

**CLOUD
INTERPRETER**

TRAINING FOR NEW USERS

**STATE OF CONNECTICUT
DEPARTMENT OF CHILDREN AND FAMILY**





HOW TO ACCESS OUR OPI



HOW TO ACCESS THE INTERPRETATION SERVICE

01 CALL (877) 691 1119 AND FOLLOW THE INSTRUCTIONS OF VOICE MENU

02 “PLEASE ENTER YOUR PIN FOLLOWED BY POUND” (#). YOUR PIN NUMBER IS PD NUMBER. FOR EXAMPLE, FOR GREENWICH PD ENTER 0057#

03 “TO SPEAK THE LANGUAGE OR TYPE IN ITS NAME, PRESS ZERO”. OR, FOR ANY LANGUAGE, PRESS ITS RESPECTIVE LANGUAGE CODE.

The list of languages with language code:

Spanish, press 1

Haitian Creole, press 2

Portuguese press 3

Arabic, press 4

Pashto, press 5

Chinese (Mandarin), press 6

Swahili, press 7

Polish, press 8

Russian, press 9

Vietnamese, press 10

Ukrainian, press 11

French, press 12

Dari (Afghan Persian, Afghan Farsi), press 13

To speak the language, press 0

04 CONFIRM THE LANGUAGE SELECTION, PRESS 1 TO CONFIRM, PRESS 0 TO TRY AGAIN AFTER LANGUAGE CONFIRMATION YOU WILL BE CONNECTED TO THE INTERPRETER.

05 PLEASE BE READY TO PROVIDE INTERPRETER WITH THE FOLLOWING INFORMATION:

1-YOUR EMPLOYEE FULL NAME

2-CASE NUMBER

3-CLIENT NAME OR CASE NAME

CLOUD INTERPRETER

©2025. Cloud Interpreter. All rights reserved

Contact Person:

Norihi Fawzy

norihi.fawzy@effectiff.com