How to Access Over the Phone Interpretation Services

Step 1: **Call 1**

Step 2: Enter Account Number **00000**, followed by # sign

Step 3: 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 Language Link 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 Language Link?
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@Language.Link
Toll Free: 1-855-579-2704

Upon final approval by the Division of Procurement Services, a case details page will be made part of this contract.

Tips and Advice

TIPS & ADVICE

LANGUAGE LINK
Telephonic

YOUR ROLE

WE ACCOMMODATE THREE-WAY INTERPRETATION CALLS. At the beginning of the call tell the call center agent the name and phone number of the third party call to be connected.

IMMEDIATELY INTRODUCE YOURSELF to the limited-English proficient (LEP) client and explain your reason for calling.

ALWAYS SPEAK IN FIRST PERSON. For example, say, "Do you have a fever?" rather than "Ask her if she has a fever please."

TELEPHONE INTERPRETATION IS CONSECUTIVE INTERPRETATION. After you speak one-two sentences or finish a thought, pause to give the interpreter enough time to interpret each statement in the respective language.

CONTROL THE CONVERSATION. The interpreter is only there to interpret. You are responsible for making sure the LEP client receives the same service as an English-speaking client.

ASK THE INTERPRETER AND THE LEP CLIENT QUESTIONS to ensure they understand what you want to communicate.

BE PREPARED TO EXPLAIN SOME THINGS IN MORE DETAIL FOR THE INTERPRETER. Some terminology and concepts may not have an equivalent in the target language.

AVOID ASKING THE INTERPRETER FOR HIS/HER OPINION about the situation being interpreted.

PROVIDE FEEDBACK ABOUT YOUR INTERPRETATION SERVICES. We want to know about your interpretation experience. To that end, your feedback is critical.

YOUR INTERPRETER'S ROLE

YOUR INTERPRETER SHOULD INTRODUCE THEMSELVES using a first name and ID number. They are not required to provide a last name.

YOUR INTERPRETER WILL PROVIDE A BRIEF INTRODUCTORY on how to utilize their services, to you and your LEP (limited English proficiency) client.

YOUR INTERPRETER SHOULD NOT HAVE A SIDE CONVERSATION with you or the client. He or she must relay everything that is said back to you or to your client. This includes any advice the client may ask of the interpreter.

YOUR INTERPRETER SHOULD NOT DISCUSS ANYTHING UNRELATED to the telephone interpretation assignment.

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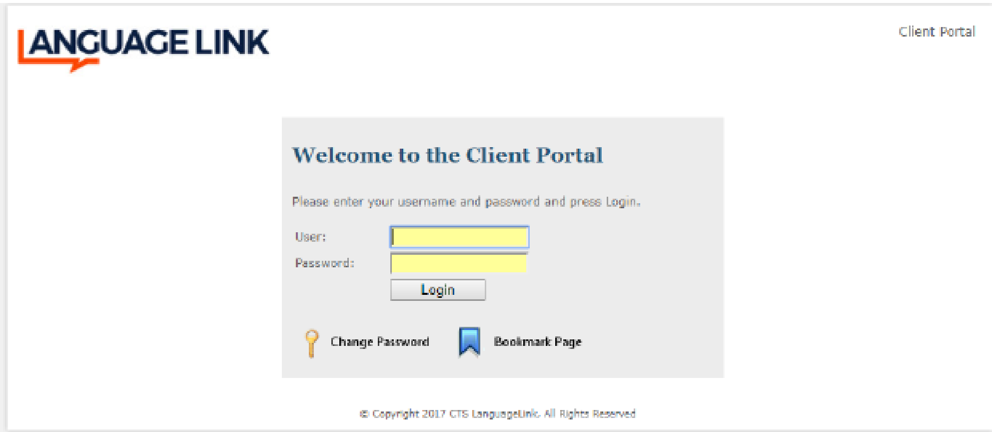
Client Portal Instructions

Step 1: Please access our website at www.language.link, then find the "*Login*" tab on the right-hand corner. Under "***Interpretation Portal***," select "***Client Login***." You should see the screen pictured below:



Step 2: The usernames and passwords are unique to each account number you have established, so please let us know if you need assistance determining these. You may write them in the blanks below for easy reference.

