



thebigword

TRANSLATION &  
TRANSCRIPTION  
SERVICES

**User Guide**

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# TRANSLATION AND TRANSCRIPTION SERVICES USER GUIDE

## Welcome to the Translation and Transcription Services User Guide.

This guide provides all of the information, support and tips you need to access expert language support from thebigword through the simple and efficient WordSynk – thebigword’s all-in-one language platform.

WordSynk is the only solution you need for comprehensive management and control of your translation and transcription needs.

### Features of the platform include:

- Secure portal
- Submit Translation and Transcription projects
- Receive quotes
- Track progress
- Manage invoices
- View reports
- Provide feedback
- Download projects

Here you can manage and track your translation and transcription projects in simple steps.

This guide also features a range of resources to help you manage projects, understand how to interact with thebigword’s expert team and a full glossary of all the terminology you may come across when accessing language support.



All the information you need for communicating in any language can be found in this guide but if you need further support please contact thebigword’s dedicated MoJ Helpdesk: **03333 445 701**.

# DOCUMENT TRANSLATION

## Preparing to submit a document for translation

Prior to submitting your projects for transcription or translation, you need to consider a few questions to make sure you're ready.



### Editable Format

Before accessing WordSynk, you will need to make sure all files for translation are saved in an editable format. For example: Word, Excel, PowerPoint documents. WordSynk can handle a wide variety of files but editable files will get processed faster.



### Scanned Documents

If you only have handwritten or printed copies of the documents you want translating, you will need to scan the document and save it as PDF submission in the WordSynk platform.

## How to access the translation service

You should submit files for translation through the WordSynk platform as this ensures your documents are handled swiftly, securely and efficiently. From here, you can also track progress on all translation activity.

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### Submitting files for translation through WordSynk

WordSynk is your central platform for account access, submitting files for translation, managing invoices, viewing and downloading reports. It can be accessed through **login. wordsynk.com**.



You should have already been provided with a unique username and password; however, if you are a new user or need to make a change to your access level, please contact your System Administrator, SPOC, or relevant contact for your Commissioning Body. They will complete a new user registration form on your behalf (available from **www.thebigword.com/moj**), and return it to us for processing; once received, your account will be activated within 24 hours, Monday-Friday.

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### Submitting files for translation by email

If you are unable to access WordSynk you can submit files for translation by contacting the Helpdesk using your secure email at **MoJTranslation@thebigword.com**.



This should only be used in rare situations. For email submissions you need to complete our manual translation form request. To download the form please go to **www.thebigword.com/moj**.

You can also submit files for translation via FAX using the number: **0113 322 0461**. Any faxes sent to this number will be forwarded to Help Desk mailbox.

# AUDIO TRANSCRIPTION

## Preparing to submit a file for transcription

Before submitting a file for transcription, please make sure you have identified all of the audio files you need to be transcribed so you can upload them to the WordSynk platform. The system will recognise most audio file formats for processing.

If you need any assistance sending your audio for transcription please contact the Help Desk **03333 445 701**.

You can submit a range of audio files to thebigword for transcription by our expert team.

## How to access the transcription service

You should submit files for transcription through the WordSynk platform as this ensures your documents are handled swiftly, securely and efficiently. From here, you can also track progress on all activity.

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### Submitting files for transcription through WordSynk



The WordSynk platform is your central platform for account access, submitting files for transcription, managing invoices, viewing and printing reports on usage and spend. It can be accessed through **login.wordsynk.com**.

You should have already been provided with a unique username and password, however if you are unable to access WordSynk please contact your System Administrator, SPOC, or relevant contact for your business area.

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### Submitting files for transcription by email



If you are unable to access WordSynk, you can submit files for transcription by contacting the Helpdesk via email at **MoJTranslation@thebigword.com**

This should only be used in exceptional situations where access to WordSynk is restricted or impossible. For email submissions you need to complete our manual transcription form request. To download the form please go to **www.thebigword.com/moj**



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### Submitting files for transcription via telephone

If you are unable to submit electronic files and need to playback the audio over the phone please contact **0800 757 3050** and follow the instructions on the phone.



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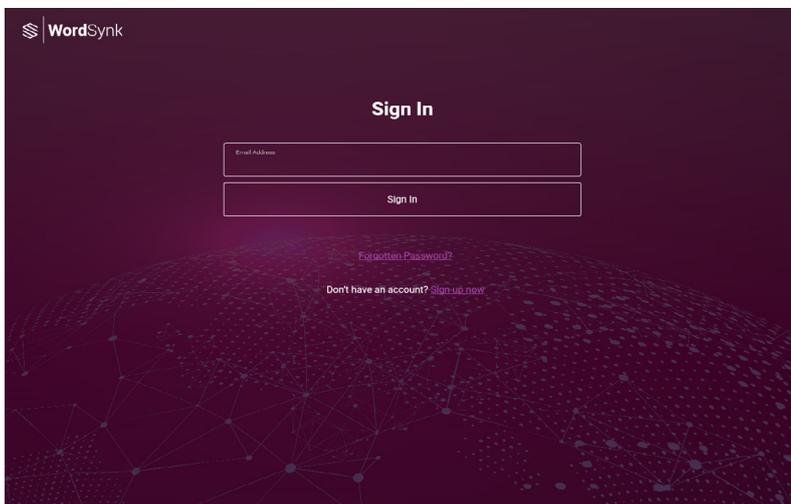
### Submitting files for transcription via post

If absolutely necessary, audio or video files can be sent to thebigword to be processed via post. This option should only be used as a last resort. To find out how to send CDs, DVDs or hard drives to thebigword for transcription, please contact the Helpdesk on **03333 445 701**.

# SUBMITTING TRANSLATION AND TRANSCRIPTION PROJECTS USING WORDSYNK

WordSynk is fast, simple, secure and available 24/7/365 to submit files for translation or transcription. You can access this portal directly into [login.wordsynk.com](https://login.wordsynk.com)

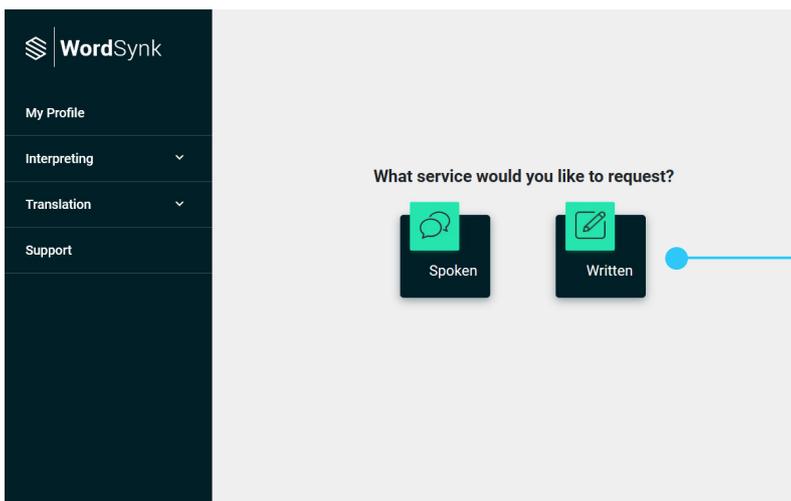
After accessing WordSynk directly through the above url, you will be asked to enter your credentials. Your user name is your individual e-mail address and you will receive your password via email. The system will ask you to update your password when you log in for the first time.



