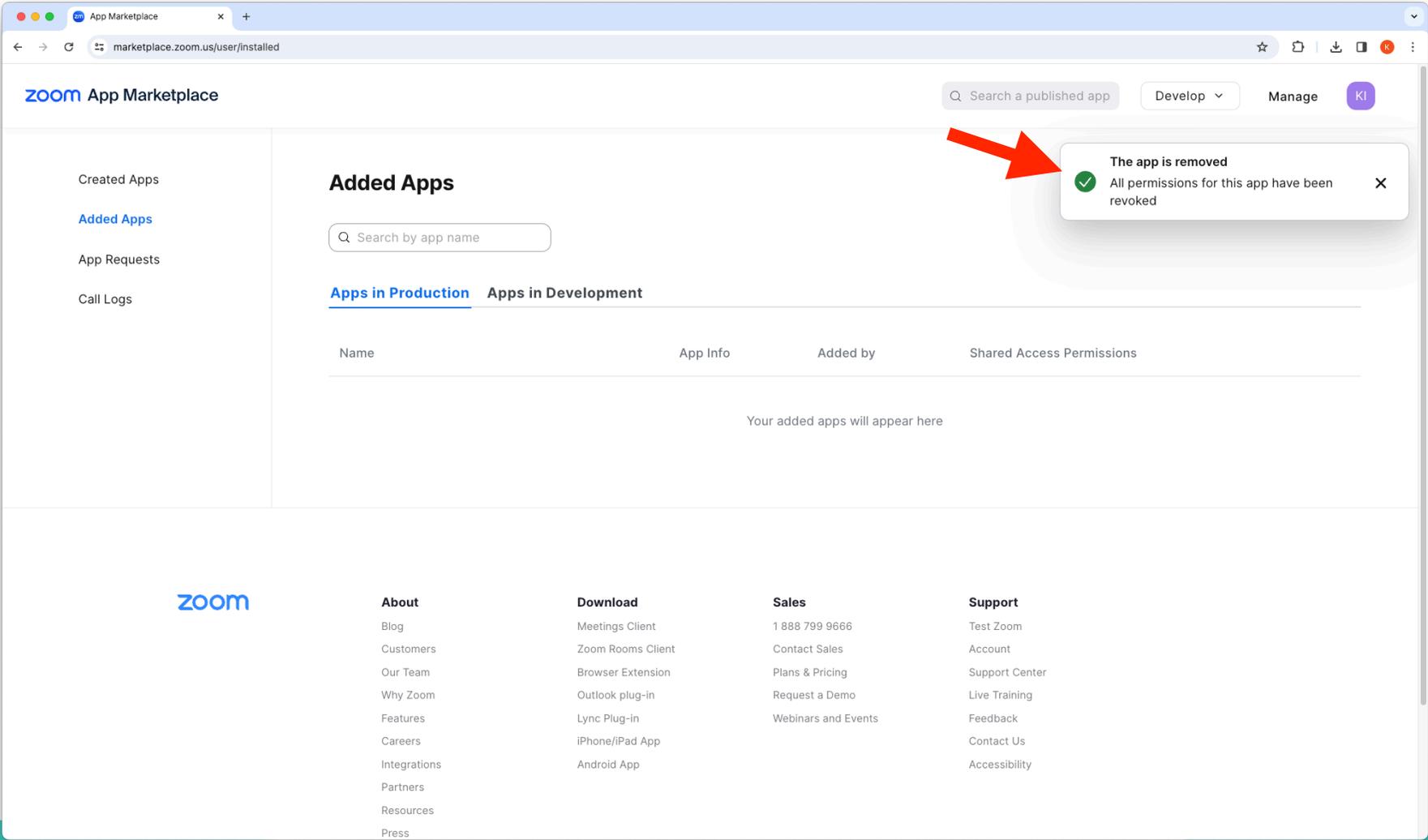
6. Go to https://sorenson.link/add-plugin to perform a fresh installation of the Sorenson for Zoom plugin.

