

How to Use Interactive Voice Response (IVR)

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| Step 1: | Call 1 877-963-7466 |
| Step 2: | <u>Enter Account Number 13015</u> , followed by # sign |
| Step 3: | <u>Select 1</u> to be connected directly to your Spanish interpreter, <i>or</i>
<u>Select 2</u> to be connected directly to your Russian Interpreter, <i>or</i>
<u>Select 9</u> for all other languages, for 3 rd party calls, or to reach a Customer Service Representative |
| Step 4: | <u>State or Enter Your Employee ID</u> , followed by # sign |
| Step 5: | <u>State or Enter Your School Location Code</u> , followed by # sign |

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.

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.

If a third-party phone call is needed, the interpreter will ask for the name and phone number of the person you want to contact and then dial the number for you for a three-way call, or you may use the speaker option if the person is with you.

When prompted, provide the interpreter with a brief description as to the nature of your call.

When speaking with the parent (or guardian, etc.) through the interpreter:

- Talk to the interpreter as if you are speaking directly to the parent. For example, say: *Your son needs to bring a lunch for the field trip tomorrow.*
- Because the interpreter must remember everything you say before switching to the other language, keep your message simple and succinct.

Note: CTS Language Links is for City Schools employees and is **NOT** intended for IEP meetings unless all local interpreter resources (Maryland court approved interpreters) have been exhausted.

*Remember that there is a per-minute charge, so please try and keep your calls as short as possible.

Please contact our Quality Assurance Team if you have any further questions:

Email: qualityassurance@ctslanguagelink.com

Toll Free: 1 (800) 208-2620