

Ministry of Justice



WordSynk 2.0

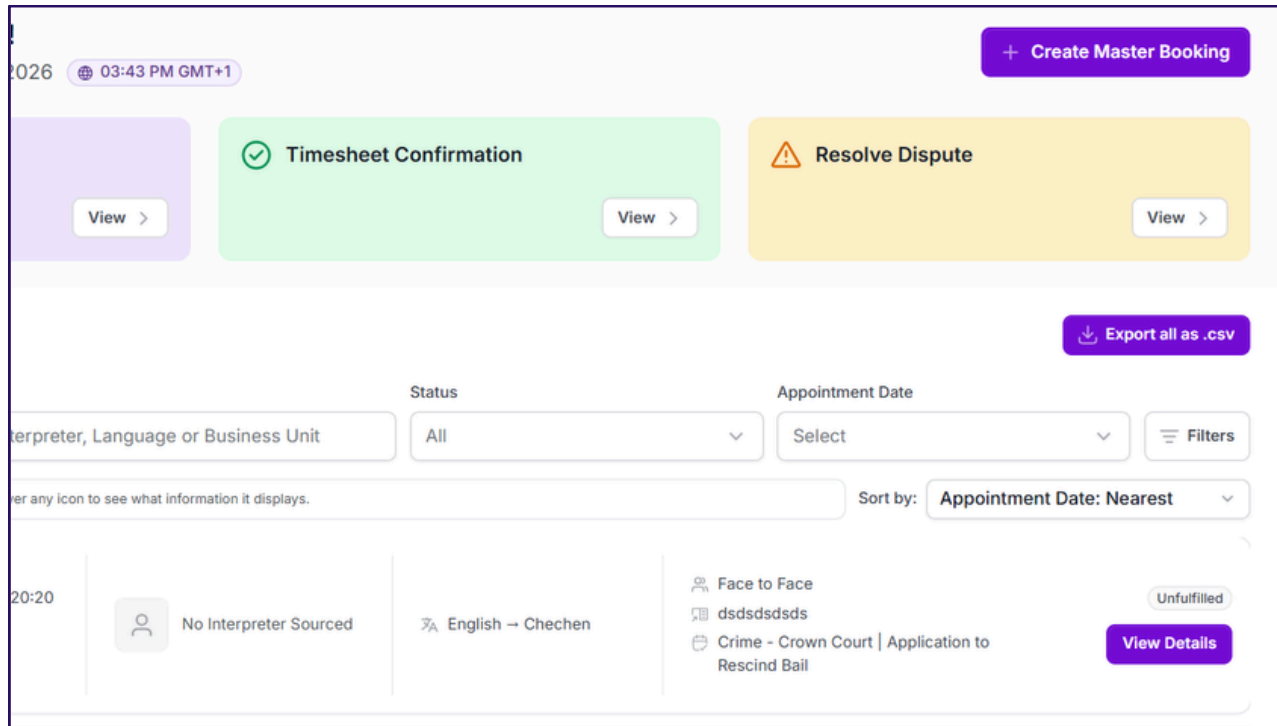
How to Make a Face to Face Interpreting Booking



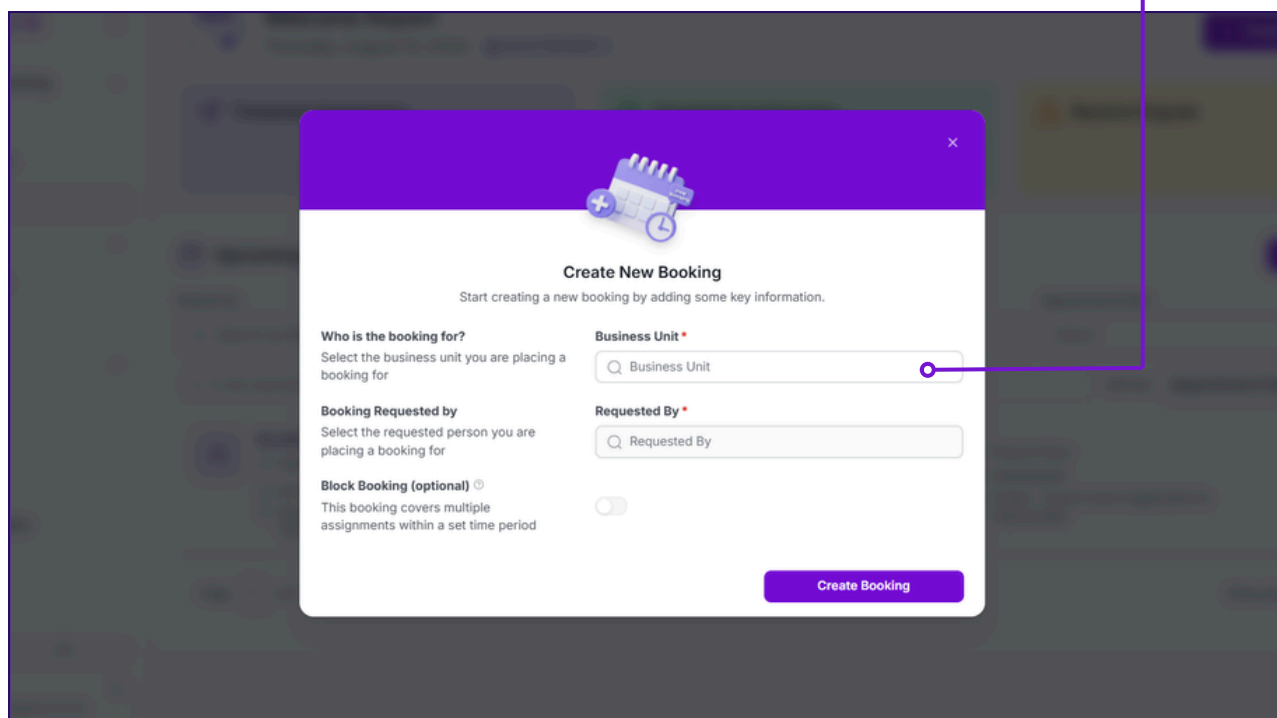
Visit <https://portal-uk.wordsynk.com/> to login and enter your unique user name and password.

