

## R.I.O. Language Services 24/7 – Through Access Alliance

To connect to an interpreter:

1. Dial toll-free **1-844-266-3120** (or local from Toronto, **416-479-9100**)
2. Listen to the system message. You will be asked to use the number pad on your phone to spell the **first three letters of the language** you wish to connect to. For example, Spanish is 7-7-2 (S-P-A), Portuguese is 7-6-7 (P-O-R), etc.

**PLEASE NOTE:** If a R.I.O. interpreter is not available to support your call, you will be automatically routed to Language Line Solutions, where you will be asked again to indicate the language required after entering your six-digit client ID.

3. You will be asked for:
  - Your **six-digit Client ID (CID) 689904 (for OH)**
  - You will be asked to provide a **secured access code (SAC) 100638** for user authentication.
  - You will be asked for the **TGLN case number** for account billing purposes.
4. Once you are connected to the interpreter, please brief the interpreter about the nature of the discussion.
5. Say “end of call” to the interpreter when your conversation is complete.