

How to Access Over the Phone Interpretation Services

1. Call 1-877-650-8023
2. You will be greeted by an automated system and prompted to enter your Account Code (**6517**), followed by the pound sign (#)
3. Press 1 for a prescheduled or on-site* job, or press 2 for over the phone interpretation
4. Select whether a 3rd party call is needed
5. Press 1 for a 3rd party call, you will be prompted to enter and confirm the domestic phone number that will be used to reach the 3rd party.

OR

Press 2 for Over the Phone interpretation

6. Choose the number of the language you need from the list:
 1. Spanish
 2. Russian
 3. Mandarin
 4. Cantonese
 5. Vietnamese
 6. Korean
 7. Portuguese
 8. Arabic
 9. Other: Selecting 9 will direct you to a live dispatcher who will then ask what language you are requesting.
7. If you need to speak with a customer service rep. prior to being connected with the interpreter, Enter "9"
 - You can also use this option to preschedule a conference
8. Follow Additional Prompts, if applicable

Please be prepared to provide the following information to the dispatchers and/or interpreters:

- Your name
- Student name
- Student ID
- School
- Purpose of call (ML, SPED, Other- if during conference week)
- The phone number if it is a 3rd party call
- Language requested if not selected 1-8
- The date and time of the conference if you are prescheduling

***EPS does not have a contract with Language Link for on-site interpretation.**

FAQs:

What is a third-party call?

A third-party call is when you need Language Link to call the LEP client and then bridge the call together with you and the interpreter.

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. If the language is unknown, you may reference the "Point to your Language" visual for help with most requested languages or ask a representative for assistance.

Email: ClientRelations@Language.Link Toll Free: 1-855-579-2704