1. Go to: [login.wordsynk.com](https://login.wordsynk.com)

2. Login: enter your email address and click sign in. You will then be prompted to enter your password.

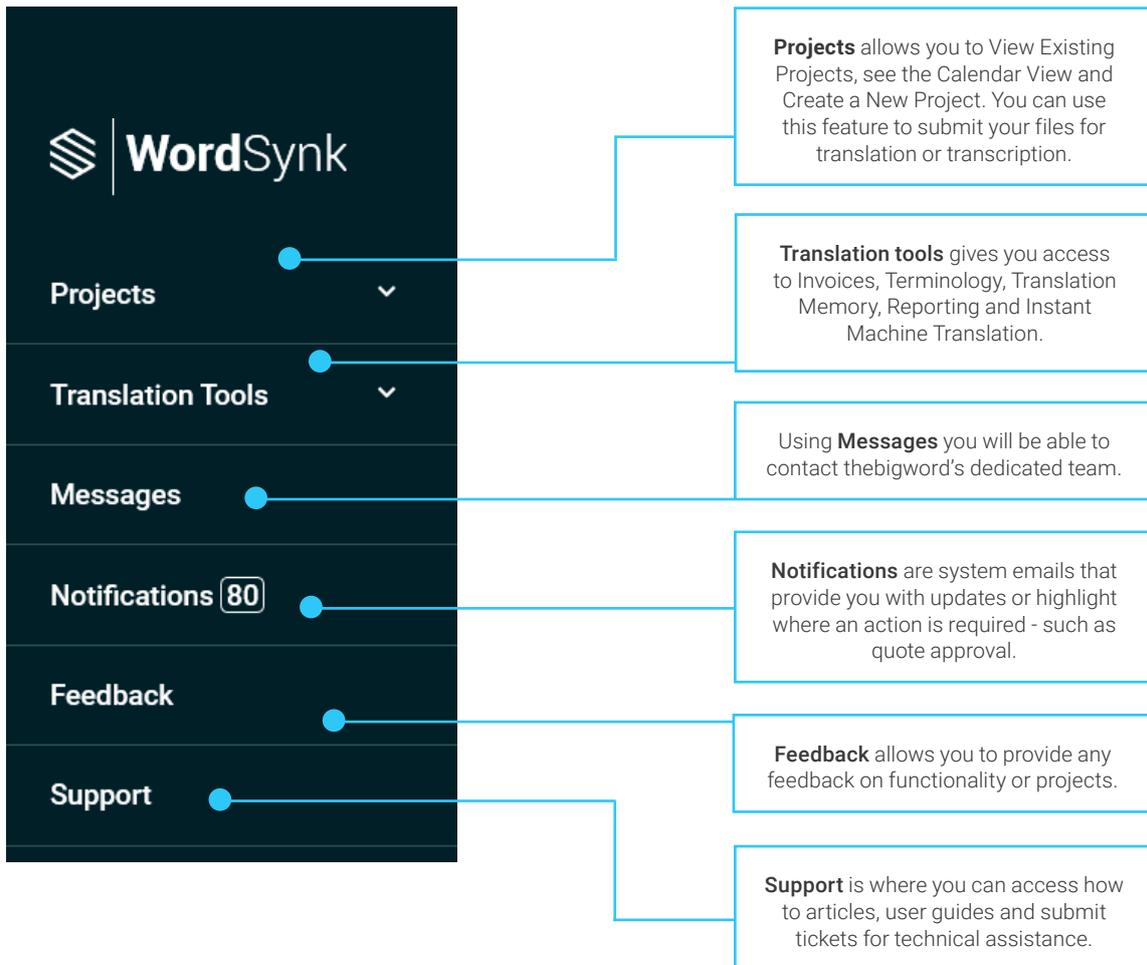
You can reset your password from this screen at any time by clicking [Forgotten Password?](#) link underneath the login box.



3. When you have logged in, you will be presented with the WordSynk dashboard which includes a navigation menu on the left. Click **Translation** on the left to proceed.

4. On the right, you can see a quick service menu. From the quick menu click **Written** to proceed.

# NAVIGATION MENU

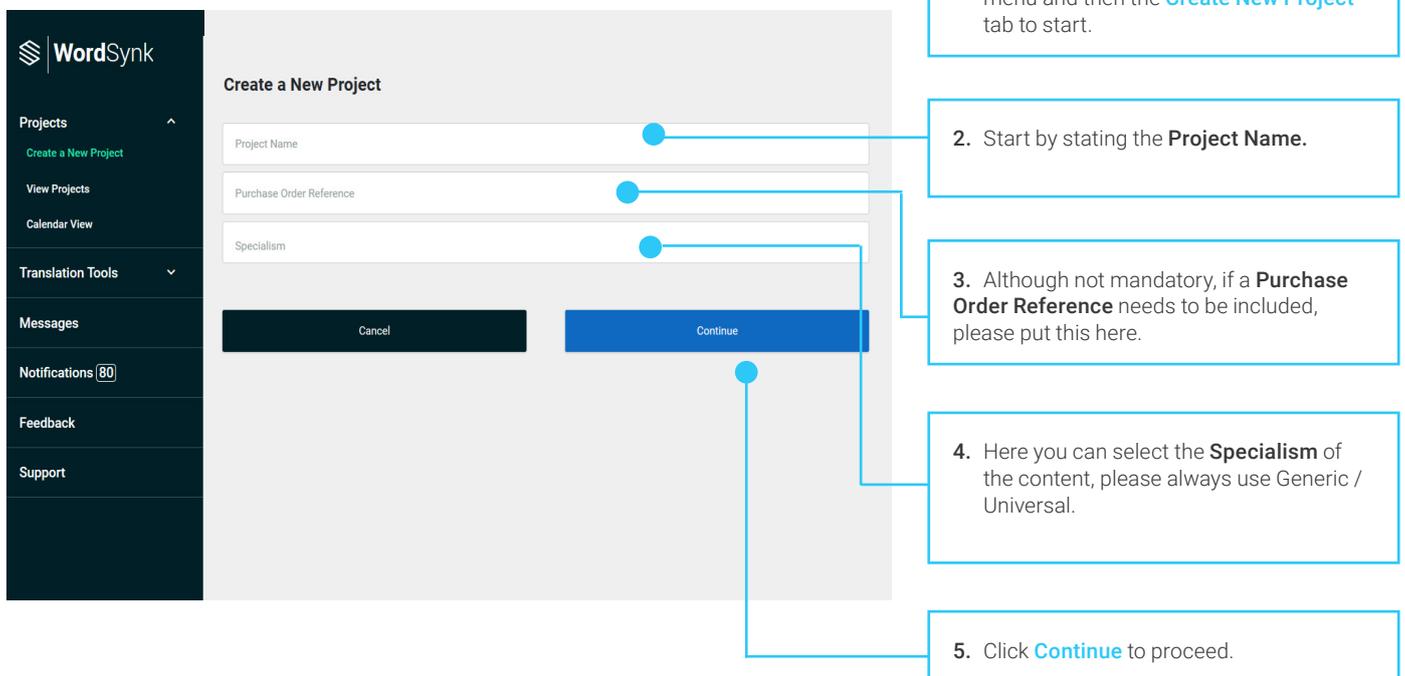


You can submit a range of audio files to thebigword for transcription by our expert team.

# CREATING A PROJECT

## Step 1

Here you will start to fill in the details you need to submit your project.



The screenshot shows the 'Create a New Project' form in the WordSynk application. The form is located in the main content area, and the navigation menu is visible on the left. The form has three input fields: 'Project Name', 'Purchase Order Reference', and 'Specialism'. Below the form are two buttons: 'Cancel' and 'Continue'. Five numbered callouts point to specific elements: 1. The 'Create a New Project' tab in the navigation menu. 2. The 'Project Name' input field. 3. The 'Purchase Order Reference' input field. 4. The 'Specialism' input field. 5. The 'Continue' button.

