

## Telelanguage Translation & Interpretation Services:

### The Allegan Area ESA account is now active and ready to use!

Please only share the following access information with users you approve locally:

**To access a Telephonic Interpreter: (800-561-2396)**

\$0.67/minute for Spanish, \$0.89/minute for all other languages

- Dial your dedicated toll free: **(800-561-2396)**
- Provide the language needed
- Provide:
  - The name of district
  - Name of school building
  - Name of caller (school employee)
  - Reason (i.e. enrollment, IEP meeting, etc.)
- After this you will be connected with your interpreter

Common Phone Scenarios	Directions
An individual comes to the school who would benefit from interpretation.	Once you've identified the language (reference materials coming soon!), call Telelanguage and follow the directions above on speakerphone or by using a conference call feature. How to make a conference call: <ul style="list-style-type: none"> <li>• <a href="#">iPhone</a></li> <li>• <a href="#">Android</a></li> </ul>
A non-English speaker calls the school and you need immediate phone interpretation.	Use the conferencing feature on your phone and dial into Telelanguage. Explain that you need to conference in someone already on the phone and what language is needed. <a href="#">"Please hold" in the top 22 languages.</a>
You call a family assuming they speak English, however, once on the line, you realize you need an interpreter.	Say "Please hold" <a href="#">"Please hold" in the top 22 languages.</a> Use the conferencing feature on your phone and dial into Telelanguage. Explain that you need to conference in someone already on the phone and what language is needed.
You know you need an interpreter prior to calling a family.	First call Telelanguage and let them know you need to place a third party call. Provide the phone number and language needed and they will connect the interpreter and make the conference call for you.
You want to have an interpreter during a Zoom meeting.	<a href="#">See directions here.</a> The phone interpretation option is best for short virtual meetings (under 45 minutes) and when you do not need to share the screen with an interpreter. The interpreter will only join with audio.

### **To request Document Translations:**

Telelanguage will provide a quote and turn around time for individual projects  
([rates found here by language](#))

- Email requests to [translations@telelanguage.com](mailto:translations@telelanguage.com) **The access code is: 40140**
- 3-5 day turnaround time on average

### **Video Remote Interpretation:**

\$0.99/minutes for Spanish, \$1.30/minute for all other spoken languages

\$2.50/minute for American Sign Language

- Two login credentials per school building have been created for each LEA. Contact your district coordinator for your credentials or contact Pam.
  - If you'd like more or fewer, please contact Pam ([pschwall@oaisd.org](mailto:pschwall@oaisd.org))
  - Note: If the same login credential is being used on 2 devices simultaneously, one may get logged out.
- Access the platform: <https://video.telelanguage.com/> (or the app)
- Immediate interpretation available: Spanish, Arabic, Vietnamese, Mandarin, ASL
  - All others, make an appointment on the website or app
  - Not available for Zoom unless you want to book "on-site" pricing which is costly!
  - You may share your screen (with audio enabled) to have your interpreter join Zoom meetings (or other meeting platforms)

### **Want an interpreter to join your Zoom or Google Meet with your own unique link?**

#### **Use Remote Conference Interpretation**

- Pre-scheduled only: 24-hour notice necessary.
  - Email request to: [remotemeetings@telelanguage.com](mailto:remotemeetings@telelanguage.com)
    - Provide: Language, date, time, estimated length of meeting, and the unique link for the interpreter to join your Google Meet or Zoom meeting.
      - Additionally, provide your county access code (**AAESA access code is: 40140**) and the following information:
        - The name of district
        - Name of school building
        - Name of caller/requester (school employee)
        - Reason (i.e. enrollment, IEP meeting, etc.)
    - 24 cancellation available (If cancelled less than 24 hours prior to the meeting, you will be billed \$65). You may cancel using the same email: [remotemeetings@telelanguage.com](mailto:remotemeetings@telelanguage.com)
- 1 hour minimum + 15 minute increments beyond the hour.
  - \$65/hour + \$16.25/15-minute increments beyond the hour for all languages

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*\*Reference materials are available for free (in any amount) at any time. Contact Pam or order at <https://telelanguage.com/shop/> and put "Allegan Area ESA" as the company name.*

**Need additional support or have questions?**

**Contact:**

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SCECH Coordinator

Allegan AESA

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**TELELANGUAGE, INC.** | THE BIG NAME IN THE LANGUAGE INDUSTRY

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