



1. Before calling, make sure you have parent/guardian home phone #'s and names readily available. (Use I-Cue!)
2. Dial **1-877-261-6608**
3. Enter the following information using your telephone keypad when prompted:
 - a. **6-digit Client ID : 509109**
 - b. Press 1 for Spanish
Press 2 for all other languages. Then, speak the name of the language at the prompt.
(Press 0 or say "help" in you need further assistance)
 - c. **Personal Code: (Your Employee ID #)**
 - d. **(If needed) Organization Name: Edina Public School District**
4. An interpreter will be connected after a short wait. Summarize why you are calling. Give the home phone number, parent name, and student name to the interpreter.
5. The interpreter will make the call and ask for the parent. Once contact is established, speak slowly and in short sentences. Give time for the interpreter to do his/her job and for the parent to respond.
6. If the parent is not available, it's okay to leave a message in English and the interpreter will interpret. Make it clear and short.
7. You're all done — thanks for using Language Line!