1. Click the Projects tab in the navigation menu and then the **Create New Project** tab to start.
2. Start by stating the **Project Name**.
3. Although not mandatory, if a **Purchase Order Reference** needs to be included, please put this here.
4. Here you can select the **Specialism** of the content, please always use Generic / Universal.
5. Click **Continue** to proceed.

# Step 2

## Your details

On this second page, you will be presented with a list of additional information for the project that is required for completion. Most of the meta data will be pre-configured depending on your account level.

The screenshot shows the 'Add Your Details' form in the WordSynk interface. The form contains the following fields and values:

- Case Number: (empty)
- Excluded Case Numbers: (empty)
- Urgency \*: UT3
- Document Classification \*: Official
- Security \*: S1 (Basic Clearance)
- Business Entity Code (BEC) \*: AB123
- Jurisdiction \*: Crime
- Operating Unit \*: 20
- Region \*: West Yorkshire
- Venue Address \*: Link Uo House, Lower Wortley, Leeds,LS12 6AB
- County \*: West Yorkshire
- Natural Account Code (NAC) \*: 123456
- PostCode \*: LS126AB
- Town \*: Leeds

At the bottom of the form are 'Back' and 'Save' buttons. A 'Logout' link is visible in the bottom left corner of the sidebar.

Callouts provide the following information:

- The **Case Number** and **Excluded Case Number** are not mandatory fields, but can be entered here if required.
- The **Urgency** will default to UT3 here, but when a deadline is added later (see page 18) this will update accordingly.  
E.g UT1 – less than 3 hours  
UT2 – 3 to 24 hours  
UT3 – more than 24 hours
- Document Classification** defaults to official, but can be updated accordingly.
- Security** defaults to S1, but can be updated, however there is an uplift in cost associated with this.
- When the relevant meta data has been completed, press **Save** to proceed with the booking.

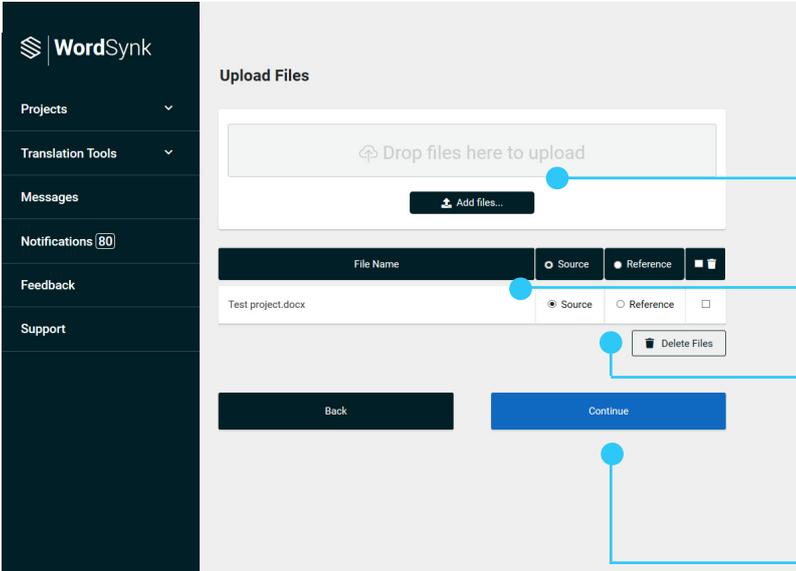


If any questions about urgency or security, please contact your Account Manager.

## Step 3

### Upload files

You can now upload the documents or audio files for translation or transcription.



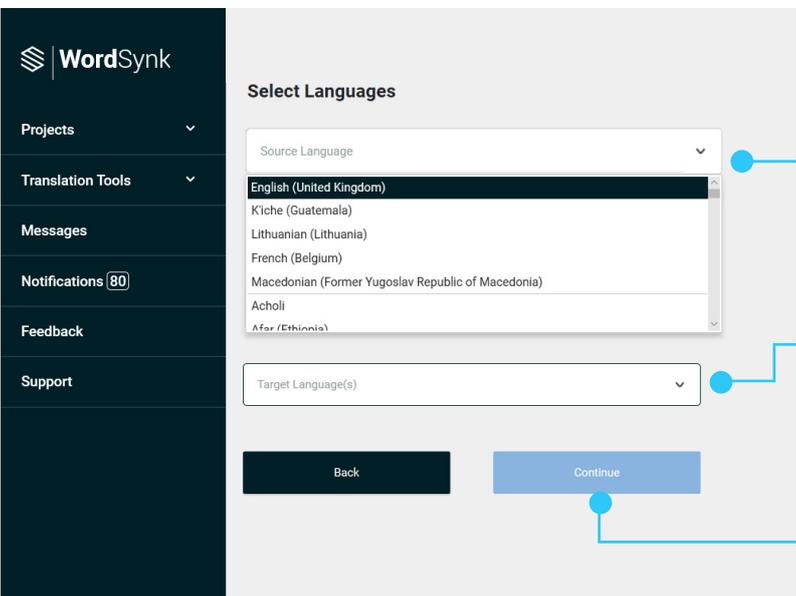
The screenshot shows the 'Upload Files' page in the WordSynk application. A sidebar on the left contains navigation links: Projects, Translation Tools, Messages, Notifications (80), Feedback, and Support. The main content area features a 'Drop files here to upload' dashed box with an 'Add files...' button below it. Below this is a table with columns for 'File Name', 'Source', 'Reference', and a trash icon. A file named 'Test project.docx' is listed with radio buttons for 'Source' and 'Reference', and a checkbox. A 'Delete Files' button is to the right. At the bottom are 'Back' and 'Continue' buttons. Four numbered callouts provide instructions:

1. You can add files in two ways:  
A) Drag multiple files into the dashed box on screen.  
B) Click the **Add Files** button to browse and select.
2. Once uploaded click the **Source** button to allocate files you need translating or transcribing as Source.
3. Use the **Reference** option to mark any support file you would like to send to the translator or the dustbin and **Delete Files** for files you want to be disregarded.
4. Click **Continue** to proceed the next step.

## Step 4

### Select Languages

Now you can select the languages you require for translation or transcription from the drop down menus.



The screenshot shows the 'Select Languages' page in the WordSynk application. The sidebar is the same as in Step 3. The main content area has two dropdown menus: 'Source Language' and 'Target Language(s)'. The 'Source Language' dropdown is open, showing suggestions: English (United Kingdom), K'iche (Guatemala), Lithuanian (Lithuania), French (Belgium), Macedonian (Former Yugoslav Republic of Macedonia), Acholi, and Afaan Oromo (Ethiopia). Below the dropdowns are 'Back' and 'Continue' buttons. Four numbered callouts provide instructions:

1. Here you can select the **Source Language** of the document or audio file you have submitted. You can either type, use the drop-down menu or select from one of the 5 common language suggestions that appear at the top of the drop-down menu.
2. Select the **Target Language(s)** here using the same method as above. The common language suggestions will also appear here.
3. To delete any of the languages from your selection, click the small x on the greyed out box to remove.
4. When the languages have been chosen, click **Continue** to proceed to the next step.

## Step 5

### Select Service Tier

If the Machine Translation service tier is enabled on the account, you will see this page and a recommendation will be made using Artificial Intelligence. If your account does not have Machine Translation enabled, you will not see this recommendation page and you will be taken automatically to the next step.

**Select Service Tier**

**Enterprise**  
This service tier has been recommended by our recommendation service.

- For industry-specific projects requiring careful handling of multiple services such as translation, transcription, review and proofreading. Our network of qualified linguists can ensure maximum quality with custom workflows, branding preferences and industry specific terminology.

