

## Customer Translation Services

### *CTS Language Link Support*

Language Link provides secure translation services via telephone or video chat support for our MVD and county customers. Please follow the steps below to access a CTS translator for interpretation services.

### Over the Phone Interpretation Services:

In the event an over the phone interpretation service is needed, first identify the customer's preferred language. The Point to Your Language document (reverse side) can be helpful for identifying the customer's preferred language.

- **For in-person customers-** Locate an available space that allows you to privately place the translator on speakerphone while you work with the customer and translator.
- **For over the phone customers-** Use your phone's conference call feature to have a translator join your call. Important: Do not transfer your customer to CTS Language Line. You need to be on the phone to support the customer.

### Contacting CTS Language Link:

1. Dial 1-888-338-7394.
2. Enter Account Number 15428, followed by the “#” key.
3. Advise if a 3rd party call is needed (helpful for outbound calls).
  - a. If a 3rd party call is selected, you will be prompted to enter and confirm the domestic phone number that will be used to reach the 3rd party.
4. Select language by entering the corresponding number.
  - a. If the language you need is not listed in the options, enter “9” for all other languages.
  - b. If you need to speak with a translator prior to connecting with the interpreter, enter “9”.
5. Follow Additional Prompts (if applicable).

### Arranging Video Interpretation Services:

If you would like to arrange a video chat for interpretation services, please schedule a time that works for you and your customer, then contact [mvd.learninganddevelopment@iowadot.us](mailto:mvd.learninganddevelopment@iowadot.us). Learning & Development will arrange to have CTS available at the needed time. Do not contact CTS to schedule this appointment.

We offer several options for testing and services and you should never turn away a customer who is seeking our services simply because of a language barrier. If you need support, please contact your supervisor, or the Learning & Development team, at [mvd.learninganddevelopment@iowadot.us](mailto:mvd.learninganddevelopment@iowadot.us) for assistance.


**Point to your language.**  
**An interpreter will be provided at no cost to you.**

<b>Amharic</b> ቋንቋዎ ላይ ያመልከቱ። አስተርጓሚ ያለምንም ወጪ ይቀርብልዎታል።	<b>Hindi</b> अपनी भाषा की ओर संकेत करें। आपको एक दुभाषिया मुफ्त प्रदान किया जाएगा।	<b>Punjabi</b> ਆਪਣੀ ਭਾਸ਼ਾ ਦੀ ਚੋਣ ਕਰੋ। ਮੁਫਤ ਵੱਧ ਮੁਹੱਈਆ ਕਰਵਾਈ ਜਾਵੇਗੀ।
<b>Arabic</b> يرجى الإشارة إلى لغتك. سيتم إمدادك بمترجم مجاناً.	<b>Hmong</b> Taw tes rau koj hom lus. Yuav muab ib tug neeg txhais lus rau koj tsis tau them nqi.	<b>Romanian</b> Alegeti limba dvs. Vi se va pune la dispozitie un interpret in mod gratuit.
<b>Bosnian (Serbo Croatian)</b> Pokažite koji je Vaš jezik. Bit će Vam besplatno osiguran prevodilac.	<b>Italian</b> Indica la tua lingua. Ti sarà fornito un interprete gratuitamente.	<b>Russian</b> Наведите курсор на свой язык. Переводчик будет предоставлен вам бесплатно.
<b>Burmese</b> သင့်ဘာသာစကားကို ညွှန်းပြပါ။ သင်ကုန်ကျစရိတ်မလိုဘဲ စကားပြန်တစ်ဦးကို ပံ့ပိုးထားပါမည်။	<b>Japanese</b> あなたの言語を選択してください、 通訳を無料で提供できます。	<b>Somali</b> Tilmaan luqaddaada. Turjubaan ayaa bilaash laguugu silnayaa.
<b>Cambodian</b> សូមចង្អុលបង្ហាញភាសារបស់អ្នក។ អ្នកបកប្រែផ្ទាល់មាត់នឹង ត្រូវបានផ្តល់ឲ្យដោយមិនគិតថ្លៃ។	<b>Karen</b> နံနက်ပိုင်းဆိုင်ရာအခန်းကဏ္ဍတွင်၊ ပူးတွဲအသံထွက်စကားပြောသူတို့အား လိုအပ်ပါက အခမဲ့အသံထွက်စကားပြောသူတို့အား ပူးတွဲအသံထွက်စကားပြောသူတို့အား	<b>Spanish</b> Señale su idioma. Se le proporcionará un intérprete sin costo para usted.
<b>Cantonese</b> 請點擊您所選的語言。 我們會為您提供免費傳譯員服務。	<b>Kirundi</b> Hitamo ururimi rwawe. Umuntu asigura ururimi azokuronswa nta mahera utegerejwe kuriha.	<b>Swahili</b> Ashiria lugha yako. Mkalimani ataitwa akukalimanie bila gharama yoyote kwako.
<b>Farsi</b> به زبان خود اشاره کنید. یک مترجم شفاهی به صورت رایگان در اختیارتان قرار خواهد گرفت.	<b>Korean</b> 모국어를 손가락으로 가르키시면, 무료로 통역 서비스를 제공해 드립니다.	<b>Tagalog</b> Ituro ang iyong wika. Ilalaan ang isang interpreter nang wala kang babayaran.
<b>French</b> Indiquez votre langue. On vous soumettra gratuitement un interprète	<b>Laotian</b> ຊີ້ໃສ່ພາສາຂອງທ່ານ. ຈະມີລາມແປພາສາໄທທ່ານ ໂດຍບໍ່ໄດ້ເສຍຄ່າ.	<b>Thai</b> โปรดชี้ไปยังภาษาของคุณ เราจะจัดสามให้โดยไม่มีค่าใช้จ่ายสำหรับคุณ
<b>French Canadian</b> Sélectionnez votre langue. Les services d'un interprète vous seront fournis gratuitement.	<b>Mandarin</b> 请指出您的语言。 我们会免费为您提供一名口译人员。	<b>Tigrinya</b> ቋንቋኻ ኣመልከት። ተርጓሚ ክኖርኻ ከቻርርልኻ እየ።
<b>German</b> Zeigen Sie auf Ihre Sprache. Ihnen wird kostenlos ein Dolmetscher zur Verfügung gestellt.	<b>Nepali</b> आफ्नो भाषा रोजनुहोस्। तपाईंका लागि एकजना दोभाषे बनिा कुनै शुल्क उपलब्ध गराइनेछ।	<b>Ukranian</b> Вкажіть свою мову. Вам безкоштовно будуть надані послуги перекладача.
<b>Haitian Creole</b> Montre ki lang ou pale. Y ap ba w yon entèprèt gratis.	<b>Polish</b> Wskaż swój język. Zapewnimy ci tłumacza bezpłatnie.	<b>Urdu</b> وک ہاں ۛرک ۛجن اٺین ۛک زبان ۛزہا ۛن ۛج ایک مہارف مچرتم کٺا ۛضروا ۛمال ۛ اگ
<b>Hebrew</b> נא להצביע על השפה שלך. מתרגמן יועמד לרשותך ללא עלות עבורך.	<b>Portuguese</b> Indique seu idioma. Você terá direito a um intérprete sem custos.	<b>Vietnamese</b> Hãy trỏ tới ngôn ngữ của bạn. Bạn sẽ được cung cấp một thông dịch viên miễn phí.



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