Making a Face to Face interpreter booking in WordSynk is a simple process.

To start, within the WordSynk Portal click '**Create Master Booking**'.

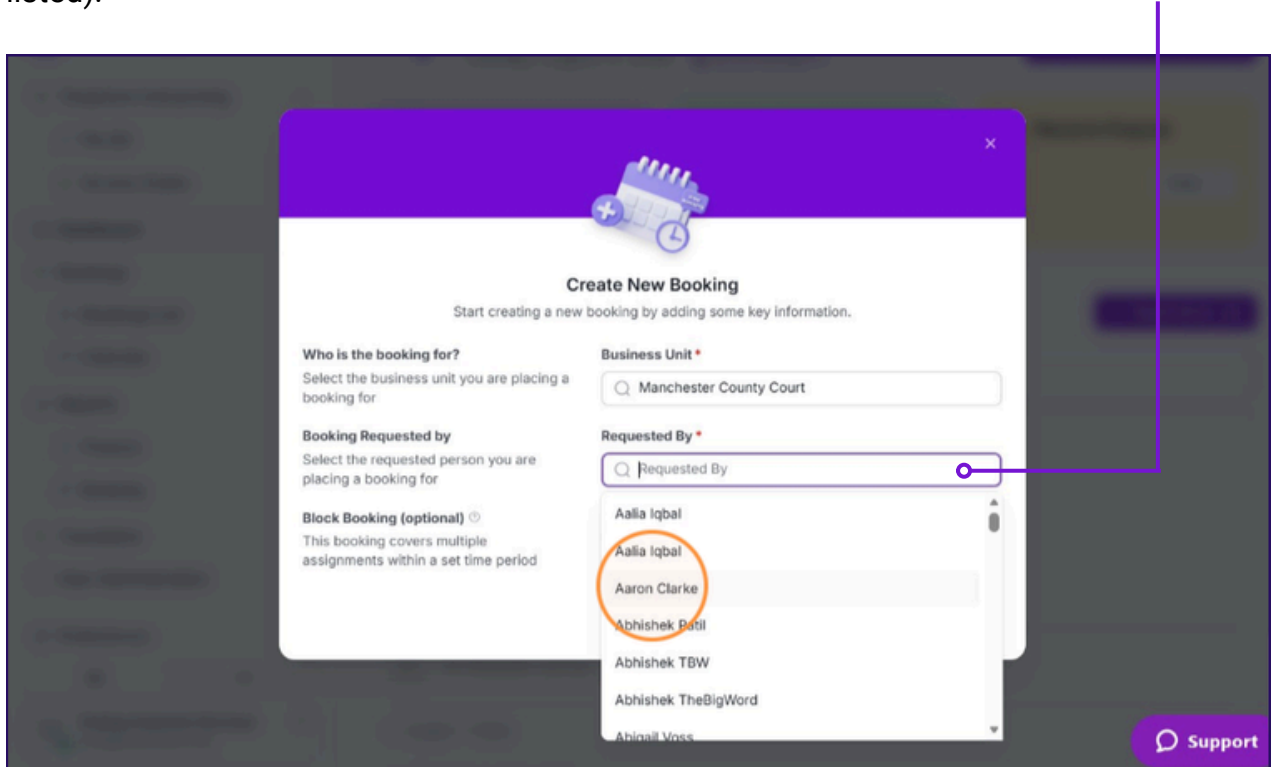


Then click Click on the Business Unit (Court) you want to select.



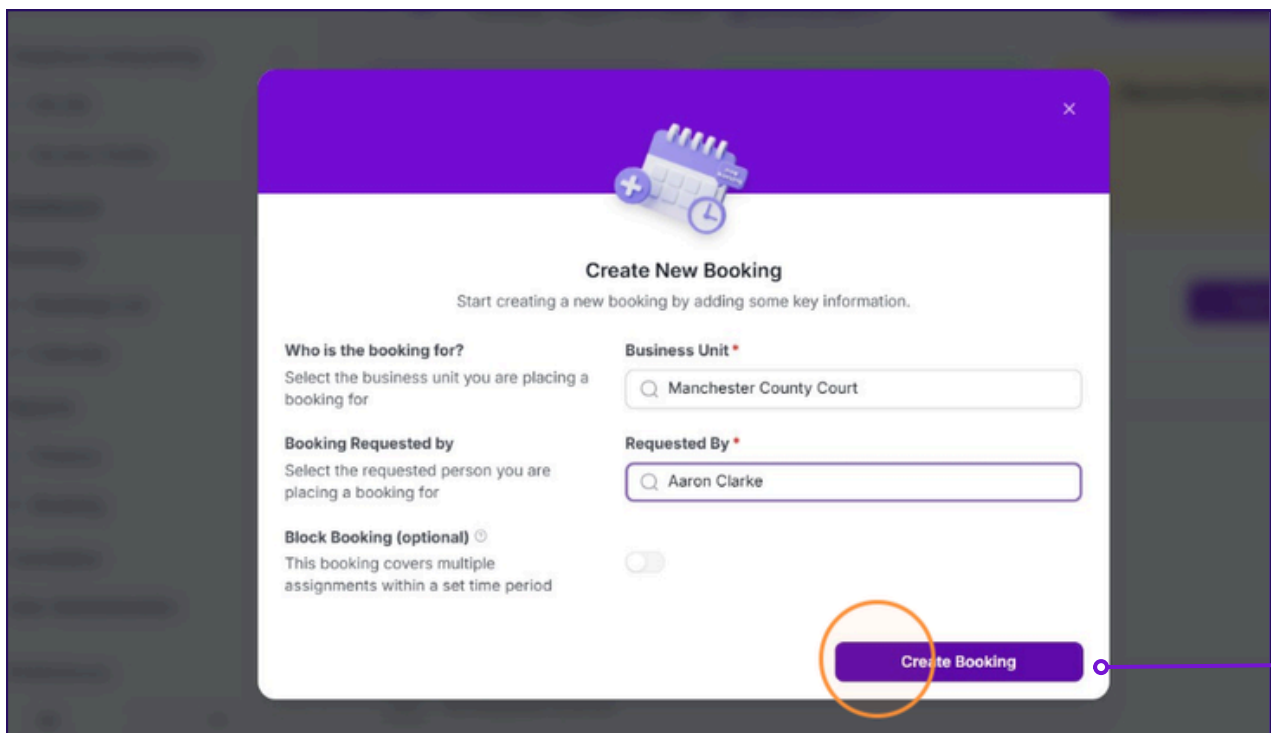
Search by the Business Unit name (or click for the available Business Units to be listed) and select the Business Unit required.