**Machine Translation**  
 Automatic translation for your business needs. thebigword MT allows you to translate large volumes of content quickly and easily with intelligent technology. Following initial translation select Post-Editing to improve quality and gain future translation memory savings.

[Back](#) [Continue](#)

1. Based on the information you have included in previous steps (such as Target Language), the Artificial Intelligence will work out which service tier will provide you with the best quality output. As shown on the left, it has chosen **Enterprise**.
2. This option is a recommendation you can override this by clicking the circle button if for example you wish to proceed with **Machine Translation**.
3. When you have selected your Service Tier, press **Continue** to proceed to the next step.

## Step 6

### Select Services

The WordSynk AI recommendation service will pre-select services that will provide you with the best output. These services are suggestions and can be unselected by clicking the checkbox.

**Select Services**

Recommended services have been pre-selected for you by our AI recommendation service.

Files  Transcription  Translation  Proofreading  In-House Review  Typesetting

English (United Kingdom) > French (France)

File	Files	Transcription	Translation	Proofreading	In-House Review	Typesetting
Test project.docx	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

English (United Kingdom) > Polish (Poland)

File	Files	Transcription	Translation	Proofreading	In-House Review	Typesetting
Test project.docx	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

[Back](#) [Continue](#)

1. Click the checkbox next to the language for the service that you require.
2. If you require the service for all languages, click the checkbox next to the service title to select it for all the languages.
3. When you are happy with your selections, press **Continue** to proceed to the next step.

# Step 7

## Project Summary and Submission

This step shows you the summary of your project and allows you to submit the project.

The screenshot displays the WordSynk interface for project submission. On the left is a dark sidebar with navigation options: Projects, Translation Tools, Messages, Notifications (80), Feedback, Support, and Logout. The main content area is titled 'Project Summary' and is divided into several sections:

- Project Summary:** A white box containing project details: Project Number (27752), Project Name (Test project), Purchase Order Reference, Specialism (Generic / Universal), Project Manager Name (tbw Demo), Source Language(s) (English (United Kingdom)), and Target Language(s) (French (France), Polish (Poland)).
- Get Your Quote:** A section with a 'Special Instructions' text area, a checkbox for 'No special instructions needed', a 'Quotation Required By' date picker, and a checkbox for 'Immediate go-ahead, no quote required'.
- Add-on Services:** A section with a checkbox for 'Use Highly Secure Translation' (checked) and a checkbox for 'Use In-House Sourcing' (unchecked).
- Buttons:** A 'Back' button and a blue 'Submit Project' button at the bottom.

Numbered callouts provide instructions for each part of the interface:

1. If you have any **Special Instructions** for the translator, you can enter these here. If you do not require any tick **No special instructions needed**.
2. If you require a **Quotation**, you can click the calendar to select the date you require the quotation by. If you do not require a quotation tick **Immediate go ahead, no quote required**.
3. Here you can select the **Desired Project Delivery** by clicking the calendar. Depending on the date you choose, the **Urgency** will be updated to UT1, UT2 or UT3.
4. The summary details of your project will appear here on the left including Project Number, Project Name, Specialism, Languages etc.
5. You can see the additional Add-on Services here. **Use Highly Secure Translation** will automatically be ticked for any project you submit.
6. When you have filled in all the relevant details, press **Submit Project** to launch the project.

# Step 8

## Track your project

Here you can view and track the status of your submitted project. Click on **Projects** on the side menu and then go to **View Projects**. From here, click the project you wish to view.

If you require a quote following submission, the **Processing Quotation** stage will be highlighted. If you have requested immediate go ahead, the status of your Project will show instead.

The screenshot displays the WordSynk 'Track & Collect' interface. On the left is a dark sidebar with navigation options: Projects, Translation Tools, Messages, Notifications (82), Feedback, and Support. The main content area is divided into three sections:

- Track & Collect:** A table of project details including Project Name (TW Testing1), Project Number (11340), Quote Required By (27/03/2019 14:00:00), Desired Project Delivery Date (05/04/2019 13:30:00), Project Manager Name (TechWave Operations), Project Manager Phone Number, Specialism (Generic / Universal), Source Language(s) (English (United Kingdom)), and Target Language(s) (French (France)).
- Quotation:** A horizontal bar with three buttons: 'Quotation 5340 Received', 'Download Quotation 5340' (highlighted with a blue circle), and 'Accepted'.
- Progress:** A progress bar for 'thebigword.docx' showing stages: Inspection, Evaluation, TM Analysis, Word Count Analysis, Quote Task (highlighted with a blue circle), and Quote Acceptance. Below this, a detailed view shows 'Workflow Complete' for 'French (France)' with sub-steps: Deadline Calculation, Find Users, Translation, TM Cleanup, PM Check (highlighted with a blue circle), and Collect File.

Four numbered callout boxes provide instructions:

1. When the quote is ready for approval the **Download Quotation** bar will be highlighted, simply click to download. You can share the downloaded quote document if required for approval.
2. Once reviewed, click to accept or decline the quotation. As soon as the quotation is accepted, we'll start on your project.
3. Here you can view the status of each file submitted for translation.
4. You will be notified at all relevant stages of the project process by an email to your registered email address.

# Step 9

## Collect files

The Progress section will highlight the status of each file submitted for translation. When your files are ready for collection, underneath progress you will see [Download All Files](#).

As well as a notification, the status bar on **View Projects** will show your desired project with a status of **Complete**.

The screenshot displays the WordSynk interface. On the left is a dark sidebar with navigation options: Projects, Translation Tools, Messages, Notifications (82), Feedback, and Support. The main content area is titled 'Track & Collect' and contains a table with project details:

<b>Project Name</b> TW MyFirstProject	<b>Project Number</b> 11339	<b>Quote Required By</b> 27/03/2019 19:00:00
<b>Desired Project Delivery Date</b> 03/05/2019 11:00:00	<b>Project Manager Name</b> TechWave Operations	<b>Project Manager Phone Number</b>
<b>Specialism</b> Generic / Universal	<b>Source Language(s)</b> English (United Kingdom)	<b>Target Language(s)</b> French (France)

Below this is the 'Quotation' section, showing a status bar with three buttons: 'Quotation 5346 Received', 'Download Quotation 5346', and 'Accepted'. The 'Progress' section features a 'Download All Files' button and a progress bar for 'thebigword.docx'. The progress bar is divided into stages: Inspection, Evaluation, TM Analysis, Word Count Analysis, Quote Task, and Quote Acceptance. Below these stages are sub-steps: Deadline Calculation, Find Users, Translation, TM Cleanup, PM Check, and Collect File. A 'Workflow Complete' label is at the bottom left, and a download button is at the bottom right.

1. Once ready, the zip file can be downloaded from the notifications tab.

2. You can also save the files for a specific language by clicking this button underneath the desired language.

# SUPER USERS

If you are identified as a venue Super User, you will be provided with a separate login which will give you Super User access to a specified venue and any jobs associated with it.

This login is supplementary to your unique user login, which you should continue to use to submit any projects you may have for translation.

**As a Super User you will have access to the following functionalities:**

- Access to login and view projects submitted for your specified venue
- Access to progress quotations and projects for your specified venue
- Access to collect projects submitted for your specified venue
- Email notifications for all projects submitted for your specified venue

In order to access these functionalities you would simply log in using your super user details and use the standard WordSynk functionality to monitor or manage projects as required.

# SERVICE DELIVERY

## Making the best of your translation projects

### Translation and Transcription Turnaround Time

On average a translator can translate approximately 1,500 words per day; this can vary depending on the complexity and nature of the text for translation. Files will be assessed on receipt so that your requested deadlines can be confirmed.

