



Interpreting & Translations Services Access Guide



Accessing On-Demand Over-the-Phone Interpreting (OPI)

1. Dial: **800-245-9647**
2. Use Access Code: **637980**
3. A Customer Service Representative will ask you to provide the following information:
 - ✓ City
 - ✓ Practice Name
 - ✓ Address
 - ✓ Requester's Name
 - ✓ Language requested

Accessing On-Demand Video-Remote Interpreting (VRI)

1. Use the following URL: ctccn.itivri.com
2. Use Access Code **637980**
3. A Customer Service Representative will ask you to provide the following information:
 - ✓ City
 - ✓ Practice Name
 - ✓ Address
 - ✓ Requester's Name
 - ✓ Language requested

Requesting Prescheduled Interpreting Services

In-person, Over-the-Phone (OPI), and Video Remote Interpreting (VRI)

Email request@ititranslates.com with the following information and copy your Account Manager, Tanya Falcon, at tfalcon@ititranslates.com on the request:

**For requests for service in less than 48 hours, please call 860-647-0686 and speak with an Interpreting Coordinator who will ask you to provide the following information:*

- ✓ Requester Name
- ✓ Practice Name, Location, and type of assignment
- ✓ Assignment information (*start date, start time, expected duration*)
- ✓ Language requested

Requesting Document Translations

Email and attach the document(s) you need translated via email to translations@ititranslates.com and copy your Account Manager, Tanya Falcon, at tfalcon@ititranslates.com. Please include the following information in the body of your email:

- ✓ Language(s) to have document(s) translated into
- ✓ The due date when you need the completed document (if the request is urgent)



Interpreters and
Translators, Inc.

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Tanya Falcon
Account Manager
(860) 783-4539
tfalcon@ititranslates.com