

Language Line Instructions

For a Language Line Interpreter, call 1-800-774-4344.

The operator will ask for your Client ID number: 904088

You will be prompted to give your personal password: VA number

For emergency situations, call: 1-800-523-1786 and follow the same instructions as above.

Helpful tips:

- Brief the interpreter on the situation before they dial out to the victim – give them your names and that you're calling from TCSO Victim Services. Indicate whether you want to leave a message (always provide the main line, 512.854.9709, as the call-back number).
- Ask the interpreter for “word-for-word” interpretation.
- Should you encounter an unsatisfactory interpreter, it's okay to end the call and call in again – this will often result in utilizing a different interpreter.