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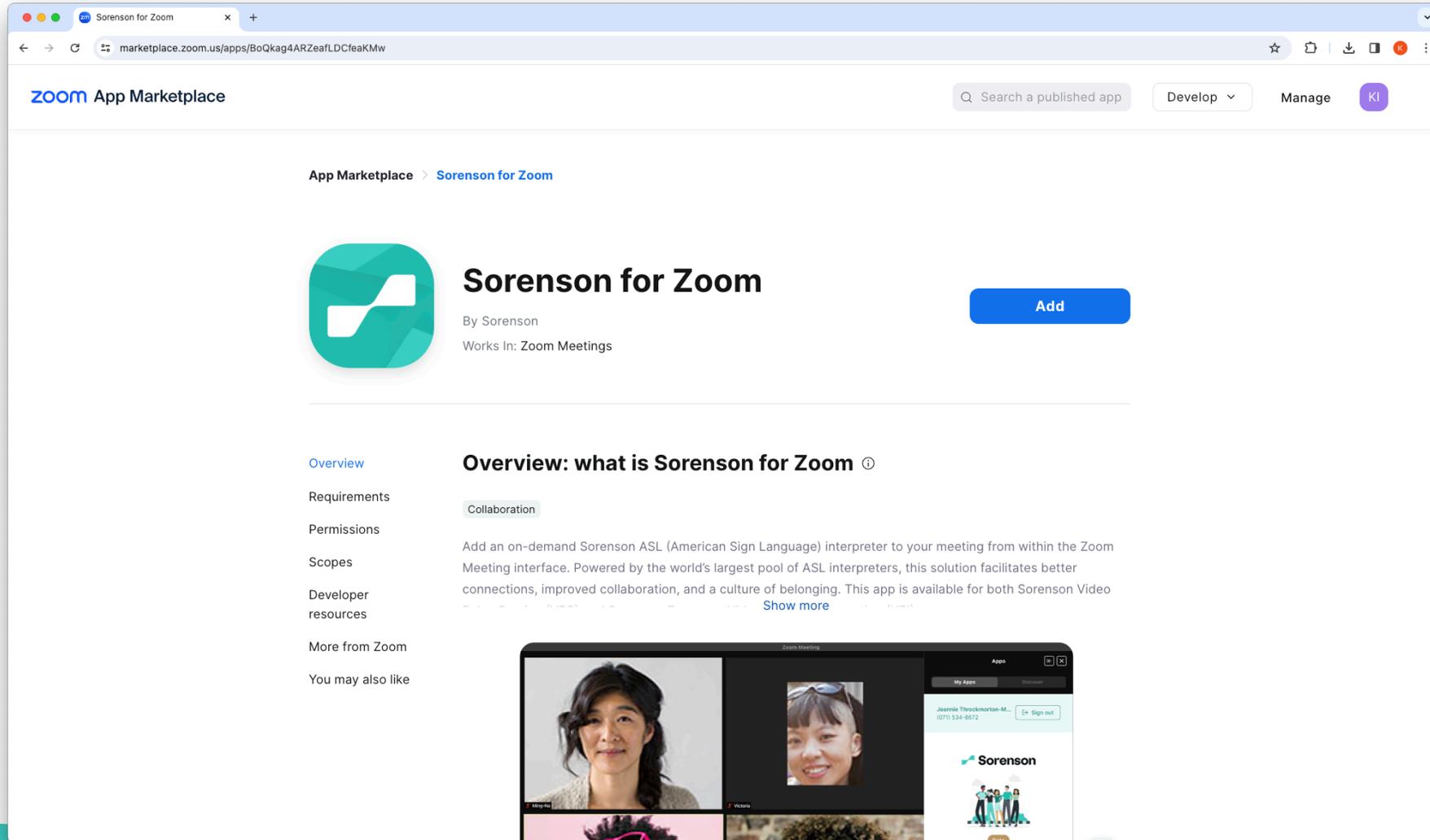
7. Click the 'Add' button.