Then click the '**Requested by**' field and search by the name of the person who is requesting the booking to be created (or click for the available Requested By names to be listed).



The screenshot shows a 'Create New Booking' modal window. It has a purple header with a calendar icon. The main content area is white. There are three sections: 'Who is the booking for?' with a text input field containing 'Manchester County Court'; 'Booking Requested by' with a dropdown menu open showing a list of names: 'Aalia Iqbal', 'Aalia Iqbal', 'Aaron Clarke', 'Abhishek Patel', 'Abhishek TBW', 'Abhishek TheBigWord', and 'Abigail Voss'. The 'Requested By' field is highlighted with a purple circle, and a purple line points to it from the right. The 'Block Booking (optional)' section has a toggle switch. A 'Support' button is in the bottom right corner.

Click '**Create Booking**'.



The screenshot shows the same 'Create New Booking' modal window. The 'Requested By' dropdown menu is now closed, and the text 'Aaron Clarke' is visible in the input field. The 'Create Booking' button at the bottom right is highlighted with a purple circle, and a purple line points to it from the right.

Click the 'Select service type' field and select 'Face to Face'.

Created By: Testing Customer Services | Bookings: 0 | Blocked: No

1 Booking Details: Enter your details | 2 Locations: Configure account | 3 Appointments: Set your options | 4 Contacts & Notifications: Confirm Identity | 5 Interpreter Preferences: Check Details | 6 Booking Reference: Add booking references

1 Booking details: Define the core details that apply to this booking

Service Type * ⓘ: Select service type (dropdown open with 'Face To Face' selected) | Appointment Type * ⓘ: Select Appointment

Language * ⓘ: Select To Language | Priority ⓘ: Not a Priority

Complexity (Auto-selected) ⓘ: Select complexity

None indicated at the time of ...

You will then need to select the 'Appointment type'.

WordSynk | New Booking | Draft | Cancel | Create

Create new interpreter booking in a few simple steps

Booking Context: Business Unit: Manchester County Court | Requested By: Aaron Clarke

Created By: Testing Customer Services | Bookings: 0 | Blocked: No

1 Booking Details: Enter your details | 2 Locations: Configure account | 3 Appointments: Set your options

1 Booking details: Define the core details that apply to this booking

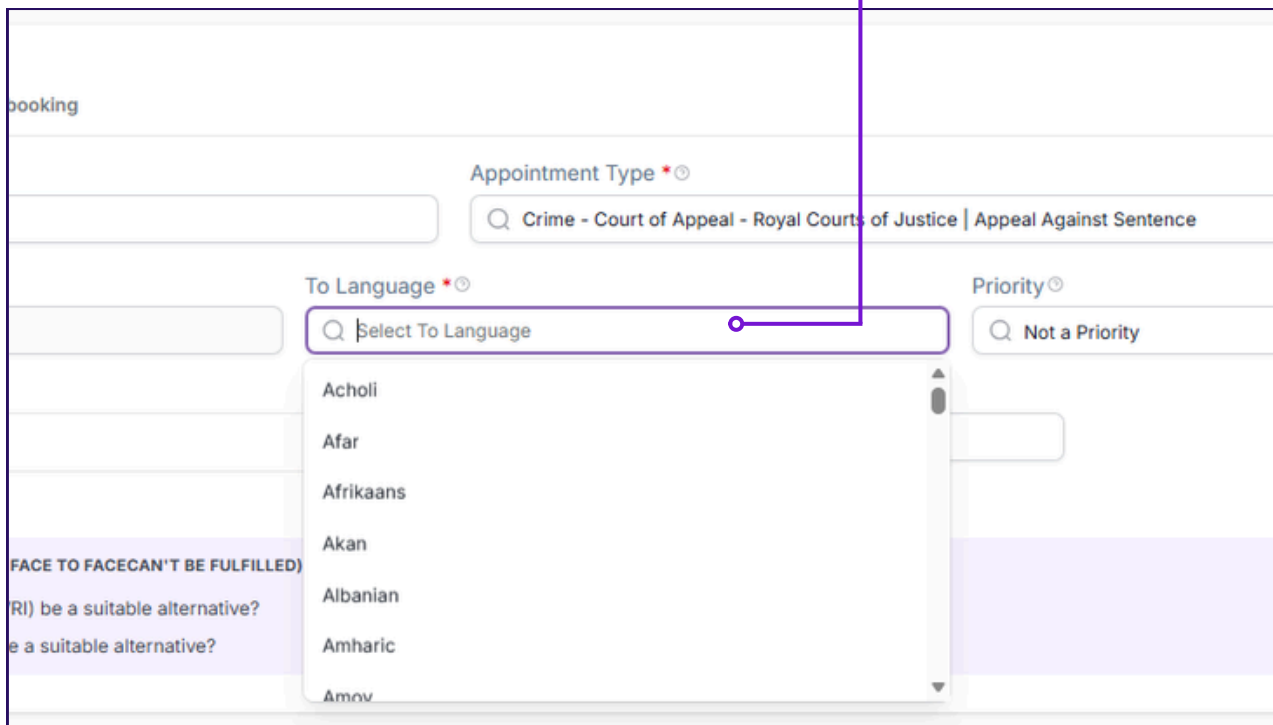
Service Type * ⓘ: Face To Face | Appointment Type * ⓘ: Select Appointment (dropdown open with 'Civil - County Courts | Appeal' selected)

From Language * ⓘ: English | To Language * ⓘ: Select To Language | Priority ⓘ: Not a Priority

