

HOW TO ACCESS OVER-THE-PHONE INTERPRETATION SERVICES

OMA - Interpretation:

1

Dial x0145 or 804-646-0145

OMA Interpretation Line for Spanish Language (for other languages go to Vendor's step 1)

2

Provide background information

Your name, customer's name, department and service being provided

3

You will be connected to an interpreter

If our interpreters are assisting other customers, please go to Vendor's step 1

4

Fill out the Language Access Service Request Report

Go to Starnet and scroll down on 'Useful links' to find the Interpretation Services Report, fill out and submit the form.

Vendor - Interpretation [you will need your dept.'s Access Code] :

1

Dial 844-538-6897

Interpretation Services Vendor Line (for Spanish and other languages).

2

Tell them what language you need

If necessary, use the iSpeak Guide to identify the customer's language of preference.

3

Provide your department's Access Code

If you do not have the code, ask your supervisor to provide it to you

4

Fill out the Language Access Service Request Report

Go to Starnet and scroll down on 'Useful links' to find the Interpretation Services Report, fill out and submit the form.