## WORDSYNK MIGRATION – FREQUENTLY ASKED QUESTIONS

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| How will the recorded version of the webinar be made available to those who have not been able to attend? | The webinars can be accessed via the following links – an email with this information has also been sent to all users:   * [MoJ WordSynk - Additional Webinar 15.06.21](https://thebigword-1.wistia.com/medias/23nmocwdqw) * [MoJ WordSynk – Additional Webinar 17.06.21](https://thebigword-1.wistia.com/medias/o20p3ry6mp) |
| How do we access Wordsynk? | On 23rd June, thebigword will migrate all existing users to Wordsynk. Once this is complete, you will receive an email alert requesting you to change your password – your email address will remain the same.  Wordsynk can then be accessed via login.wordsynk.com |
| How quickly will access to the system be up and running? | As soon as you receive the password reset email, you will be able to access Wordsynk |
| Will staff have to stop using IMSD Portal from 23rd June? | Yes, you should start to login via Wordsynk as soon as you are notified to do so on 23rd June |
| Can I install Wordsynk before the go live date? | No, you will need to wait for notification to do so. |
| Will all existing bookings on IMSD be transferred over to Wordsynk | Yes, any bookings you have on IMSD at the time of the change will automatically transfer to Wordsynk |
| What is the best web browser to use when using Wordsynk? | Google Chrome is the preferred browser for optimal performance however, Firefox, Microsoft Edge and Chromium are all compatible. |
| Will we receive written user guides? | Yes, these are all already available at the following link [Ministry of Justice - Training and Guides – thebigword Product Support](https://support.thebigword.com/hc/en-gb/articles/360021143038-Ministry-of-Justice-Training-and-Guides?utm_campaign=MoJ&utm_source=hs_email&utm_medium=email&_hsenc=p2ANqtz-9MdlM9ZAKthPQvRmljuErDvHHxO-QTBxNlHrXYmJQ1we6ccwlYHGyGdqsgfQLcTSTpokxw) |
| Is there a dummy Wordsynk we can practice with? | Unfortunately, not however, if you are familiar with IMSD and TMS then Wordsynk should not pose any issues for you. |
| Will there be still a contact number if we need to contact someone for a problem? | Yes, thebigword’s Helpdesk team are available 24/7/365 to provide support – just call 03333 445 701 |

## FACE TO FACE INTERPRETING

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| Are interpreters doing in person interpreting now? | Interpreters did not cease to attend onsite face to face bookings where required however, where appropriate and possible bookings should have been remote to adhere to government guidelines. You can book an interpreter to attend onsite or virtually. |
| Is there a drop down for the various remote hearing types for interpreting? | Yes, you should add the booking as Face to Face and then use the ‘Interpreter Attending Via’ drop down to indicate how the interpreter will attend the booking. |
| Where do we get the interpreters email addresses from if we need to supply them with video link details? | Once an interpreter is sourced, you will receive confirmation and be provided with the interpreter summary information in Wordsynk. This will provide their contact details so that video link info can be sent out. Please note interpreters should not be contacted directly to communicate cancellations or changes to bookings – this must be done via thebigword. |
| Can we access interpreters immediately by calling? | If you require an interpreter immediately, then we recommend you use our 24/7 on demand Telephone Interpreting service. |
| Will we receive system generated emails such as confirming booking request, timesheet's etc? | Yes, all system generated notifications remain the same. |
| When you send through the confirmation email it has the booking number only - we then need to log on to TBW every time to identify which case this related to - we work with Case number rather than booking number so can this be added to these emails? | Unfortunately, this is not currently possible in the system but will be raised as a requirement for potential future development. |
| If we need to book an interpreter for one of our cases but they are being held at another court how would we record that for the interpreter to know where to go? | You can add this information in the ‘venue’ section of the booking form. This tells the interpreter where the booking is being held. |
| Will WordSynk inform me if they are struggling to find an interpreter as thebigword do? | Wordsynk is the booking system replacing IMSD however, thebigword still hold the contract and all processes remain the same. You will be informed by 12pm the day before the booking if thebigword has been unable to find an interpreter up to that point. |
| If we need to cancel and interpreter what is the time limits and payment penalties? | If an interpreter is assigned to you booking, then a cancellation fee will be applied if the booking is cancelled after 9am the day before the booking.  You can cancel any bookings yourself up to 24 hours before it is required. After 24 hours, you will need to call thebigword Helpdesk to process the cancellation for you. |
| Will there be timesheet? | Yes, as per the current process, as soon as an interpreter is assigned, you will be sent a timesheet for the booking. |
| Can anyone close a booking or only the person who booked it? | This is dependent on the access level you have – it is possible to have access to any bookings for the accounts you have access to. If you feel this is required, please contact [moj@thebigword.com](mailto:moj@thebigword.com) and we can review your access level. |
| Will team members receive a notification via email when they need to approve a timesheet? | Any notifications are sent to the contact who made the booking and the generic inbox for the venue (for HMCTS bookings). |

## TELEPHONE INTERPRETING

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| I tend to use the service over the phone (3 - way conversation), can I still call and use the service in this way? | Yes, nothing is changing with the Telephone Interpreting process |
| Are the telephone number and language codes remaining the same? | Yes, nothing is changing with the Telephone Interpreting process |
| Is there a specific PIN for each building or is it for each individual? | The access code links to the venue and the PIN code relates individual user. |

## TRANSLATION

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| If I need a document translated, do I need to submit via Wordsynk instead of emailing [mojtranslation@thebigword.com](mailto:mojtranslation@thebigword.com) | Yes, we would ask that any new requests are now submitted directly into the system. If you need support in being set up or with how to use the system then please email [moj@thebigword.com](mailto:moj@thebigword.com). |

## USER ADMIN

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| Is the process for setting up new users the same? We normally set up the interpreting account and e-mail thebigword to set up the translation account – is this changing? | The process remains the same and you will be able to add new users for interpreting under the ‘preferences’ tab.  Requests for new users for translation still need to be sent to [moj@thebigword.com](mailto:moj@thebigword.com) |
| Are there any financial reports available for Management checks? | You will be able to access booking reports and finance reports (dependent on your access level) under the ‘Reports’ tab. |
| How do you become a User Administrator? | Please email [moj@thebigword.com](mailto:moj@thebigword.com). This needs to be authorised before granted. |

## OTHER

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| Can you book BSL interpreters through this system? | BSL is not a service that thebigword provides for the Ministry of Justice – you will need to contact Clarion for this service. |