Booking Summary: 0 of 7 fields completed

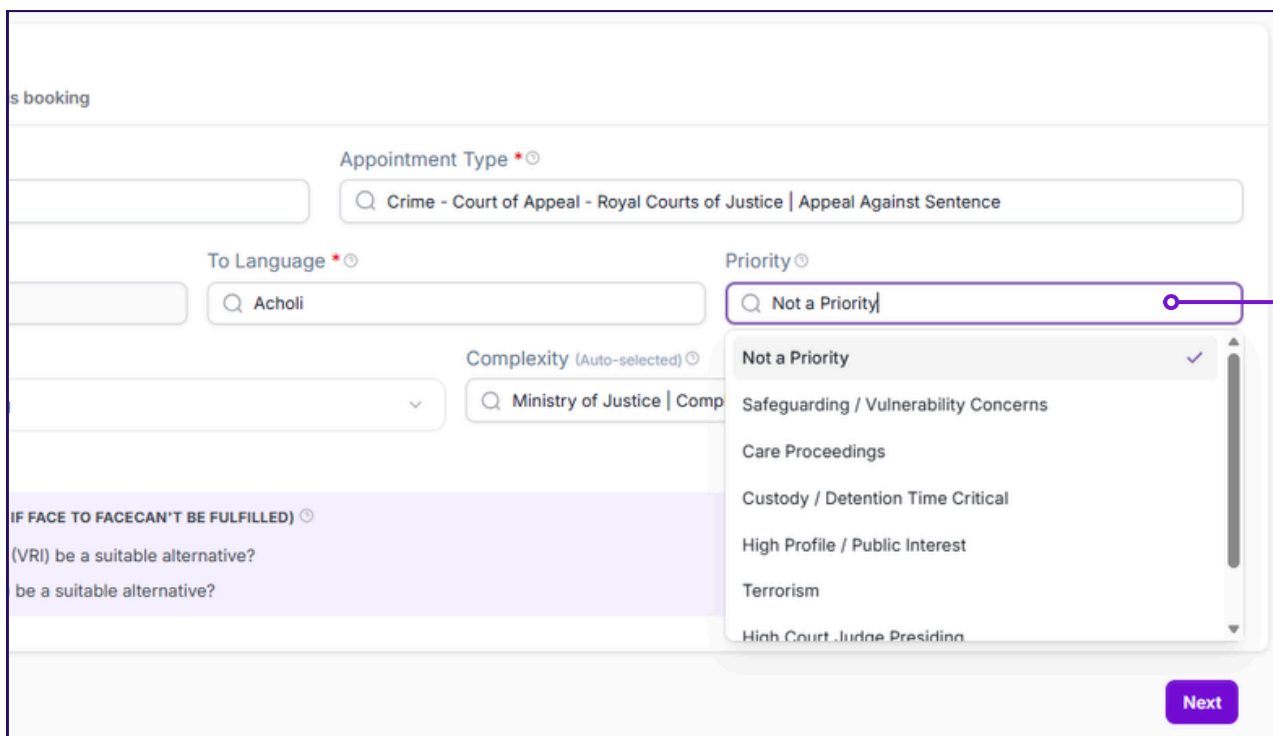
- Service and Details: Face To Face
- Location: Not added
- Appointments: Not added
- Onsite Contact: Not added
- Interpreter Preference: Not added
- Booking Reference: Not added
- Review & confirm: Not added

The next step is selecting the language. Click the **'To Language'** field and select the language required.



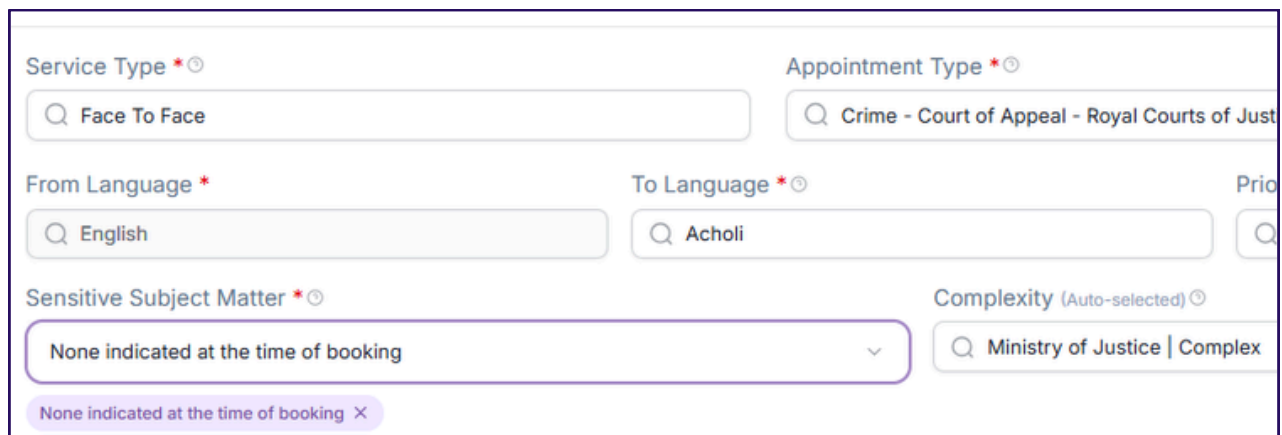
A screenshot of a web form with several fields. The 'Appointment Type' field is set to 'Crime - Court of Appeal - Royal Courts of Justice | Appeal Against Sentence'. The 'To Language' field is highlighted with a purple box and a purple line pointing to it from the text above. The dropdown menu for 'To Language' is open, showing a list of languages: Acholi, Afar, Afrikaans, Akan, Albanian, Amharic, and Amov. The 'Priority' field is set to 'Not a Priority'. There are also some text boxes with placeholder text like 'FACE TO FACE CAN'T BE FULFILLED' and '(VRI) be a suitable alternative?'.

Click the **'Priority'** field and select the appropriate priority.