8. Click the "Allow" button.

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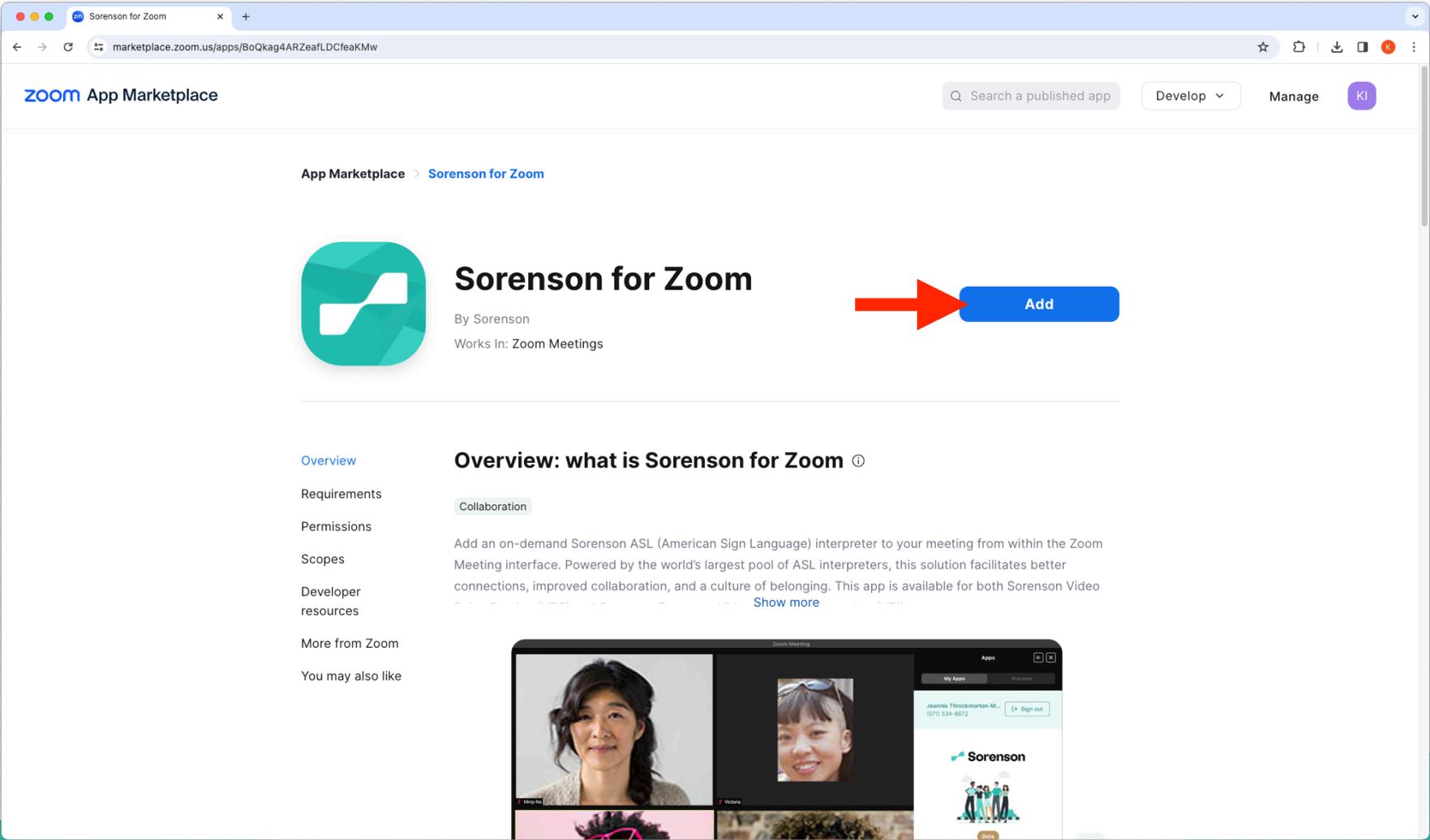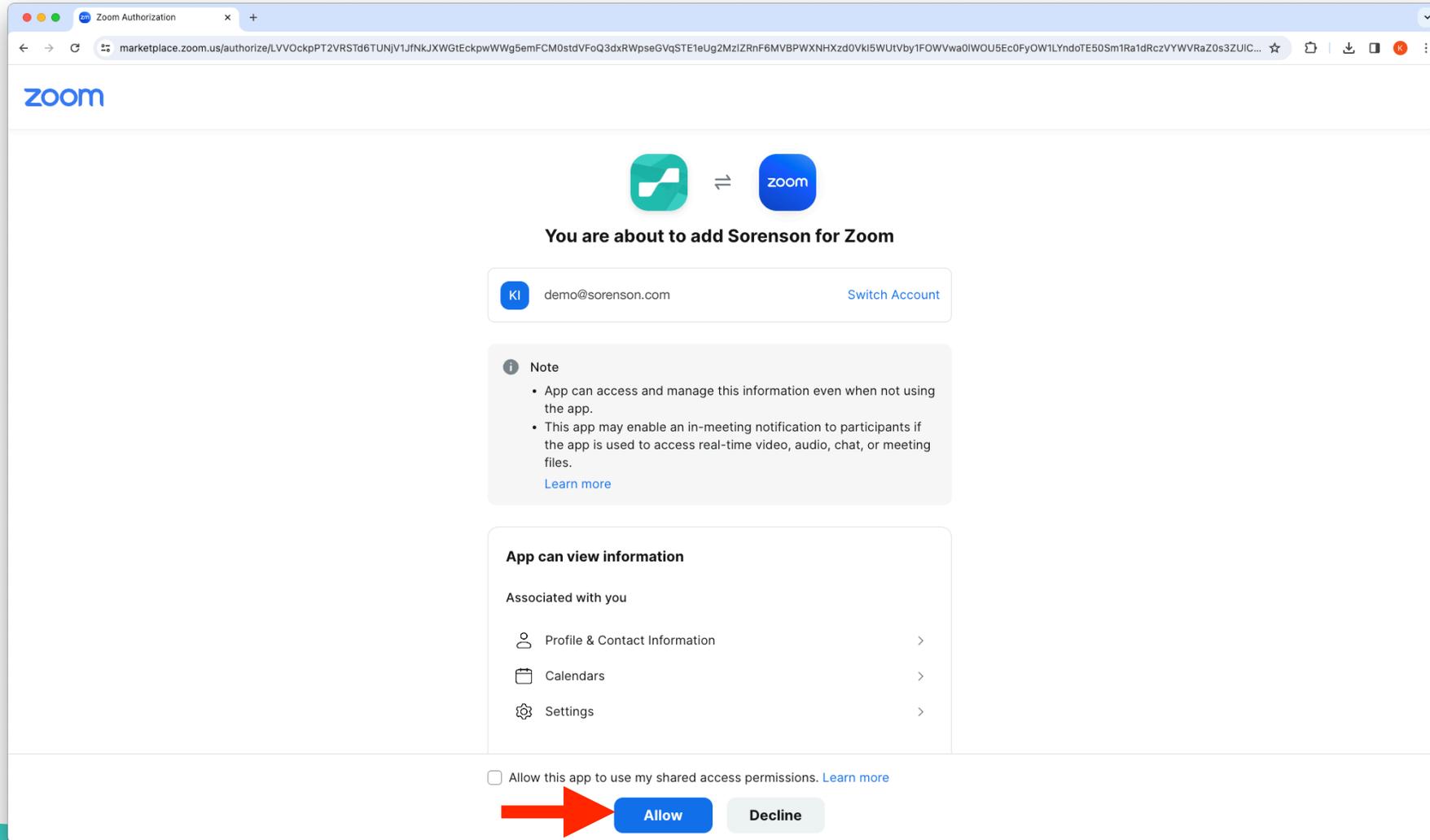
