

## How to Access Over the Phone Interpretation Services

**Step 1:** Call **1 (888) 338-7394**

**Step 2:** Enter Account Number **24406**, followed by the **pound (#) sign**

**Step 3:** **Select 1** to start a 3rd party call

**Step 4:** Enter the 3rd party phone number followed by the **pound (#) sign** and confirm the phone number

**Step 5:** Select the desired language

**1 for Spanish 2 for Russian 3 for Vietnamese 4 for Somali 9 for all other languages**

**Step 6:** Enter **Access code (1)**, followed by the **pound (#) sign**, then confirm the code by pressing 1 or 2

**Step 7:** Enter your **site number** followed by the **pound (#) sign**, then confirm the code by pressing 1 or 2

**JLE 183**

**OSE 184**

**CMS 246**

**WFW 499**

**LCAS 488**

**GH 588**

You'll be placed on a brief hold before connecting with an interpreter. Once the interpreter is on, you'll be asked to approve the call, the name of the party you're contacting and if you'd like to leave a message if there is no answer.

**Step 6:** Once the call is completed, hang up

### FAQs:

#### What if I do not know my Account number?

You do need this information in order to reach the interpreter directly. If you are unsure of your account number, wait and the system will direct you to a live operator who will look up your account.

#### What is a third party call?

A third party call is when you need CTS LanguageLink to call the LEP client and then bridge the call together with you and the interpreter.

#### How do I make a call with LanguageLink with the person in front of me?

Here's the guide link if you're with the parent or student. [https://bit.ly/LangLink\\_In\\_Person](https://bit.ly/LangLink_In_Person)

#### I need another language other than the ones listed. How do I get my interpreter on the line?

**Press 9** for other languages and let the CSR know which language you require and they will connect you.

#### What number should I call if my toll-free interpretation line isn't working?

Language Link understands that some telephone providers do not allow customers to access toll free lines. Because we want to ensure our customers have access to interpretation services, we assign backup local numbers for customers that may fall into this category. If you are unable to access the toll-free interpretation line assigned to your account, you may access interpretation services by dialing the backup number 360-314-0728. Please note, you may incur long distance charges from your telephone provider when accessing the backup local number.

Please contact our Client Relations Team if you have any further questions:

Email: [clientrelations@ctslanguagelink.com](mailto:clientrelations@ctslanguagelink.com)

Toll Free: 1.855.579.2704