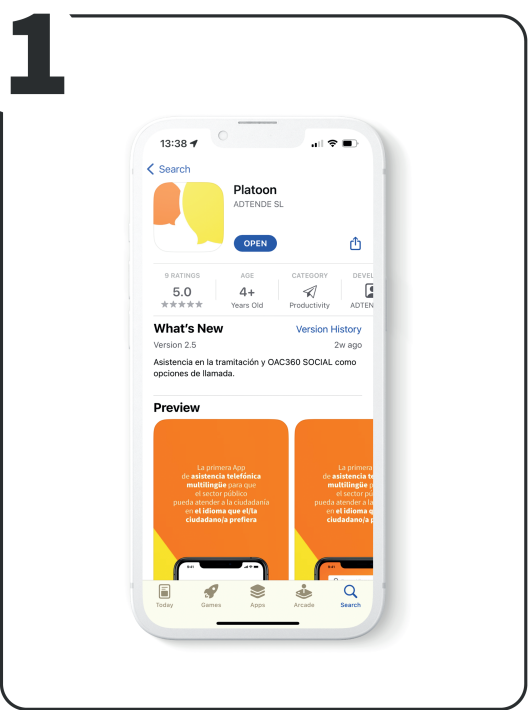
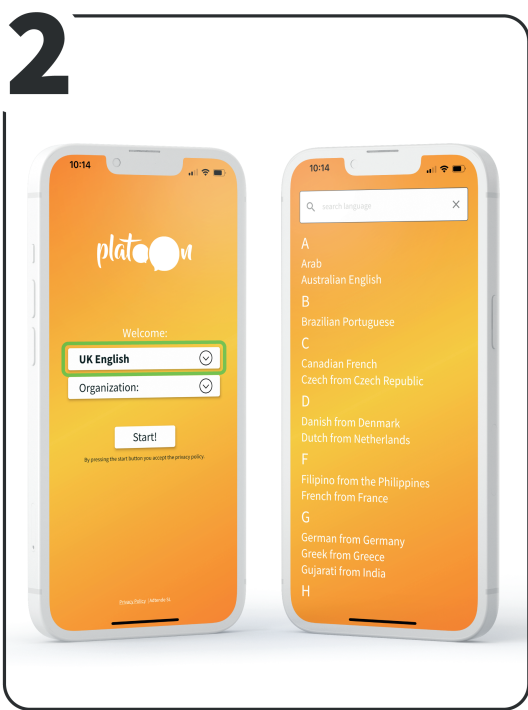


# Citizens who doesn't speak Spanish or Catalan can now receive assistance

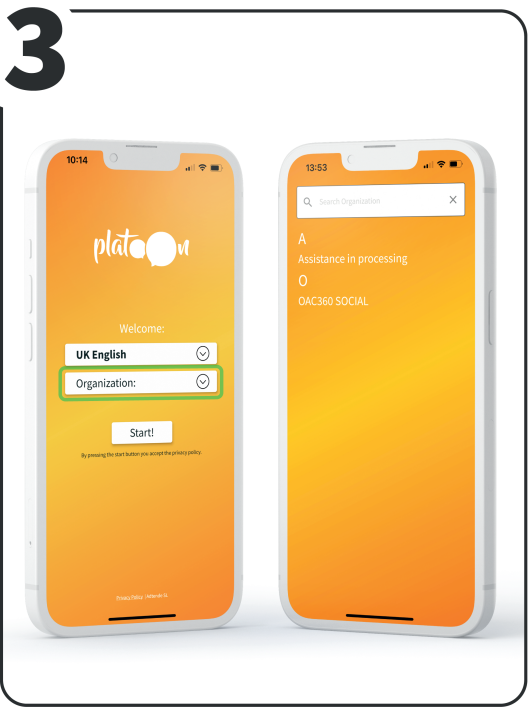
## Steps



Download the Platoon app from the App Store or Google play and open the app.



In the first field, select your native language.



In the second field, select the reason for your inquiry.

Choose between the options available:

**Assistance in processing:** to receive assistance with online processing of the Catalan public institutions.

**OAC360° SOCIAL:** to receive assistance with online processing of Social Services



Once the fields are selected, proceed by clicking the “start” button to establish a call and receive assistance to complete the application or process you are interested in.

