

PROPIO INTERPRETER CHANGES

As DoIT continues to strive to make the Propio Tele interpreter customer experience as user friendly as possible, we have implemented some changes to the process of connecting with an Interpreter to streamline DoIT's process of handling Interpreter calls.

The New Propio Instruction Card Template below is how new request access cards will look. If you have the old card format, please use the new format below to access an interpreter in the future.

If you have any questions, please contact wallace.dandridge@illinois.gov or call 217-557-1652.

State of Illinois Propio Services – New Instruction Card Template

For an interpreter, dial your assigned phone: XXX-XXX-XXXX

Access Code: XXXX

Provide Required Info: **Enter your work phone number followed by the #(include your area code)**

**Must use a State of Illinois issued phone number
Do not use a personal phone number**

Please be prepared to provide Your first name & initial of last name

If primary number is unavailable,
use the back-up service line at
1-866-386-1284



Telephonic Interpreting Services

Top Language Codes

Amharic	39	Kinyarwanda	94
Arabic	23	Korean	30
Bengali	48	Mandarin	24
Burmese	21	Nepali	25
Cantonese	31	Portuguese	35
French	26	Russian	27
Haitian Creole	28	Somali	29
Hakha-Chin	95	Swahili	38
Hmong	44	Vietnamese	22
Karen	34	All Other	8

Complete list online: LanguageCodes.info