Please see below for guidance on estimated turnaround times:



Translation Word Count	Working Days
0 -1,500	1
1,500 - 3,000	2
3,000 - 5,000	3
5,000 - 7,000	4
7,000 - 10,000	5

Transcription Length	Working Days
0 - 1 hour	2
1 - 3 hours	3
4 - 8 hours	5



Please note that these turnaround times are for guidance only and files will be assessed on receipt.

**Times listed above relate only to the process of transcription - If you also require translation with this service, additional time will need to be factored into your turnaround times.**



### Quotations

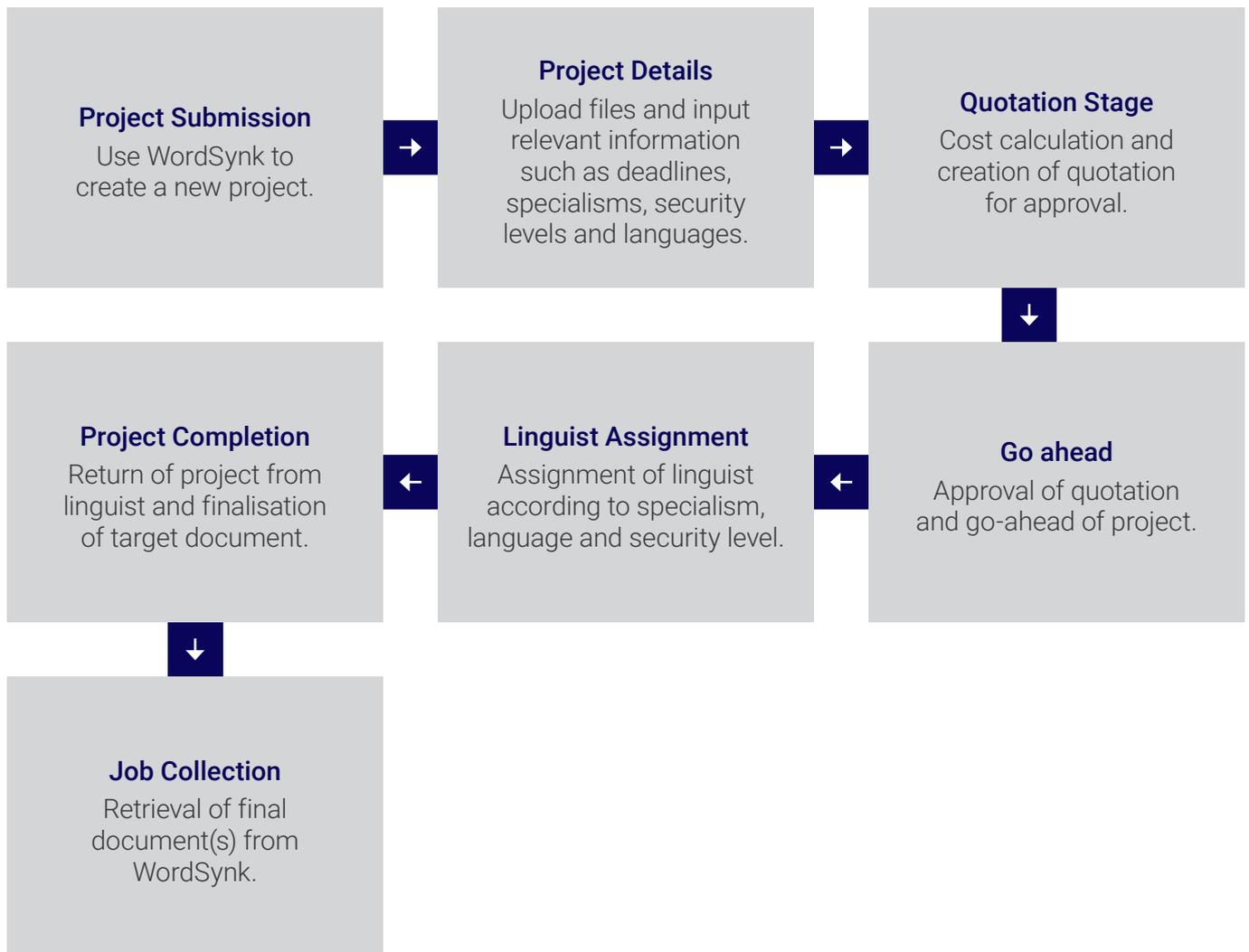
Our standard turnaround time for quotations is 24 hours; if you submit a project with a requested delivery date of 24 hours or less, please note that the project will proceed automatically and a quotation will be produced in parallel so that we have the best chance of meeting your urgency requirements.



### Estimates

If you submit a scanned document or non-editable file for translation, please be aware that all costs provided may be based on estimated word counts; once the translation has been completed, the final word count will be assessed and your quotation will be updated.

## Translation workflow



# URGENCY TYPES, SECURITY AND COMPLEXITY LEVELS

The Ministry of Justice has implemented a system for classifying projects for qualified translators providing translation and transcription services. Under the system, translators are be paid according to the type of projects they are assigned.

## Urgency Types, Security Levels and Complexity Levels

Method of interpretation	Urgency Types	Security Levels	Complexity Levels
Written	UT1 UT2 UT3	SL1 SL2 SL3 SL4	Standard
Braille	UT1 UT2 UT3	SL1 SL2 SL3 SL4	Standard
Other formats (including large print, audio, video and pictorial English)	UT1 UT2 UT3	SL1 SL2 SL3 SL4	Standard

## Definitions

Urgency Type	Definition
UT1	Services required within 3 hours of the Booking.
UT2	Services required after 3 hours but within 24 hours of the Booking.
UT3	Services required on or after 24 hours but within seven (7) Working Days of the Booking.

Security Level	Definition
SL1	Security clearance to baseline personnel security standard.
SL2	Security clearance to counter terrorism check standard.
SL3	Security clearance to security check standard.
SL4	Security clearance to developed vetting standard.

## Invoicing

After the translation and transcription have been completed, you will find an updated quote with the final word count ready to be downloaded. This will then be processed and an invoice will be raised and sent to a central approver for each of the Commissioning Bodies. You may be asked to verify costs relating to your projects on the invoice; this can be done by downloading the invoicing report from within WordSynk and filtering it for your jobs.

If you have any issues with the invoices, please contact the Helpdesk on **03333 445 701** or email **MoJTranslation@thebigword.com**

# FEEDBACK AND COMPLAINTS

## Providing feedback using the website

You can provide feedback or register complaints with thebigword through the dedicated Ministry of Justice portal at [thebigword.com/moj](https://thebigword.com/moj)

