

Translation & Interpreting Instructions

2024-2025



For written translations:

- Contact Barb Erickson (Administrative Assistant) for procedures and approvals
- EricksoB@colheights.k12.mn.us



For interpretation services:

- Propio
 - See instructions below ↓
- Language Line
 - See instructions next page →



By Telephone



By Computer

If the student is receiving EL services or GenEd, follow these directions and codes:

763-251-9057 — Client ID: Code 10097

Name ISD 13 — General Education (PreK 4-Gr. 12)

Client ID only needed with pre-scheduled calls or to confirm your account

Please note: Propio One calls or videos are not billable to insurance

1. To access interpreter, dial: 763-251-9057

2. Select target language

3. Provide required information

- Your first and last name
- School name
- Student first and last name
- Reason for the call

Back-up Service Line: 1-866-386-1284

To be used if primary number is unavailable

Client Support Line: 1-888-528-6692



Complete Language List at: LanguageCodes.info

Top Language Auto Attendant

| | |
|---------------------|---|
| Spanish | 1 |
| Arabic | 2 |
| French | 3 |
| Nepali | 4 |
| Somali | 5 |
| Kinyarwanda | 6 |
| Swahili | 7 |
| All Other Languages | 8 |

propio **ONE**

1 Launch the Propio ONE app:
OR

Launch the website:

<https://one.propio-ls.com/>



2 Log in Enter User Code: **CODE** hw0Hbc
Click LOG IN

3 Language Search for or scroll to the language
Click the audio icon to connect to an audio only interpreter
Click the video icon to connect to a video interpreter

Be prepared to provide billing information as requested by your internal management

Special Ed. Staff contacting for Special Ed. students, use the following phone number and code:

763-265-7906 — Client ID: Code 10098

2 Log in Enter User Code: **CODE** aY4ZDK
Click LOG IN

If the student is ECFE or PreK 3, use the following phone number and code:

763-296-6975 — Client ID: Code 10099

2 Log in Enter User Code: **CODE** 8dZOxp
Click LOG IN



1 If Synergy says Y for Interpreter or Translation, check the home language and prepare to call.

2 Dial 9 then, 1-800-874-9426 and follow the prompts:

- Enter the 6-digit client ID: 509050

3 Press ① for Spanish. Or ② for all other languages, you will then have to say the name of the language

- Name of language will be repeated, if correct, press ①

4 Enter Building's Secured Access Code

- **Highland** **4405#**
- **North Park** **4305#**
- **Valley View** **4205#**
- **Columbia Academy** **4705#**
- **Columbia Heights HS** **4605#**
- **District Office** **4505#**
- **Health Services** **4618#**
- **Special Services** **4429#**



5 Wait for the interpreter to come on the line.

6 Brief the interpreter – give any instructions or what you need to accomplish.

- Interpreter will ask if you want to leave a message and if yes, what message in the event that the person you're calling does not answer.

7 Conduct the three way call between the interpreter, parent/guardian/caretaker and you.

- When your message is given and received and there are no more questions complete, the interpreter will verify that you want to end the call, or you can say “end of call”.