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.