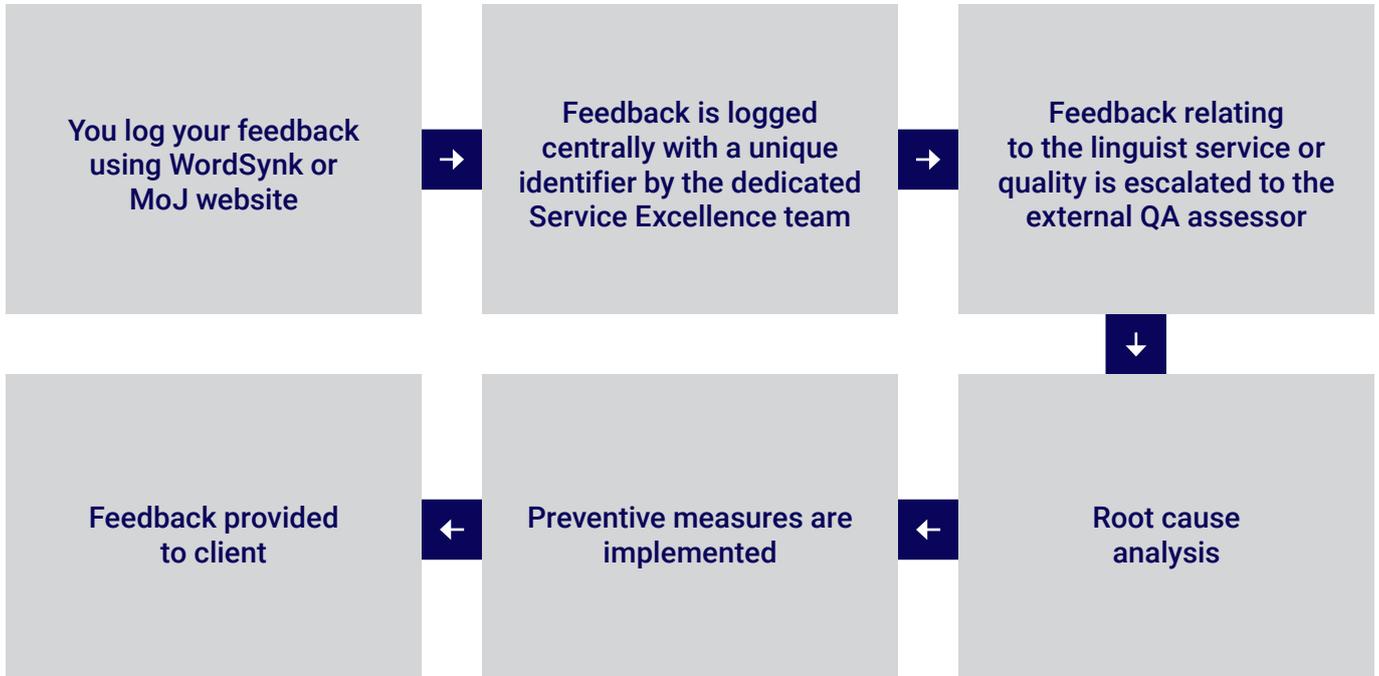
Select the **Feedback** option on the right-hand menu and fill in the details on the form to submit your comments.

## Providing feedback using the Helpdesk

You can deliver feedback or complaints by contacting thebigword Helpdesk directly. Please call the Helpdesk on **03333 445 701** or email [MoJFeedback@thebigword.com](mailto:MoJFeedback@thebigword.com)

Make sure you provide all relevant information including your contact and assignment details or service problem.

## Feedback process



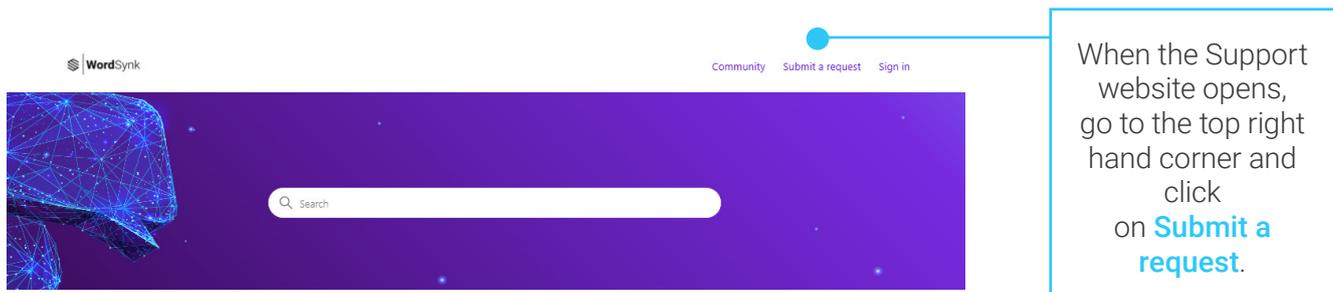
# TECHNICAL SUPPORT

If you're having any technical difficulties with access or working in WordSynk please raise a ticket with the Product Support team for assistance.

## Step 1

In WordSynk, click the **Support** tab in the sidebar menu and you will be redirected to the Support page

## Step 2



The screenshot shows the top navigation bar of the WordSynk website. On the left is the WordSynk logo. On the right are three links: 'Community', 'Submit a request', and 'Sign in'. A blue callout box with a line pointing to the 'Submit a request' link contains the following text: 'When the Support website opens, go to the top right hand corner and click on **Submit a request**.'

## Step 3

### Submit a request

Your email address

Subject

What area of WordSynk-Network do you have an issue with?

What can we help you with today?

Description

Attachments (optional)

[Add file or drop files here](#)

Complete your support request providing as much information as possible about technical difficulties experienced and press **Submit**.

**The product support team will be in contact with you within one hour of your request.**

# FREQUENTLY ASKED QUESTIONS

## General questions

### What if I forget my log in details?

Your user name is your e-mail address. You can reset your password at any time from the login screen. Simply click [Forgotten Your Password?](#) and enter your email address. You will receive an e-mail with a new password.

### What if I am on leave?

If you are out of the office and you're the only person with access to WordSynk in your office, we recommend that you identify a colleague who could manage this in advance of your leave. The new user will need to be added to the system by the 'New User Registration' process, managed by the MoJ Organisation Approver for your Commissioning Body.

Alternatively if there are other people within your team who already have access to WordSynk, they may also submit translation or transcription requests in your absence. Depending on the access levels of the people in your team they would either need to submit and manage the assignments as their own projects or they may be able to submit and collect projects on behalf of your account.

## Translation questions

### Can you meet my translation turnaround time?

We will always endeavour to meet your turnaround time. We are aware of the short turnaround times required when sending information to offenders or victims. When submitting your documents through WordSynk you will be prompted to include the date and time of when you require the project.

### What files do you accept?

WordSynk can accept many files from a simple word document to HTML and XML through to audio files such as MP3.

### **In what format will I receive my translated document?**

We would normally send the document back in the same format as we receive it unless the font is not supported by Microsoft Office in which case thebigword will supply a PDF so you can view the text.

### **How will I receive the files?**

We send the files back to you via WordSynk where they will be available through the View Projects button within the Projects section. An automatic email alert will be sent to the individual who requested the translation to notify them that the document is available for download.

### **What can I use the View Project button within the Project section on WordSynk for?**

This tab allows you to view all projects for both yourself and, depending on your access individuals within your organisation. All projects from quote stage through to delivered jobs are available for viewing.

### **How can I change or cancel a project?**

If you wish to make amendments by project, please contact your project manager by using the messenger service in WordSynk. Please detail the nature of the amendments required (e.g. addition of language, change to deadline, change to source file) and ensure that any additional or edited files are uploaded with the message, by clicking on the attachment symbol.

### **Can anyone else access my projects?**

Access to projects is dependent on the roles that each user has been assigned within the WordSynk portal and those roles will have been assigned based on the information provided to thebigword during the implementation phase. As standard a user will only be given access to submit, view and collect their own projects but may be given additional access to view projects of other users within a Venue or within a Commissioning Body dependent on the permission levels requested during the set-up of the user and account.

## **Transcription questions**

### **Can you meet my transcription turnaround time?**

We will always endeavour to meet your turnaround time. We are aware of the short turnaround times required when sending information to offenders or victims. When submitting your documents through WordSynk you will be prompted to include the date and time of when you require the project.

### **What files do you accept?**

WordSynk can accept many files from a simple word document to HTML and XML through to audio files such as MP3.

