



How to reach an interpreter

Over the Phone Interpretation Services:

1. Please call the toll free number you have been given **(866-642-8709)** to access Global Interpreting
2. You will be greeted by an operator within 5 seconds
3. The operator will ask you for the following account information:
 - 1) General Access Code: 11379
 - 2) Division Name:
 - 3) Program Code:
 - 4) Employee Name: (First and Last)
4. The operator will ask you for the language you require
5. The operator will ask you to hold for about 15-30 seconds while they connect to an interpreter that will meet your language requirements
6. The operator will connect with the interpreter and will put them on the line with you.
7. You will be introduced to the interpreter and be provided with their ID number
8. The Global Interpreting operator will stay on the call long enough to ensure the quality of interpretation (right language, all parties communicating, no technical issues, no other assistance required, etc.) after which point the operator will disconnect from the call leaving you with the interpreter.
9. The interpreter will remain on the call until you decide they are no longer needed at which point the interpreter will disconnect from the call.

End of session