FREQUENTLY ASKED QUESTIONS

What will happen over the roll out weekend?

All the current systems will be suspended at 6pm on the Friday evening before rolling out. Any interpreter requirements over the weekend will be managed via the MoJ Helpdesk.

Will my log on credentials be the same?

You will receive an email over the weekend with a link to the new system, on the first log in you will need to create a password (you can use your current password if you wish!)

How do I access transcription services?

You will see that the link has been added to the menu bar on the left-hand side of the WordSynk portal. You can access translation and transcription services here.

What will happen to bookings I have placed in the old system?

Booking placed in the old system will be migrated to the new system over the weekend and you can manage the booking in the new version of WordSynk. Any bookings that are complete… i.e. times entered and approved or auto closed and invoiced will not be migrated to the new system.

The booking will be allocated a new reference number in the new system; however you will be able to use the IMSD/WorkSynk 1 reference to find your booking.

Why are you changing the interpreter portal, and will I be able to access TBW or Wordsynk1?

The requirements for how the Ministry of Justice access interpreters have changed over the term of the contract and the old systems had become slow and outdated.

The new look, modernised system is not only much quicker that the previous systems but includes a more intuitive booking process to take some of the complexity out of the process.

This new WordSynk system will be the only way you can access interpreting services; you will not be able to access any of the legacy systems.

I have been on the training, and I haven't seen the calendar view?

The calendar view was removed from the system at the requirements stage. We went through User Acceptance Testing, and we didn't get any feedback there about the absence of the calendar view. In short, the calendar view will not be available for the go live date, but we have fed back the requirement to the Technology team and while not yet confirmed we are hopeful that it will be available in future releases.

There is nowhere to select that I would like the same interpreter for a multiday hearing?

The selection has been removed, we will always endeavour to source the same interpreter for the entirety of a multiday, in cases where this isn't possible, we may have to source different interpreters for the hearing.

Will I be able to see bookings my colleagues have placed?

The permissions and access will transfer over to the new system so anything you are able to view now will be available in the new system.

Can I log in to the new system before the launch date?

Yes, the system is available for you to try, use the link and credentials below.

Link: https://portal-uk.wordsynk.com/
Username: mojclientuser@thebigword.com
Password: Test@123