### **In what format will I receive my transcribed and translated document?**

Transcribed documents will be delivered in Microsoft Word format (DOC); if translation is also required, these documents will also be returned as a Microsoft Word format.

### **How will I receive the files?**

We send the files back to you via WordSynk where they will be available through the View Projects button within the Project section. An automatic email alert will be sent to the individual who requested the transcription to notify them that the document is available for download.

### **What can I use the View Project button within the Project section on WordSynk for?**

This tab allows you to view all jobs for both yourself and, depending on your access, individuals within your organisation. All jobs from quote stage through to delivered jobs are available for viewing.

### **I'm leaving my role, how do I deactivate my account with thebigword?**

Simply send an email to [moj@thebigword.com](mailto:moj@thebigword.com) to advise them of the deactivation and the date this will be required and the team will ensure this is processed for you.

# SUPPORT MATERIAL

Included here are links to all of the materials you may need for accessing language services from thebigword - you can get posters, desk guides and pocket guides for your office and team. You can also access the other user guides for thebigword's range of language services or view a range of video demonstrations to help you understand how to use each service.

## Paper support materials

We've created packs of materials to help you access our services whenever you need any language assistance. It's full of really useful items we think will be a big help - Simply get in touch with your thebigword contact to order additional items.

[www.thebigword.com/moj](http://www.thebigword.com/moj)



### TELEPHONE INTERPRETING DESK HANGER

A quick guide showing you how to access the service, codes for the most common languages to connect to as quick as possible and some top tips if you don't use the service often.



### LANGUAGE IDENTIFIER

Portrait and landscape versions. Helpful when you're unsure what language is required.



### thebigword SERVICES POSTER

This will help to make your teams aware that we're your new language assistance provider with some information about the services we'll be providing.



### INTERPRETING GUIDE

A handy guide to conducting face-to-face interpreting with top tips on the reverse.



### LANGUAGE ASSISTANCE POSTER

To be placed somewhere convenient to advertise that language assistance is available at your office/site.



### TRANSLATION GUIDE

A handy quick guide to conducting help with translation projects when using WordSynk.



### Audio/Video Support:

You can access thebigword's range of video demonstrations to help you understand how to use each service [www.thebigword.com/moj](http://www.thebigword.com/moj)

# Language list

Below is the full list of languages available for translation and transcription and how these languages are displayed in WordSynk.

