

iTi Service Access Guide



Accessing Over-the-Phone Interpreting (OPI)

Outgoing Calls (In-person visit) on behalf of an individual with Limited English Proficiency (LEP) PAWTUCKET SCHOOL DEPARTMENT

1. Dial **800-245-9647** Account # **IT8622**

Operator will request the following access code: **8622**

2. The Operator will then request the following information:
 - What Language are you requesting?
 - What is the name of your organization?
3. The Operator will place you on a brief hold while they connect with an Interpreter for your requested language.
4. The Interpreter will be conferenced into the call by the Operator, and will introduce themselves providing their name and company ID.
5. You will place the LEP individual on speaker phone, then Operator will drop off the call.
6. You should initiate conversation with the LEP individual, and the Interpreter will provide communication assistance.

Incoming Calls visit from an individual with Limited English Proficiency (LEP)

1. Place the LEP individual on hold.
2. Dial **800-245-9647**
3. Operator will request the following access code: **8622**
4. Answer the operator's questions:
 - What Language are you requesting?
 - What is the name of your organization?
5. The Operator will place you on a brief hold while they connect with an Interpreter for your requested language.
6. The Interpreter will be conferenced into the call by the Operator, and will introduce themselves providing their name and company ID.
7. You will conference the LEP individual into the call, then Operator will drop off the call.
7. You should initiate conversation with the LEP individual, and the Interpreter will provide communication assistance.