

**Propio Step-by-step Support: Audio & Video Calls**

**Why use it?** Propio is a language interpreting line. Use it when you are having in-person conversations with a family and interpretation is needed to communicate in their home language. It can be scheduled in advance if you know a family will need this service, or it can be used on-demand.

**Does it take a long time?** Initial set-up only takes a minute. Once you're set up, it is easy to find the language you need and begin a call.

**Recommendations for use:**

- Set up your Propio app using the steps below - easiest on an iPad or phone, but you can also use <https://one.propio-ls.com/login> on a Chrome browser.
- Ask your Family Cultural Advocate or Equity & Personalized Learning Coach for support.

**Family Cultural Advocates (contact for support with specific families):**

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**Equity & Personalized Learning (contact for tech set-up and support):**

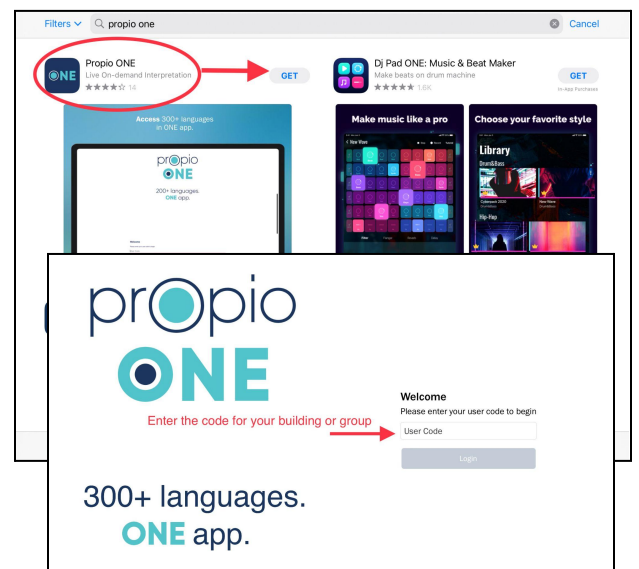
Mauri Deer  
District-wide  
[mdeer@farmington.k12.mn.us](mailto:mdeer@farmington.k12.mn.us)

**Initial Set-up:**

- On iPad or iPhone: Navigate to the app store (on Android device, navigate to Google Play Store).
- Search "Propio One" and download.
- Open the app.
- **Enter the code for your building/group.**

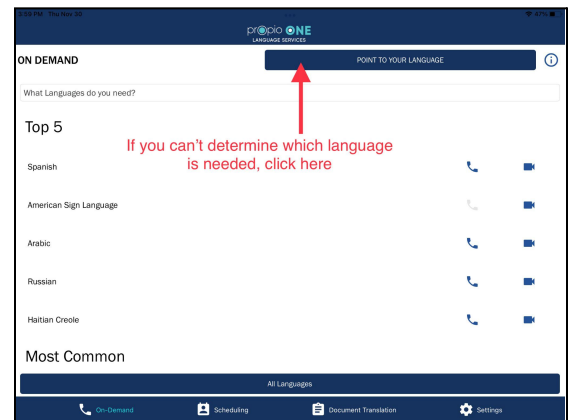
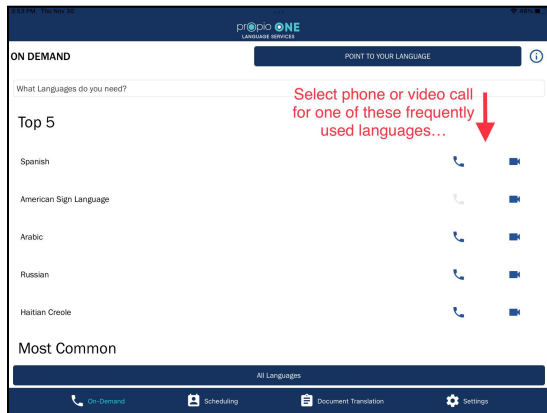
**ARCH Propio Audio & Video Interpreting Service**

Client #	Location	Access Code
12422	District Office	UCUgGg
12423	Riverview Elementary	eVN8cN
12425	Akin Road Elementary	FSw1SX
12426	Farmington Elementary	PEnvL6
12427	North Trail Elementary	zTdGQa
12428	Meadowview Elementary	D9cdOc
12429	Boeckman Middle School	RBHHh2
12430	Dodge Middle School	UGwrWU
12431	Farmington High School	uzlIAt
12432	Special Education	i4xVMk
12433	Community Ed	m6CRvp
18424	Chartwells Food Service	8Q3QQE



## Making a call:

- Search for or scroll to the language and select it
- **Click** the video icon to connect to a **video interpreter -OR-**
- **Click** the audio icon to connect to an **audio-only interpreter**



- If you can't determine what language a family needs, click "Point to Your Language."
- Scroll through the language options until the person indicates the one they need.
- Click the video or phone icons for calls.



## General guidance\*:

- Talk with the parent/person directly (*always in the first person - for example, "How are you today?"*) and pretend the interpreter does not exist as they are just an extension of your voice.
- The interpreter will wait for you to pause before they begin to translate.
- They will then repeat what you have said.
- Wait for the interpreter to finish before you begin speaking again.
- When finished with the need for an interpreter:
  - Announce the end of the call
  - Thank the interpreter
  - Hang up

\*adapted from "Communicating with Multilingual Guardians;" authored by FHS ML educators Remy Dankers, Rita Fleming and Sophie Haugland