

Communication Access Services - Frequently Asked Questions

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This resource FAQ guide is for staff, managers, and manager designates who use the Communication Access Services portal.

#	Question	Quick Link
1	How do I create an account in CAS?	Jump to Question 1
2	What does a manager or manager designate need to do before staff can access CAS?	Jump to Question 2
3	My account is still pending approval. How can I start submitting service requests?	Jump to Question 3
4	How do I find or request access to my service area?	Jump to Question 4
5	A staff member needs access to CAS. How do I add them?	Jump to Question 5
6	I cannot see my service area in CAS. What should I do?	Jump to Question 6
7	How do I submit a communication access service request?	Jump to Question 7
8	How do I edit or cancel an existing request?	Jump to Question 8
9	Who do I contact if I am having trouble registering or signing in?	Jump to Question 9
10	How do I change a service area name or address?	Jump to Question 10
11	I cannot find my service area in the existing list. What should I do?	Jump to Question 11
12	Does the change affect phone interpreting, OPI, or VRI?	Jump to Question 12
13	Can you set up shared emails/logins for the unit?	Jump to Question 13
14	Can multiple users see/edit interpreter requests if each person has their own SSO?	Jump to Question 14

1. How do I create an account in CAS?

Managers and manager designates without an invitation link

- a) Go to <https://www.cas.healthcare/>
- b) Select B.C. Health Authorities.
- c) Sign in through Single Sign-On (SSO).
- d) Accept the User Acceptance Policy.
- e) Choose a Clinical Program Representative.
- f) Select Update.
- g) Fill in the required profile fields.
- h) Save your information.

Managers and manager designates with an invitation link

- a) Open the email called Invitation to Access Provincial Language Service Portal.
- b) Select the invitation link.
- c) Sign in through Single Sign-On (SSO).
- f) Accept the User Acceptance Policy.
- g) Choose a Clinical Program Representative.
- h) Select Update.
- i) Fill in the required profile fields and save your information.

Staff members

A manager must first add you as a contact for a service area. You will then receive an email inviting you to register for CAS.

2: What does a manager or manager designate need to do before staff can access CAS?

The manager or manager designate must first register for CAS and complete their profile. See instructions in Questions 1.

The manager must then:

- a) Select the right service area (check it off in the list).
- b) Select **Manage Contacts**.
- c) Select **Create New Contact**.

d) Enter the staff member's first name, last name, phone number, and health authority email address.

Note: for VCH users only - if staff has vrhb.org email, please register users with it instead of vch.ca.

e) Choose the role of **Staff** or **Manager**.

f) Select **Submit**.

The staff member will receive an email inviting them to register.

3. My account is still pending approval. How can I start submitting service requests?

Before making a service request, you should:

A) Be able to sign in using your approved login method.

B) Have the right service area in your profile.

You cannot submit service requests while your account is still waiting for approval. Please contact PLS via languageservices@phsa.ca.

4. How do I find or request access to my service area?

a) Select your name at the top of the page.

b) Select **Profile**.

First step is to confirm if the service area is already in the system

c) Select **Add Existing Service Area**.

d) Search for the service area with keywords like facility name (hospital or health center, abbreviations or full official clinic/program name).

If the service area is not listed:

a) Select **Request New Service Area or Request a New Service**.

b) Fill in the required information.

c) Submit the request.

New service area requests need approval from Provincial Language Services. Approval process may take 1-2 business days.

5. A staff member needs access to CAS. How do I add them?

Only a manager role can add or manage contacts.

To add a new staff member:

- a) Select the right service area (check it off in the list).
- b) Select **Manage Contacts**.
- c) Select **Create New Contact**.
- d) Enter the person's first name, last name, phone number, and health authority email address.
Note: for VCH users only - if staff has vrhb.org email, please register users with it instead of vch.ca.
- e) Choose the role of **Staff or Manager**.
- f) Select **Submit**.

The person will receive an email inviting them to register for CAS.

If the person is already a contact for another service area, use **Add Existing Contact**. This avoids creating a second profile for the same person.

6. I cannot see my service area in CAS. What should I do?

First, check the **Service Areas** section of your profile.

If you are a staff member, confirm your access with your manager.

