

Albemarle Public Schools

CALL 866.462.8641

To Access a Qualified Interpreter

- When prompted, please enter your Account Code followed by the # sign: **5674#**
- Press 1 for Spanish, 2 for Mandarin, 3 for Cantonese, 4 for Arabic, 5 for Vietnamese, 6 for Haitian Creole, 7 for Russian, 8 for French, or 9 for all other languages.
- For prompts 1 through 8 you will be connected directly to an Interpreter and the session may now begin.
- For all other languages, when greeted by a Coordinator, request the language needed or ask for assistance in identifying the language.
- Please provide the following information:
 - **School Name**
 - **Caller Name**
- You will be provided with the Interpreter six-digit ID number, take note of this number.
- Explain the objective of the call to the interpreter. Then proceed by speaking directly to the Limited English Proficient speaker in the first person. **Example: "What is your name?" NOT "Interpreter, can you please ask her name?"**
- Upon completion of the call let the Interpreter know the session is ending and all parties should simply hang up.



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Client Experience
866.221.1301