9. You will be prompted you to launch your Zoom app.
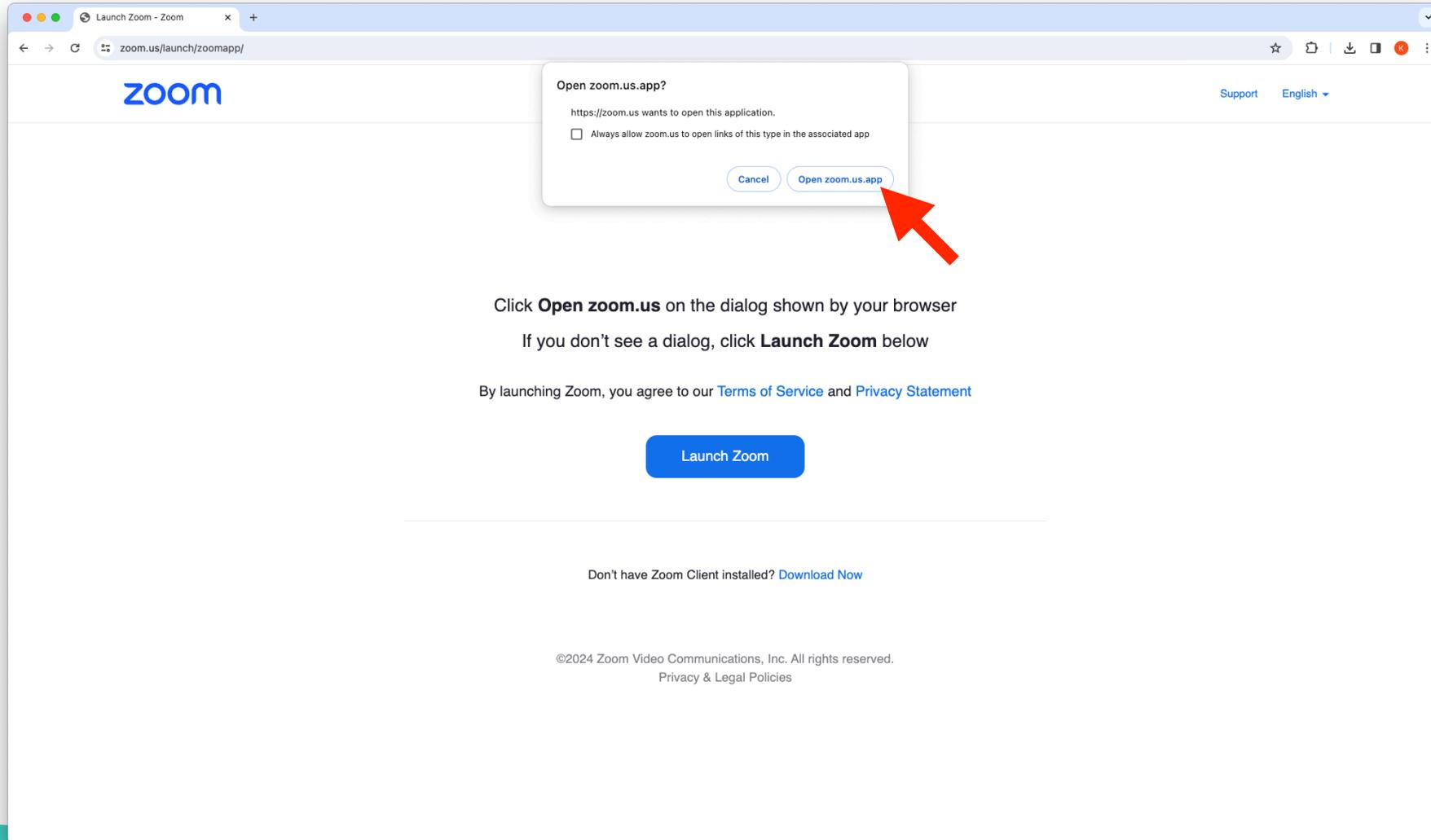
For technical support questions, you can call us at (855) 965-5828. We are open from 7:00am to 8:00pm MT Monday through Friday and 8:00am to 4:30pm MT Saturday.

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