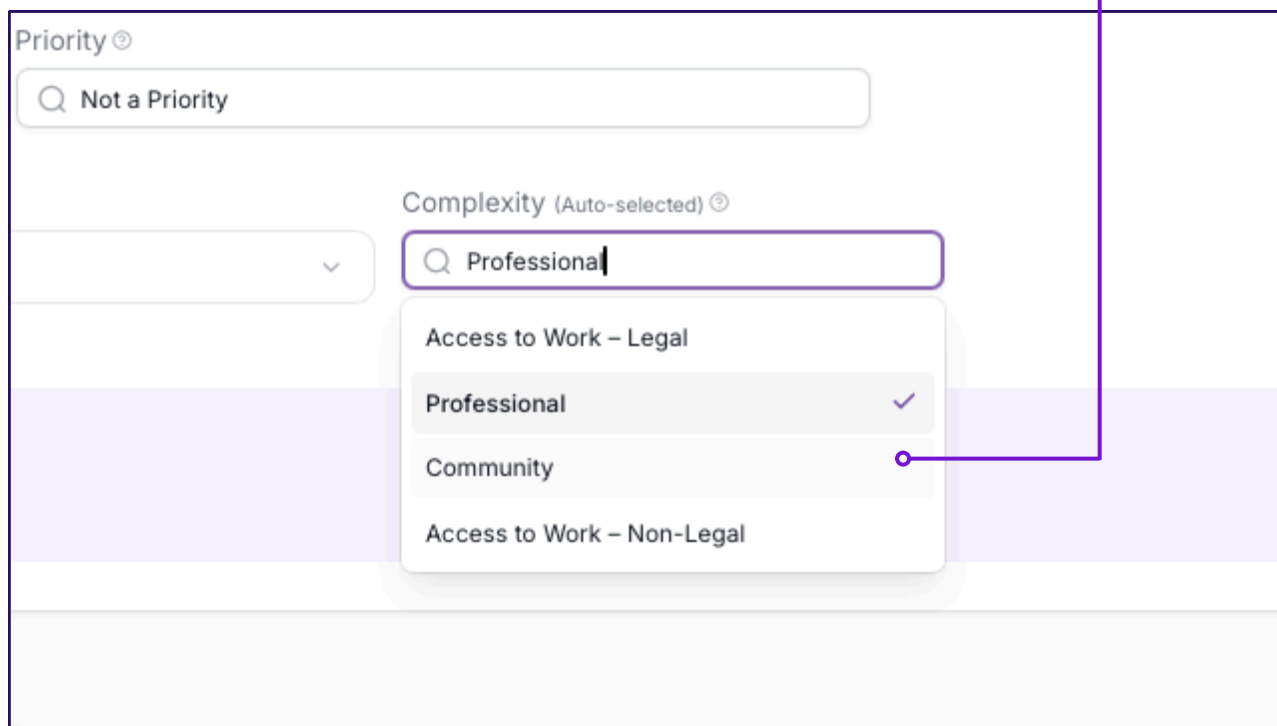
A screenshot of the same web form, but now the 'Priority' dropdown menu is open. The 'To Language' field is now set to 'Acholi'. The 'Priority' dropdown menu shows a list of options: 'Not a Priority' (which is selected with a checkmark), 'Safeguarding / Vulnerability Concerns', 'Care Proceedings', 'Custody / Detention Time Critical', 'High Profile / Public Interest', 'Terrorism', and 'High Court Judge Presiding'. A purple line points from the text above to the 'Priority' field. At the bottom right of the form, there is a purple 'Next' button.

Then click '**Sensitive Subject Matter**' and select the option that best matches the booking requirement.



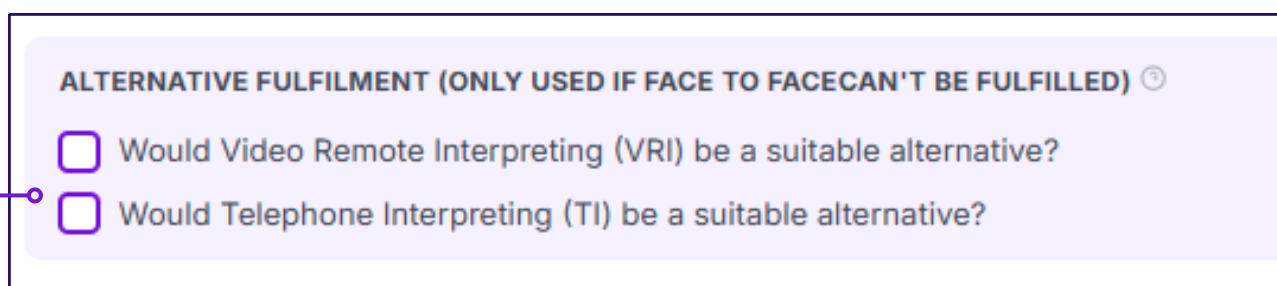
The screenshot shows a booking form with several fields. A purple line points to the 'Sensitive Subject Matter' dropdown menu, which is currently set to 'None indicated at the time of booking'. Other visible fields include 'Service Type' (Face To Face), 'Appointment Type' (Crime - Court of Appeal - Royal Courts of Justice), 'From Language' (English), 'To Language' (Acholi), and 'Complexity' (Ministry of Justice | Complex).

Then click the '**complexity**' field. If the complexity you need is different than the default one, please select the required Complexity.



The screenshot shows the 'Complexity' dropdown menu open. The dropdown is titled 'Complexity (Auto-selected)' and lists four options: 'Access to Work – Legal', 'Professional' (which is selected and marked with a checkmark), 'Community', and 'Access to Work – Non-Legal'. A purple line points to the 'Professional' option. Other visible fields include 'Priority' (Not a Priority) and 'Service Type' (Face To Face).

Indicate whether Video or Telephony interpreting is acceptable if a face-to-face interpreter cannot be assigned. Then click '**Next**'.



The screenshot shows the 'Alternative Fulfilment' section of the booking form. It contains two checkboxes: 'Would Video Remote Interpreting (VRI) be a suitable alternative?' and 'Would Telephone Interpreting (TI) be a suitable alternative?'. A purple line points to the first checkbox. The section is titled 'ALTERNATIVE FULFILMENT (ONLY USED IF FACE TO FACE CAN'T BE FULFILLED)'.