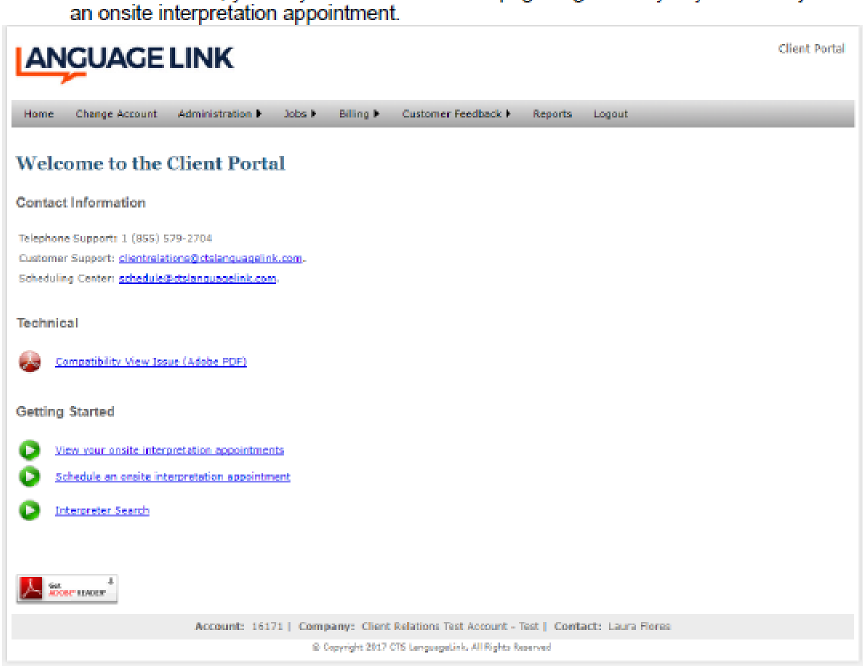
Username: ______________

Password: ______________

- If you do not know or have forgotten your password click on ***"Change Password".*** You will be prompted to input your email address. You will then receive an email containing a link that will allow you to change your password. Please note, the email address used to change passwords, must match the email address listed our client records.

Once you have entered this information, you will see the "Home" page for the Client Portal:

- For convenience, you may use the links on this page to go directly to your onsite jobs list or to schedule an onsite interpretation appointment.



Step 3: Choose task from the Navigation Pane:

1. **HOME:** Selecting will take you back to the "Home" page shown above
2. **CHANGE ACCOUNT:** This feature is for "Parent" accounts only. It will allow you to view the activity under your "sub-account"

- To change accounts, find the sub account on the list, and click on "Select"

3. **ADMINISTRATION:** This feature is available to account administrators only. Individual users do not have the administration capabilities

- Job Locations: allows you to add/edit/or delete onsite job locations
- Contacts: allows you to add, edit or delete individual users

4. **JOBS:** allows you to input and/or view jobs

- Onsite: this feature is available for accounts with onsite interpretation capabilities
  - ➢ *Import Jobs*: allows you to import onsite jobs
  - ➢ *New Onsite Job*: allows you to create a new onsite job
  - ➢ *Onsite Jobs List*: allows you to view your onsite jobs list for any given date range
  - ➢ *Schedule Confirmation*: allows you to view your customer schedule confirmation

- Telephonic: this feature is available for accounts with telephonic interpretation capabilities
  - *Completed Telephonic Jobs*: allows you to view your completed telephonic jobs for any given date range
  - *Preschedule Jobs*: allows you to view your prescheduled telephonic jobs for any given date range
- Video Remote Interpreting: this feature is available for accounts with video remote interpretation capabilities
  - *Completed VRI Jobs*: allows you to view your completed VRI (video remote interpretation) jobs for any given date range

5. **BILLING:** This feature is available to account administrators only. Individual users will not have access to billing functions.

- Onsite Interpretation reports: this feature is available for accounts with onsite interpretation capabilities.
  - *Onsite Billing History*: allows you to view your onsite billing history for any given date range
- Telephonic Interpretation reports: this feature is available for accounts with telephonic interpretation capabilities.
  - *Invoice List w/ Telephonic Totals*: allows you to view your invoice list with telephonic totals for any given date range
  - *Telephonic Billing History*: allows you to view your telephonic billing history for any given date range
  - *Telephonic Details by Requesting Client*: (parent account feature) allows you to view the telephonic billing details based on sub account and invoice number
  - *Telephonic Language Report*: allows you to view your telephonic language report for any given date range. Includes the number of minutes used for each language.
- Export Invoice: this feature allows you to export any invoice in an Excel spreadsheet.
- Invoices: this feature allows you to view, print or download any invoice.

6. **CUSTOMER FEEDBACK FORM:** allows you to submit any feedback regarding your interpretation services electronically

7. **LOGOUT:** allows you to log out of the client portal

We truly hope that you find our Client Portal to be useful and convenient; we encourage you to explore the site and welcome any further suggestions on implementing or improving our online features. You may contact Client Relations at ClientRelations@language.link; we are always happy to assist you.