

LIONBRIDGE

Language translation services are offered through Lionbridge for patients that request services. An interpreter can be scheduled in advance of an appointment for an in-person service as well as telephonic interpretations. In the case of unscheduled telephonic interpretation (UTI) arrangements can also be made by a school staff member.

To schedule an in-person interpreter via the online portal:

<https://lionbridgeinterpretations.assignmentportal.com/>

Enter:

Username: [your email]

Password: Lionbridge111

Some things to keep in mind while logging in:

- If you leave the page open for more than a few minutes without logging in, it will expire and not work. If you cannot sign in, make sure you refresh the page before trying to log in again.
- Your email is case sensitive, must use ALL LOWERCASE in the email address.
- Password for everyone is Lionbridge111

Instructions for using the telephonic line:

In order to access an interpreter for a scheduled telephonic call, do the following:

1. Dial 877-715-0110 and press 0 for the operator.
2. Inform the operator they are calling for a scheduled telephonic request
3. Provide the operator with the previously obtained COI or reference number
4. Operator will put the customer on hold and then conference the interpreter in with the customer.

If calling in for UTI or unscheduled telephonic interpretation, do the following:

1. Dial 877-715-0110
2. Enter their 8 digit PIN (if they don't know their PIN, they should press 0 for an operator)
3. Choose their language selection from the menu, route to an interpreter.
4. If their language is not represented in the IVR menu, they should press 0 for an operator and the operator will connect them.

For common languages, there is always someone standing by and this can be used 24/7. For rare languages, it is necessary to call in advance or schedule through WorkMarket to ensure the request can be covered.