

How to Access Over the Phone Interpretation Services

Step 1: Ask visitor to **point at their language** on the language identification card.

Step 2: Tell visitor that an interpreter will be called and that the **service is provided at no cost.**

Step 3: **Call 1 (866) 477-5343**

Step 4: Enter Account Number 24326, followed by # sign

Step 5: Select 1 to be connected directly to your **Spanish** interpreter, *or*
Select 2 to be connected directly to your **Russian** Interpreter, *or*
Select 9 for **all other languages**

***If you require a 3rd party call, press 9 to reach a Customer Service Representative**

IVR 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 third party call with CTS LanguageLink?

If you need a third party call, **press 9 (even for Spanish)** to reach a Customer Service Representative (CSR) and let the operator know you need a third party call. We are happy to assist you with this at no additional charge. Our ***interpreters are not able to make the third party call*** directly.

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.

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

Email: clientrelations@ctslanguagelink.com

Toll Free: 1.855.579.2704