Languages	Languages for Translation (TMS Gateway)	Languages	Languages for Translation (TMS Gateway)	Languages	Languages for Translation (TMS Gateway)
Acholi	Acholi	Fukienese	Request Manually	Droma	Droma (Ethiopia)
Afar	Afar (Ethiopia)	Fula	Fula (Niger)	Droma (Central)	Droma (Ethiopia)
Afghani (Dari)	Dari (Afghanistan)	Fulah	Fula (Niger)	Pahari	Request Manually
Afrikaans	Afrikaans (South Africa)	Fuzhou	Request Manually	Pahari - Kullu	Request Manually
Akan	Akan (Ghana)	Go	Request Manually	Pahari - Mashu	Request Manually
Albanian	Albanian (Albania)	Galician	Galician (Galician)	Pahari-potwari	Request Manually
Albanian (Kosovo)	Request Manually	Georgian	Georgian (Georgia)	Pangasinan	Request Manually
Alchali	Acholi	German	German (Germany)	Pashta	Pashta (Afghanistan)
Algerian	Arabic (Algeria)	German (Austrian)	German (Austria)	Pashta (Afghanistan)	Pashta (Afghanistan)
Amharic	Amharic (Ethiopia)	German (Swiss)	German (Switzerland)	Pashta (Afghan)	Pashta (Afghanistan)
Arabic	Arabic (Modern Standard - Middle East)	Gikuyu	Gikuyu (Kenya)	Pashta (Afghanistan)	Pashta (Afghanistan)
Arabic (Classical)	Arabic (Classical)	Givani	Request Manually	Pashta (Pakistan)	Request Manually
Arabic (Classical/North African)	Not Available - Consolidation of Arabic	Greek	Greek (Greece)	Pashta, (Afghanistan)	Pashta (Afghanistan)
Arabic (Egypt)	Arabic (Modern Standard - Middle East)	Gujarati	Gujarati (India)	Pashta, (Pakistan)	Request Manually
Arabic (Libanese)	Arabic (Modern Standard - Middle East)	Gujarati	Gujarati (India)	Persian	Persian (Iran)
Arabic (Modern Standard)	Arabic (Modern Standard - Middle East)	Gusii	Gusii (Kenya)	Pidgin	English (Pidgin)
Arabic (Morocco)	Arabic (Morocco)	Haitian Creole	Request Manually	Polish	Polish (Poland)
Arabic (North African)	Arabic (Modern Standard - North Africa)	Hakka	Request Manually	Portuguese	Portuguese (Portugal)
Arabic (Saudi Arabia)	Arabic (Modern Standard - Middle East)	Hausa	Hausa (Latin, Nigeria)	Portuguese (Brazil)	Portuguese (Brazil)
Arabic (Syrian)	Arabic (Modern Standard - Middle East)	Hebrew	Hebrew (Israel)	Request Manually	Request Manually
Arabic (Yemen)	Arabic (Modern Standard - Middle East)	Hindi	Hindi (India)	Potwari	Request Manually
Armenian	Armenian (Armenia)	Hindko	Request Manually	Punjabi	Punjabi, Western (Pakistan)
Azerbaijani (North)	Azerbaijani (Latin, Azerbaijan)	Hindustani	Request Manually	Punjabi (India)	Punjabi (India)
Azerbaijani (Southern)	Azerbaijani (Latin, Azerbaijan)	Hungarian	Hungarian (Hungary)	Punjabi, Western (Pakistan)	Punjabi, Western (Pakistan)
Azeri	Azerbaijani (Latin, Azerbaijan)	Ibo	Ibo (Nigeria)	Roma	Request Manually
Bahasa Indonesia	Indonesian (Indonesia)	Igbo	Igbo (Nigeria)	Romanian	Romanian (Romania)
Bahasa Indonesia	Indonesian (Indonesia)	Ilocano	Ilokano (Philippines)	Romany	Romany
Bahasa Malaysian	Malay (Malaysia)	Indonesian	Indonesian (Indonesia)	Rumynkole	Request Manually
Balochi - Southern	Request Manually	Italian	Italian (Italy)	Russian	Russian (Russia)
Balochi - Western	Request Manually	Japanese	Japanese (Japan)	Rwandan	Kinyarwanda (Rwanda)
Bamnanakan	Request Manually	Javanese	Javanese (Indonesia)	Sanskrit	Sanskrit (India)
Bangla	Bangla (Bangladesh)	Jula	Request Manually	Saraki	
Belarusian	Belarusian (Belarus)	Kashmiri	Request Manually	Sardinian (Campidanese)	Request Manually
Belarussian	Belarusian (Belarus)	Kazakh	Kazakh (Kazakhstan)	Serbian	Serbian (Cyrillic, Serbia)
Bengali	Bangla (Bangladesh)	Kazakh	Kazakh (Kazakhstan)	Shona	Shona (Zimbabwe)
Bilen	Request Manually	Kibajuni	Request Manually	Sindhi	Sindhi (Pakistan)
Bosnian	Bosnian (Latin, Bosnia and Herzegovina)	Kikongo	Kikongo (Angola)	Sinhala	Sinhala (Sri Lanka)
Bravanes	Request Manually	Kikuyu	Kikuyu (Kenya)	Sinhalese	Sinhala (Sri Lanka)
Bulgarian	Bulgarian (Bulgaria)	Kinyamulenge	Request Manually	Slovak	Slovak (Slovakia)
Burmese	Burmese (Myanmar)	Kinyarwanda	Kinyarwanda (Rwanda)	Slovene	Slovenian (Slovenia)
Cantonese	Not Available - Written variants of chinese available.	Kirundi	Rundi (Burundi)	Slovenian	Slovenian (Slovenia)
Catalan	Catalan (Catalan)	Kiswahili	Kiswahili (Kenya)	Somali	Somali (Somalia)
Cebuano	Cebuano (Philippines)	Korean	Korean (Korea)	Soso	Request Manually
Chaldean - Neo Aramaic	Request Manually	Krio	Request Manually	Spanish	Spanish (Spain)
Chinese	Not Available - Written variants of chinese available.	Kurdish	Kurdish (Sorani)	Spanish (Chile)	Spanish (Chile)
Creole - Portuguese	Request Manually	Kurdish (Bahdini)	Kurdish (Kurmanji/Bahdini)	Spanish (Colombia)	Spanish (Colombia)
Creole (Haitian)	Request Manually	Kurdish (Kurmanji)	Kurdish (Kurmanji/Bahdini)	Spanish (Latin American)	Spanish (Argentina) Spanish (Bolvarian Republic of Venezuela) Spanish (Chile) Spanish (Colombia) Spanish (Mexico) Spanish (Panama) Spanish (Peru) Spanish (Puerto Rico)
Creole (Mauritian)	Request Manually	Kurdish (Kurmanji/Bahdini)	Kurdish (Kurmanji/Bahdini)	Spanish (Peru)	Spanish (Peru)
Croatian	Croatian (Croatia)	Kurdish (Sorani)	Kurdish (Sorani)	Spanish (South America)	Spanish (Argentina) Spanish (Bolvarian Republic of Venezuela) Spanish (Chile) Spanish (Colombia) Spanish (Mexico) Spanish (Panama) Spanish (Peru) Spanish (Puerto Rico)
Czech	Czech (Czech Republic)	Kurdish(Bahdini)	Kurdish (Kurmanji/Bahdini)	Spanish LatinAmerica	Spanish (Argentina) Spanish (Bolvarian Republic of Venezuela) Spanish (Chile) Spanish (Colombia) Spanish (Mexico) Spanish (Panama) Spanish (Peru) Spanish (Puerto Rico)
Daju	Request Manually	Kyrgyz	Kyrgyz (Kyrgyzstan)	Susu	Request Manually
Danish	Danish (Denmark)	Lak	Request Manually	Swahili	Kiswahili (Kenya)
Dari	Dari (Afghanistan)	Lao	Lao (Lao P.D.R.)	Swahili (Coastal)	Request Manually
Dari (Afghan)	Dari (Afghanistan)	Latvian	Latvian (Latvia)	Swahili (Congo)	Request Manually
Dari (Iranian)	Request Manually	Lingala	Lingala (Congo)	Swedish	Swedish (Sweden)
Dholuo	Request Manually	Lithuanian	Lithuanian (Lithuania)	Syheti	Request Manually
Dutch	Dutch (Netherlands)	Luganda	Request Manually	Tagalog	Filipino (Philippines)
Dutch (Belgium)	Dutch (Belgium)	Lugandan	Request Manually	Taiwanese	Request Manually
Dzongkha	Request Manually	Macedonian	Macedonian (Former Yugoslav Republic of Macedonia)	Tajik	Tajik (Cyrillic, Tajikistan)
English	English (United Kingdom)	Macedonian Gorani	Request Manually	Tajiki	Tajik (Cyrillic, Tajikistan)
English - AUS	English (Australia)	Malay	Malay (Malaysia)	Tamil	Tamil (India)
English (Pidgin)	Request Manually	Malayalam	Malayalam (India)	Telugu	Telugu (India)
English (US)	English (United States)	Malinke	Request Manually	Thai	Thai (Thailand)
Estonian	Estonian (Estonia)	Mandarin	Not Available - Written variants of chinese available.	Tigre	Request Manually
Ewe	Ewe (Nigeria)	Mandinka	Mandinka (Mali)	Tigrinya	Tigrinya (Eritrea)
Ewé	Ewe (Nigeria)	Maninka	Request Manually	Tswana	Setswana (South Africa)
Farsi	Persian (Iran)	Marathi	Marathi (India)	Turkish	Turkish (Turkey)
Farsi (Persian)	Persian (Iran)	Mirpuri	Mirpuri	Turkmen	Turkmen (Turkmenistan)
Filipino	Filipino (Philippines)	Moldovan	Request Manually	Twi	Twi (Ghana)
Finnish	Finnish (Finland)	Mongolian	Mongolian (Cyrillic, Mongolia)	Ukrainian	Ukrainian (Ukraine)
Flemish	Dutch (Belgium)	moroccan	Arabic (Morocco)	Urdu	Urdu (India)
French	French (France)	Moroccan	Arabic (Morocco)	Uzbek	Uzbek (Latin, Uzbekistan)
French (Algeria)	Request Manually	Ndebele - Northern	North Ndebele (Zimbabwe)	Uzbek (Northern)	Uzbek (Latin, Uzbekistan)
French (Algerian)	Request Manually	Ndebele - Southern	South Ndebele (South Africa)	Vietnamese	Vietnamese (Vietnam)
French (Belgium)	French (Belgium)	Ndebele (South Africa)	South Ndebele (South Africa)	Welsh	Welsh (United Kingdom)
French (Canada)	French (Canada)	Nepalese	Nepali (Nepal)	Welsh (to be provided outside of Wales)	Welsh (United Kingdom)
French (Congeese)	Request Manually	Nepali	Nepali (Nepal)	Wolof	Wolof (Senegal)
French (Congeese)	Request Manually	Norwegian	Norwegian (Bokmål)/Norwegian (Nynorsk)	Xhosa	isiXhosa (South Africa)
French (Swiss)	French (Switzerland)	Nzima		Yoruba	Yoruba (Nigeria)
				Zulu	isiZulu (South Africa)

# GLOSSARY

## Dashboard

A menu button on the Ministry of Justice portal that provides information about all active bookings.

## Estimate

Where the exact scope for translation or transcription is unknown (for example, in the case of scanned documents where automated wordcount analysis cannot be completed), you may be provided with an estimated quotation which will be updated once the project has been completed or additional information has been provided.

## Helpdesk

thebigword has a dedicated team of experts on a Helpdesk to help you overcome any issues and answer any questions. The Helpdesk can be contacted on **03333 445 701** or via email at **MoJTranslation@thebigword.com**

## Linguist

The language professional undertaking the translation/transcription work.

## Ministry of Justice portal

A dedicated online micro-site for the exclusive use of Ministry of Justice staff. This website provides all of the information and resources you need and allows you to book interpreters, submit translations and also contact thebigword for support.

## Notifications

A menu button on WordSynk that will provide key updates to each user.

## Security Level

The level of clearance required for the translation or transcription of a document; there are four levels of security and uplifts in price dependent on the requirements of the project.

## Source Language

The original language of the document requiring translation or transcription.

## Target Language

The language you would like your document to be translated into.

## Translation Memory

A valuable database for your frequently used terms, sentences and words. As translation projects are submitted, eligible files will be checked against the Translation Memory to see if any of the existing content can be reused.

## Urgency Level

The level of urgency is automatically calculated based on the deadline requested for the final delivery; there are three levels of urgency and uplifts in price dependent on the requirements of the project.

## WordSynk

WordSynk is fast, simple, secure and available 24/7/365 to submit files for translation or transcription or access reports on trends and spends. It is a secure platform, protecting all of your details, and offers complete visibility and control over your transcription and translation requests.



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