

Language  
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# Let's Talk! – LinguistLink User Guide

*What to do when a Let's Talk! dialogue is received in a language other than English*

You got a new dialogue on Let's Talk

The screenshot shows the 'Let's Talk!' interface. At the top, there is a blue header with the 'Let's Talk!' logo. Below the header, a notification card is displayed with a red envelope icon. The notification text reads: 'New Spanish Dialogue Received', 'Apr 14 at 8:32am', and 'Matt Lindbloom (Customer) submitted new Dialogue via District Website'. Below the notification is a blue button labeled 'Go to Dialogue'. Underneath the button, the section 'Dialogue Details' is visible, followed by 'ORIGINAL MESSAGE'. The message content is in Spanish: 'Regreso a la escuela', 'Tengo una pregunta sobre las organizacion de classes hibridas, cuantas horas estaran disponibles para nuestros estudiantes.', and 'Gracias'. At the bottom left, it says 'RECEIVED' and at the bottom right, 'Apr 14, 8:32am'.

1. Like all dialogues received via Let's Talk, all customers (including those submitting a dialogue in a language other than English) will receive an email notification acknowledging that a dialogue has been received.

A white speech bubble containing the text "Language Access Services" in black, centered on a blue background.

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2. Let's Talk! interest area owners and/or team members access dialogue by clicking the **Go to Dialogue** button within emailed notification OR by logging into Let's Talk!\* and navigating to their Assigned to Me or Team tab in the Let's Talk! Inbox and clicking on the dialogue.
  - a. \*Navigate to [k12insight.com](https://k12insight.com) and click Log In towards the top right. Your user name is your full district email address and your password is what you set when you activated your Let's Talk! Account.
3. **Submitting a message to LAS for translation** - You are responsible to copy non-English text from the customer by highlighting the text and right clicking and then selecting **Copy**, OR by highlighting the text and then using Ctrl-C on your keyboard.

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Regreso a la escuela Dialogue #00013

Wed, Apr 14, 8:32am (0 Minute Old)

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**ORIGINAL MESSAGE** (Spanish)

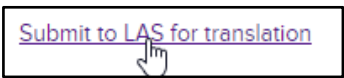
Tengo una pregunta sobre las organizacion de clases hibridas, cuantas horas estaran disponibles para nuestros estu

Gracias

[Submit to LAS](#)

Copy Ctrl+C  
Search Google for "Tengo una pregunta sobre las organizacion de..."  
Print... Ctrl+P  
Save selection to Keep  
Inspect Ctrl+Shift+I

[Reply to Customer](#)

4. Click "Submit to LAS for translation" button within Let's Talk! Dialogue which opens a new window. 
- a. You may be prompted to log in to LinguistLink with your credentials at this stage.
5. Paste\* the subject and text from the dialogue into LinguistLink and click **Send**.
- a. \*Paste by right clicking and selecting paste, or by using Ctrl-V on your keyboard

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+ New Issue Report

Subject

Select Language (if known)

Select Department or School

Enter Text \*



Tengo una pregunta sobre las organizacion de classes hibridas, cuantas horas estaran disponibles para nuestros estudiantes.

Gracias

body span

Attachments You can drag and drop files below.

No file chosen

A white speech bubble containing the text "Language Access Services" in black, centered on a blue background.

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6. Select the Language (if known)
7. Select your school or department.
8. Click “send”
9. **Receiving the translation** - When the translation has been completed, you will receive a notification from LAS scheduling system Linguistlink. You can click the link directly from the email to get to the text. You can also click the “PPS - Let’s Talk” menu option to view all your dialogs - see image below.



