

## CTS Language Link

To be used when conversing with parents who do not speak English,  
for in-person conversations as well as over the phone.

**Account # for MCPS: Contact Shirley Lindburg x1057  
or contact your school secretary for district code  
1-888-338-7394**

### ***How to Access Over the Phone Interpretation Services***

- Step 1:** Call 1-888-338-7394
- Step 2:** Enter Account Number, followed by the # sign
- Step 3:** **Select 1** to be connected directly to your **Spanish** interpreter, or  
**Select 2** to be connected direction to your **Russian** interpreter, or  
**Select 3** to be connected directly to your **Vietnamese** interpreter, or  
**Select 4** to be connected directly to your **Somali** interpreter, or  
**Select 9** for **all other languages.**

***\*If you require a 3rd party call, press 9 to reach a  
Customer Service Representative.***

### **WHEN USING LANGUAGE LINK:**

Please complete **ALL** sections of the CTS Language Link form (available from your school secretary) and have your principal sign the form. Keep the top white page and send the rest of the form to Shirley Lindburg (Admin) for coding.

#### **FAQs:**

##### **What is a third party call?**

A third party call is when you need CTS LanguageLink 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 CTS LanguageLink?**

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@ctslanguagelink.com](mailto:clientrelations@ctslanguagelink.com)

**Toll Free:** 1 (855) 579-2704