Then click **'Add Location' or 'Change Location'**.

The screenshot shows a step titled '2 Location' with the question 'Where will the interpreter need to attend?'. In the top right corner, there is a purple button labeled 'Add Location'. The main area of the screen is light purple and contains a location pin icon with the text 'No saved location yet' and 'No saved locations have been saved for this business unit. Add one to get started.' At the bottom, a small note states: 'The default location will be pre-selected when adding new appointments.'

Select the venue the interpreter will need to attend by choosing a saved address from the list or entering a new address. You can also save an address as your default venue, which will be automatically applied to future bookings you create.

This is a modal form titled 'Add a New Location' with a globe icon. It prompts the user to 'Add a new location by adding some key information'. The form includes the following fields: 'Post Code' (with a search placeholder and a note to enter at least 5 characters), 'Venue Name', 'Street', 'Building Name/Number', 'County', 'Town', and 'Country' (with a dropdown menu). At the bottom, there are two checkboxes: 'Set as default address' and 'Save address'. The modal has 'Cancel' and 'Confirm & Add Location' buttons. A purple line from the text above points to the 'Add Location' button in the background screenshot.

Once your address is selected press **'Next'** and then **'Add Appointment'**.

The screenshot shows a step titled '3 Appointments' with the instruction 'Add one or more appointments for this booking.' In the top right corner, there is a purple button labeled '+ Add Appointment'. The main area is light purple and contains the text 'No Appointments' and 'Please add the appointment'.

Select the date and time **manually** or from the **Interpreter Availability range**. Then click **'Add Appointment'**.

The screenshot shows the 'Add Appointment' modal. On the left is a calendar for August 2026 with the 13th and 31st highlighted. Below the calendar are fields for 'Select date range' (13/08/2026 to 31/08/2026) and 'Select time range'. On the right, the 'Interpreter Availability Range' is shown for Thursday 13 Aug and Friday 14 Aug. Time slots are color-coded: green for 'High' availability, yellow for 'Limited', and red for 'Low'. The 12:00 slot on Friday is highlighted. At the bottom are 'Cancel' and 'Add Appointment' buttons. A purple line with a circle at the end points from the text 'manually' in the first block to the date selection area.

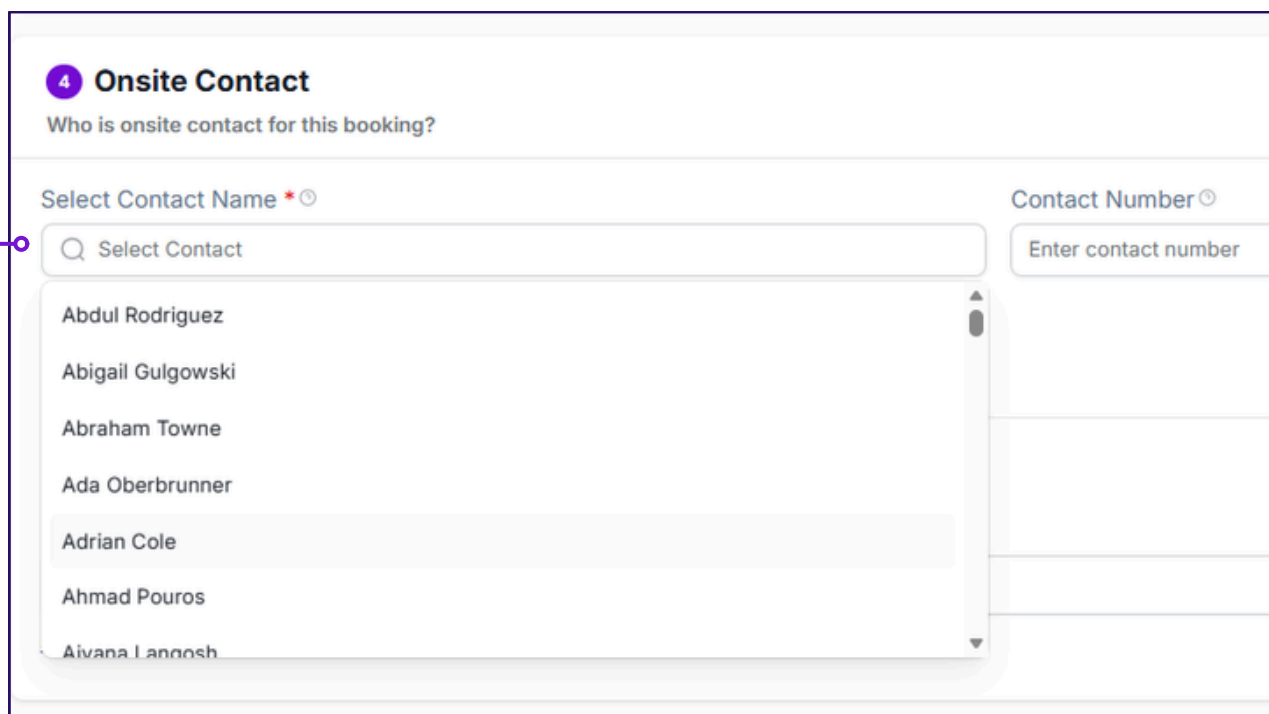
Availability is shown in hourly slots, where Green indicates good availability, Amber indicates limited availability, and Red indicates very limited availability for the selected language, date, and time. Selecting a slot from the Interpreter Availability range will default the booking to a one-hour duration. If the appointment is expected to last longer, adjust the end time as required.

After the booking is created, the appointment can be viewed in the Appointments section.

The screenshot shows the 'Appointments' section. It has a header with '3 Appointments' and a '+ Add Appointment' button. Below is a table with one appointment row. The table has columns for Start Date, End Date, Start - End Time, Duration, and Break Time. The appointment is for 27/08/2026, 12:00 - 13:00, with a 1-hour duration and 0 min break. A note below the table states: 'Only the date and time can be edited for any appointment.' At the bottom are 'Previous', '1', and 'Next' navigation buttons.

	Start Date	End Date	Start - End Time	Duration	Break Time
1	27/08/2026	27/08/2026	12:00 - 13:00	1 hour	0 min

Click **'Next'**. Click **'Select Contact'** and select the appropriate onsite client name.



