Sorenson
Connect Beyond Words.™

Instantly connect with an American Sign Language interpreter

To use Sorenson Express:

1. Search for 'Sorenson Express' and click 'Sign in'.
2. Allow app access to location, microphone, and camera when prompted. After that, please authorize auth0.com to sign in.
3. Enter your username and password obtained from your Sorenson sales agent.
4. Wait for the app to load.
5. If you need a different language, select it under 'Other Language'. Spanish will be pre-selected if your device is set to Spanish.
6. **Click 'Get an ASL interpreter now'** and wait for one to arrive.
7. Make sure your tablet's volume is on to hear the interpreter.

Tip!
If your interpreter has trouble hearing you during a session:
1. Open the Control Center
2. Tap on Mic Mode
3. Select Voice Isolation
This should help improve the clarity of the audio and make it easier for your interpreter to hear you.

DID YOU KNOW

Scan Me

Troubleshooting Step

If your app isn't responding:

- Swipe up from the bottom of the screen and find the Express app.
- Swipe up on the app card to force quit, then relaunch the app and try again.

If you forgot your password:

- Click 'Sign in' and allow the app to access auth0.com if prompted.
- Click 'Forgot Password' and enter your email address.
- Follow the instructions in the email to reset your password.
- Try again with your new password.

If you can't connect to an interpreter:

- Make sure you're calling during your hours of operation and check your connection.
- If you can't reach an interpreter, use the emergency contact info provided.

Emergency contact info:

- Customer Care: (855) 965-5828
- Monday - Friday 9:00 AM - 10:00 PM ET
  Saturday & Sunday: 10:00 AM - 7:00 PM ET