

Arlington Public Schools

When receiving a call:

1. **Use Conference Hold** to place the Limited English speaker on hold.
2. **Dial 1-866-874-3972**
3. **Enter on your telephone keypad or provide the representative:**
 - You may press 0 or stay on the line for assistance.*
 - **6-digit Client ID: 522381**
 - **Press 1 for Spanish or**
 - **Press 2 for all other languages** (Speak the name of the language at the prompt)
 - **Please provide your 3-Digit School/Department Number:**
 - (If you do not know your 3-digit number, please request one via email to ricardo.sorto@apsva.us or by calling ext. 6005)*
 - **An interpreter will be connected to the call.**
4. **Brief the interpreter.** Summarize what you wish to accomplish and give any special instructions.
5. **Add the Limited English speaker to the line.**
 - When placing a call to a Limited English speaker, begin at Step 2.*

If you need assistance when placing a call to a Limited English speaker, you may press 0 to transfer to a representative at the beginning of the call.