4 Onsite Contact
Who is onsite contact for this booking?

Select Contact Name * ⓘ

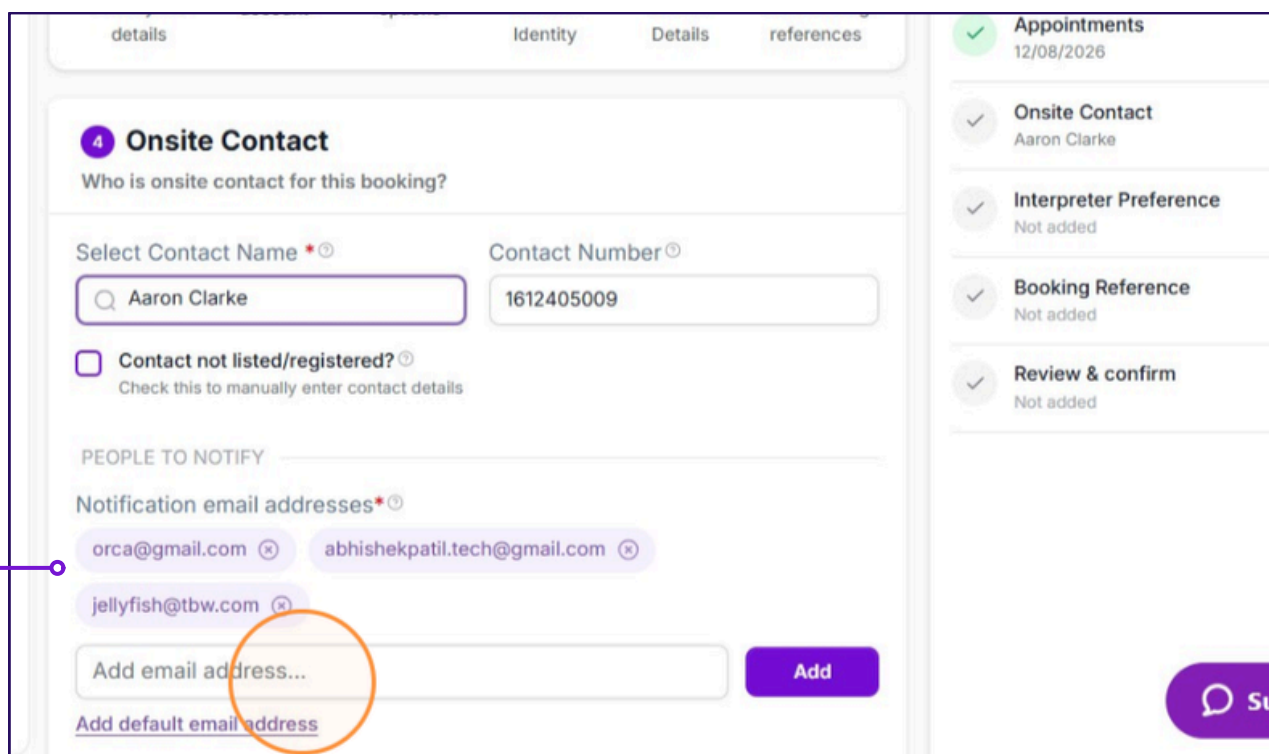
Search Select Contact

- Abdul Rodriguez
- Abigail Gulgowski
- Abraham Towne
- Ada Oberbrunner
- Adrian Cole
- Ahmad Poulos
- Aivana Langosh

Contact Number ⓘ

Enter contact number

Add the email addresses of users who need to be notified about this booking. Enter one or more email addresses and click **'Add'**. When all email addresses have been added, click **'Next'**.



details Identity Details references

4 Onsite Contact
Who is onsite contact for this booking?

Select Contact Name * ⓘ

Search Aaron Clarke

Contact Number ⓘ

1612405009

☐ Contact not listed/registered? ⓘ
Check this to manually enter contact details

PEOPLE TO NOTIFY

Notification email addresses * ⓘ

orca@gmail.com ⓘ abhishepatil.tech@gmail.com ⓘ

jellyfish@tbw.com ⓘ

Add email address...

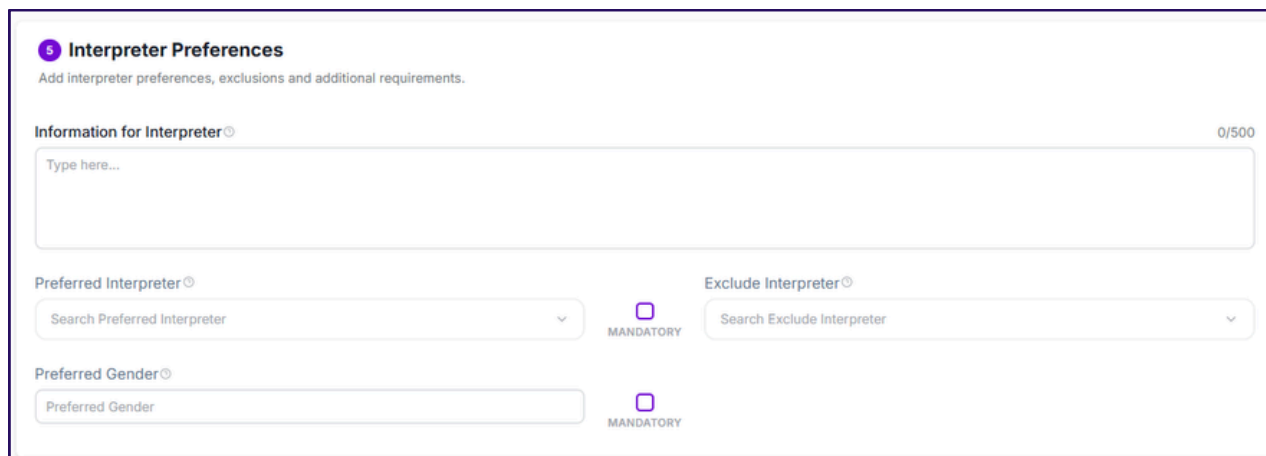
Add

[Add default email address](#)

Appointments
12/08/2026

- ✓ Onsite Contact
Aaron Clarke
- ✓ Interpreter Preference
Not added
- ✓ Booking Reference
Not added
- ✓ Review & confirm
Not added

Select a '**preferred interpreter**' if you want us to source a specific interpreter for a case continuity purposes. Select an interpreter's gender if this is required for this booking.