If you are a manager:

- Use Add Existing Service Area if the service area is already listed.
- **Note:** Search for the service area with keywords like facility name (hospital or health center, abbreviations or full official clinic/program name).

If the service area cannot be found:

- Use Request New Service Area or Request a New Service if it is not listed.

A request for a new service area must be approved by Provincial Language Services. Approval process may take 1-2 business days.

7. How do I submit a communication access service request?

Before starting, you need access to CAS and the following information:

- The right service area in your profile.
- The appointment date, time, length, service type, and location.
- The patient's name, contact information, and Personal Health Number.
- The requested language or communication support.
- The provider's information.
- Virtual appointment details, if needed.

To make the request:

a) Select **Service Requests**.

b) Select **Request Service**.

c) Make sure you are using the right service area.

d) Enter the appointment date, start time, and length.

e) Choose whether the service is on-site or virtual. Choose the service needed:

- ASL
- Captioning
- Intervenor
- Spoken language

f) If you choose spoken language, select the language needed.

g) Select the service area.

h) Use **Recurrence** if the same patient has repeating appointments.

i) Select **Check Communication Professional Availability** to find a communication access professional (CAP) available at the required time. If not, CAP is available at the time indicated and you are flexible about the appointments date and/time, change the date and/ or time and select **Check Communication Professional Availability** again.

You may still submit the request if no communication professional is shown as available. The PLS Customer Support team will work on filling the request.

j) Enter the patient's information.

k) Enter the doctor, provider, or clinical contact.

l) Add the appointment purpose, special needs, and infection control information.

- m) If the appointment is at another address, choose the off-site option and enter the address.
- n) Check all information.
- o) Submit the request.

After submitting, go to **Service Requests, then Request History**, to check the request.

Please check this [CAS Guide - How to Book a Communication Access Professional](#) for more information.

8. How do I edit or cancel an existing request?

Requests with an **Unscheduled** or **Scheduled** status can be edited.

To edit a request:

- a) Select **Service Requests**.
- b) Select **Request History**.
- c) Find the request.
- d) Select the yellow arrow at the end of the row.
- e) Select **Edit Request**.
- f) Make your changes.
- g) Select **Submit**.

To cancel a request:

- a) Open the yellow menu beside the request.
- b) Select **Cancel Request**.

Use this option when the service is no longer needed.

Please check this [CAS Guide - How to Book a Communication Access Professional](#) for more information.

9. Who do I contact if I am having trouble registering or signing in?

Select the **Contact us** at the top of the CAS portal, and email languageservices@phsa.ca or call Customer Service Representatives at the number provided.

10. How do I change a service area name or address?

Health care providers would need to contact PLS (select the **Contact Us Button**) at the top of the CAS Portal and email languageservices@phsa.ca or call Customer Service Representatives at the number provided. There is currently no feature to request changes directly.

11. I cannot find my service area in the existing list. What should I do?

*Note: Ensure you try to search all main keywords or facility name prior to “**Request New Service Area**”. You can also use the * sign in front of the word as a wildcard.*

- a) Select your name at the top of the page.
- b) Select **Profile**.
- c) Search under **Add Existing Service Area**.
- d) If the service area is not there, select **Request New Service Area** or **Request a New Service**.
- e) Fill in the required information.
- f) Submit the request.

The request must be approved by Provincial Language Services.

Please check this [CAS Guide - How to Book a Communication Access Professional](#) for more information.

12. Does the change affect phone interpreting, OPI, or VRI?

The change will not affect on-demand services like OPI or VRI because those services do not require scheduling.

13. Can you set up shared emails/logins for the unit?

Shared emails are not permitted, and each user need to sign in using their personal health authority credentials. Users should sign in with Single Sign On (SSO), which is an option when signing in. When users are signing in with SSO, it is being linked to their Health Authority email.

14. Can multiple users see/edit the requests for an interpreter given each person has their own SSO?

When there are multiple users added to the same service area, they will be able to use shared bookings. This will allow them to see/edit the requests for an interpreter regardless of the SSO login.

Additional Resources

- [CAS Guide - How to Book a Communication Access Professional](#)
- [CAS Guide for Managers - How to Set up Users](#)