

How to Access HIT Services

Language Access Solutions

We are excited to provide your organization with interpretation and translation services beginning **September 12, 2025**. To ensure a smooth start and avoid delays, please follow the steps below.

Requesting Interpretation Services

Each UGU should set up an Account to have access to:

- ✓ Scheduling in person and video interpretation services
- ✓ Placing on demand video and audio calls through the browser and app
- ✓ Receiving a dedicated PIN number to access over the phone interpreters

👉 **To request an account, please email us at hit@myhitservices.com with:**

- UGU Name
- UGU Representative Name (Administrator/Main Contact)
- Representative email address and phone number

Our team will contact you to complete the setup, confirm details, assign a **PIN number**, and provide step-by-step instructions.

➡ **Important:** Without an active account, UGUs cannot schedule or request interpreters.

Requesting Translation Services

For document translation requests, please send files securely to:

✉ translations@myhitservices.com

Be sure to include:

- **PO Number:**
- **Detailed contact information** so our translation team can follow up directly.

Quick Start Checklist

- ☑ Email us to set up each UGU's account and users.
- ☑ Once accounts are active, UGU's users will be able to schedule in-person and video interpreters, and place on-demand audio and video calls.
- ☑ For translations, use the secure email address provided above.

Need Help?

If you have questions at any time, please reach out to us at hit@myhitservices.com or call us at **864-469-5200**.

Request your accounts as soon as possible to avoid delays in service.