5 Interpreter Preferences
Add interpreter preferences, exclusions and additional requirements.

Information for Interpreter ⓘ 0/500

Type here...

Preferred Interpreter ⓘ

Search Preferred Interpreter

☐ MANDATORY

Exclude Interpreter ⓘ

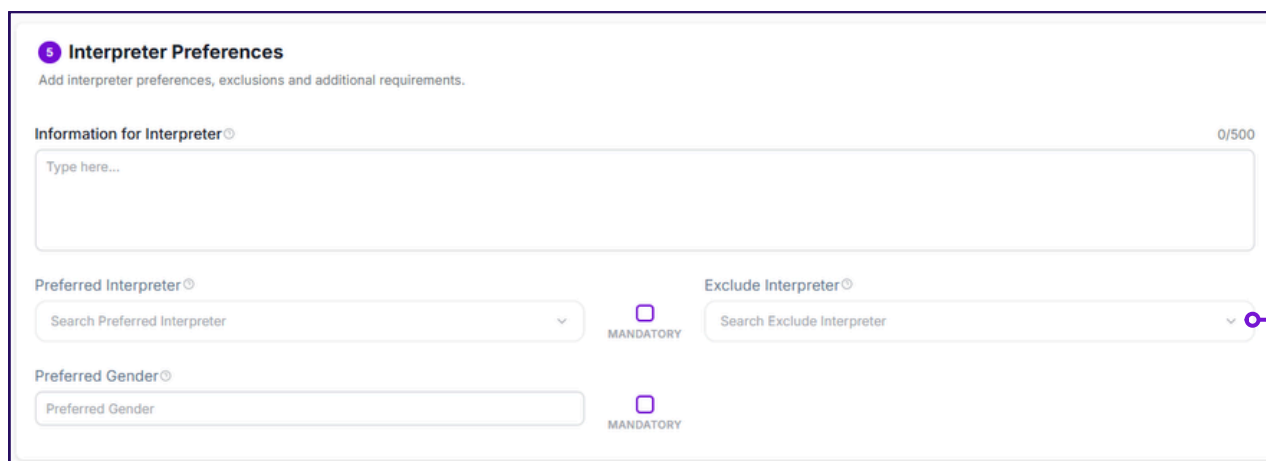
Search Exclude Interpreter

Preferred Gender ⓘ

Preferred Gender

☐ MANDATORY

Select an interpreter to exclude from sourcing if there is conflict of interest. Click '**Search Exclude Interpreter**'. Start typing the name and the dropdown list of interpreters will appear, click the correct name and then '**Next**'.



5 Interpreter Preferences
Add interpreter preferences, exclusions and additional requirements.

Information for Interpreter ⓘ 0/500

Type here...

Preferred Interpreter ⓘ

Search Preferred Interpreter

☐ MANDATORY

Exclude Interpreter ⓘ

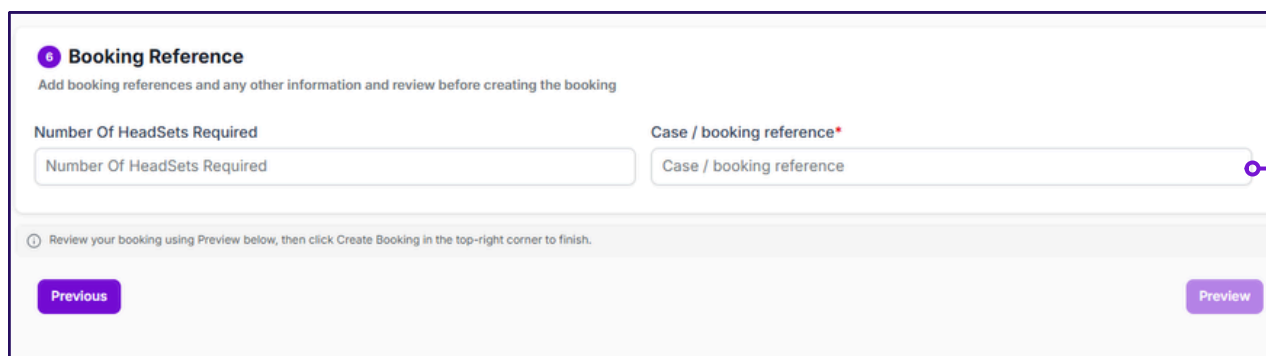
Search Exclude Interpreter

Preferred Gender ⓘ

Preferred Gender

☐ MANDATORY

Enter the mandatory '**Case / booking**' reference field.



6 Booking Reference
Add booking references and any other information and review before creating the booking

Number Of HeadSets Required

Number Of HeadSets Required

Case / booking reference*

Case / booking reference

① Review your booking using Preview below, then click Create Booking in the top-right corner to finish.

Previous

Preview

Click **'Preview'** to review the booking summary and click **'create booking'** if everything is correct.

Booking Preview

Manchester County Court | Aaron Clarke | Testing Customer Services | 0 | No

1 Booking Details

SERVICE TYPE	APPOINTMENT TYPE	FROM LANGUAGE	TO LANGUAGE
Face To Face	Civil - County Courts Appeal	English	Albanian

2 Location

SELECTED LOCATION

📍 Buckingham Palace, 1, Greater London, London, United Kingdom, SW1A 1AA

3 Appointments 1 Appointment

START DATE	END DATE	START - END TIME	DURATION	BREAK TIME
12/08/2026	12/08/2026	10:00 - 14:00	4 hours	0 min

4 Onsite Contact

CONTACT NAME	CONTACT NUMBER	EMAIL ADDRESSES
Aaron Clarke	1612405009	orca@gmail.com,

Close | **Create Booking**

Previous | Preview | Support