Dashboard

My Alerts

My Inbox

My Connections

My Projects

My Assignments

Filters

Invoices

User Log (Beta)

PPS - Let's Talk

Home / Chat Translation

Stacey TEST Logout

Chat Translation

+ New

Quick Search

show 10 entries

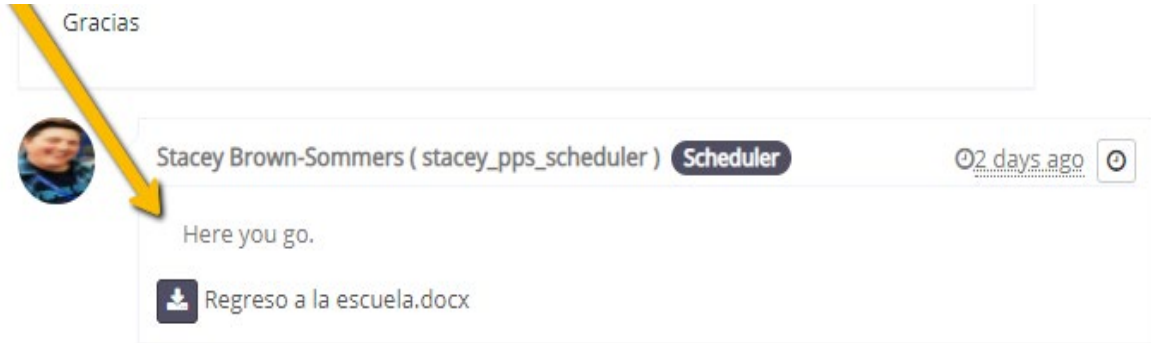
Reported By	Subject	Created	Updated	Status	Request Number	Select Language (if known)	Select Department or School	
Stacey TEST	Reply to Regreso a la escuela	2 days ago	2 days ago	Closed		Spanish	None	View
Stacey TEST	Regreso a la escuela	2 days ago	2 days ago	Closed		Spanish	None	View
Stacey TEST	una pregunta para let's talk	10 days ago	8 days ago	In progress		Spanish	None	View

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10. **Download** the translation by selecting the download icon.



11. After you've downloaded the file, open it to view the text. Select and copy the translated text from the document (ctrl+c). The first document will be translated into English.

12. Open the "Let's Talk" site.

Paste the English translation into the "Internal Comment" field

## Language Access Services



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History

ORIGINAL MESSAGE (Spanish)

Tengo una pregunta sobre las organizacion de classes hibridas, cuantas horas estaran disponibles para nuestros estudiantes.

Gracias

[Submit to LAS for translation](#)

Timeline:  Customer Communications  Internal Comments  Log

I have a question about the organization of the hybrid classes. What hours are available for students.  
Thank you.

Mar 30 at 2:20pm  
- Dialogue #00012 received  
- Sent Thank you message to Customer, Carlos Sanchez Huizar

## Reply to the Message

13. To submit a reply, select the “submit to LAS for translation” again.
14. When submitting in Linguistlink, indicate “REPLY” in the subject line.



## Language Access Services



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LINK SOURCES

Home / How Does It Work? / Get Help / Search / Search Projects / + New Project / My C

Home / Chat Translation / Issue: "Regreso a la escuela" / New Chat Translation

+ New Issue Report

Subject \* REPLY Regreso a la escuela

Select Language (if known) Spanish

Select Department or School Communications

Enter Text \*

**B I U S I<sub>x</sub>** **A- A-** **☰ ☷ ☰ ☷ ☰ ☷**

Here is the reply|

body

Attachments You can drag and drop files below.

15. Type your reply in "enter text"
16. You will receive the translation back as before.
17. Copy the translated text from word.
18. Select "Reply to Customer" in Let's Talk and paste the reply



**Let's Talk!** Dialogues x Regreso a la escuela x

Stacey Brown-Sommers

**Carlos Sanchez ...**  
Parent/Guardian  
Average Cx Score: N/A  
csanchezhulizar@pps.net  
(971) 712-6318

**Regreso a la escuela** Dialogue #00012  
Tue, Mar 30, 2:20pm (12 Days Old)

**ORIGINAL MESSAGE (Spanish)**  
Tengo una pregunta sobre las organizacion de classes hibridas, cuantas horas estaran disponibles para nuestros estudiantes.

**ENTER CUSTOMER REPLY**

Subject: Regreso a la escuela Cc: Response Template

Stacey Brown-Sommers  
Managing Director  
ZI

**TEAM MEMBERS**  
ML, SC

**Timeline:**  Customer Communications  Internal Comments  Log

I have a question about the organization of the hybrid classes. What hours are available for students. Thank you.



Check out this video to see the whole process! (right click and select "Play Video").

