

INTERPRETING
SERVICES
WORDSYNK
USERGUIDE

Ministry of Justice

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INTERPRETING SERVICES WORDSYNK USER GUIDE

Welcome to the Interpreting Services User Guide

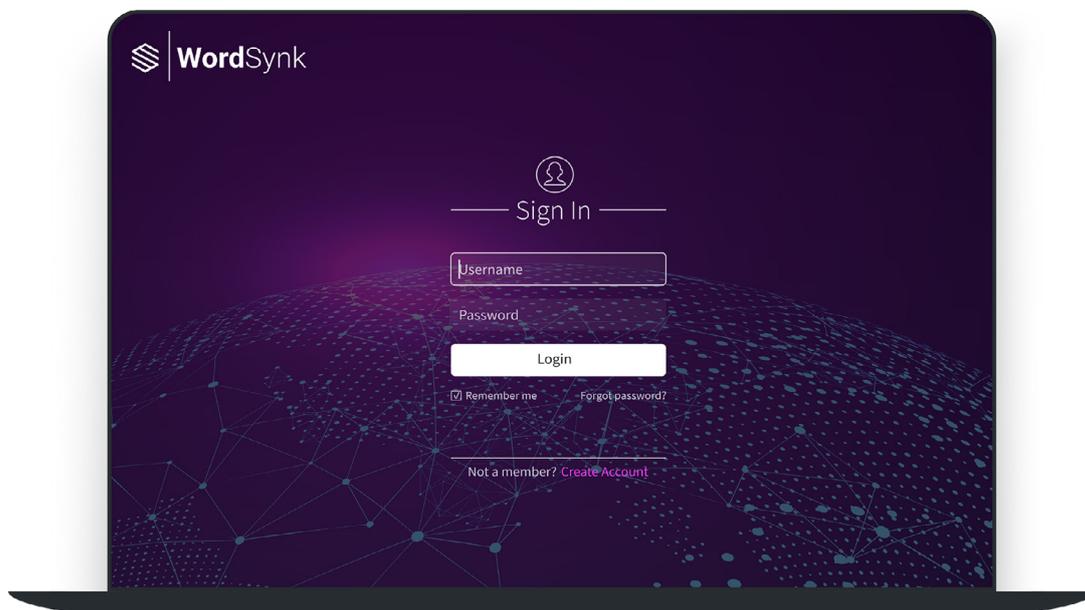
This guide provides all of the information, support and tips you need to access spoken language support from thebigword.

Included in this guide are instructions and helpful insights into booking face-to-face language professionals, accessing instant language support via the telephone interpreting service, using state-of-the-art video remote interpreting and guidance on how to seek further support if needed.

Most importantly, you can also see step-by-step instructions on how to use thebigword's fast, simple and efficient online portals to book the language professionals you need.

WordSynk is your central platform to access interpreting services as well as reporting information on the use of your services.

This guide also features a range of resources to help you work with language professionals, 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 Helpdesk: **03333 445 701**.

FACE-TO-FACE INTERPRETING

Preparing to book a face-to-face language professional

Prior to booking a language professional for a face-to-face interpreting session, you need to consider a few questions and make sure you have the answers prepared.



Identify the language

Make sure the language is correctly identified in your paperwork. You can use the printed language identifier to help you understand language by country. If you require a language identifier please contact your Account Manager.



Identify the appointment type

Understanding what type of appointment the language professional will need to attend is critical. We need to make sure the language professional has the relevant skills, experience, qualifications and security clearance to manage the appointment.

Appointment types will vary according to your business area.



Know the time and date

Before booking a language professional, make sure you are aware of the time and date they will be needed. You will be asked for key information about when they are needed and what time they will need to attend to make sure you have the language support you need.

An option is also available if you need a language professional to attend for several days consecutively to support appointments.



Estimated Duration

Please provide an estimated duration that you expect the language professional will be needed at your location. This will ensure the language professional is booked, prepared and made available for the entire duration of the appointment.

We understand that in some cases, appointments will not always run to the expected time and the actual duration will be agreed between you and the language professional after the appointment has ended.



Additional Notification

At the time of the booking, it is important you have the names and e-mail addresses of the people who will be dealing with the language professional during the appointment as well as details of anyone else who would need to be notified of this booking.

They will be provided with all details needed, including photo identification, a timesheet and information on the language professional who will be supporting your appointment.

Ways to book a face-to-face language professional

You should book a language professional through WordSynk as it will secure language professionals for your appointments faster. If you are unable to access this online system then we have additional methods available to support you in these situations.

WordSynk

thebigword's WordSynk portal is your central platform for account access, requesting language professionals, managing invoices, viewing and downloading reports on usage and spend. It can be accessed at **login.wordsynk.com**.

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

Helpdesk

Bookings for a face-to-face language professional can be made by calling the Helpdesk on **03333 445 701**. They will then guide you through the process of completing the booking form that can be found on the WordSynk portal.

Email Request

Bookings can be made via email if necessary. Please email us from your secure email account to **MoJInterpreting@thebigword.com** to secure a face-to-face booking. You will be sent a form which will request all necessary details.

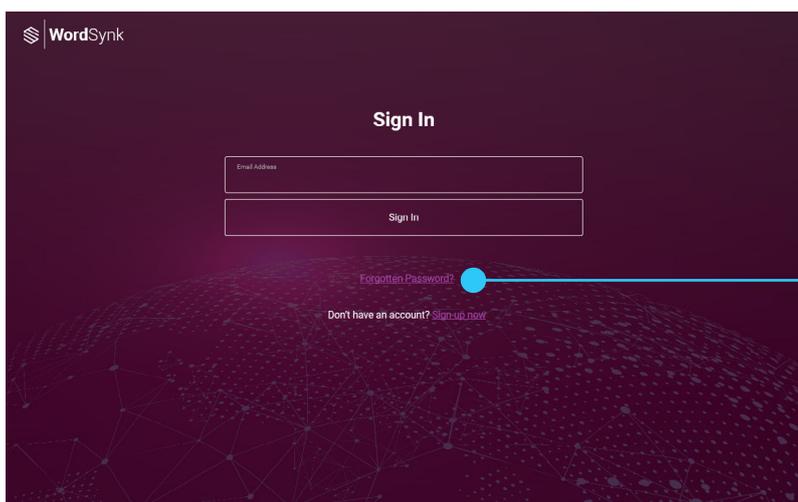
BOOKING LANGUAGE PROFESSIONALS USING WORDSYNK

WordSynk is fast, simple and available 24/7/365 to make or view bookings and access reports. It is a secure platform, protecting all of your details, and offers complete visibility over your language professional bookings.

This user guide details all of the features available in WordSynk. Some features may not be available for your organisation. If you wish to set up new features, this can be arranged by contacting your Account Manager.

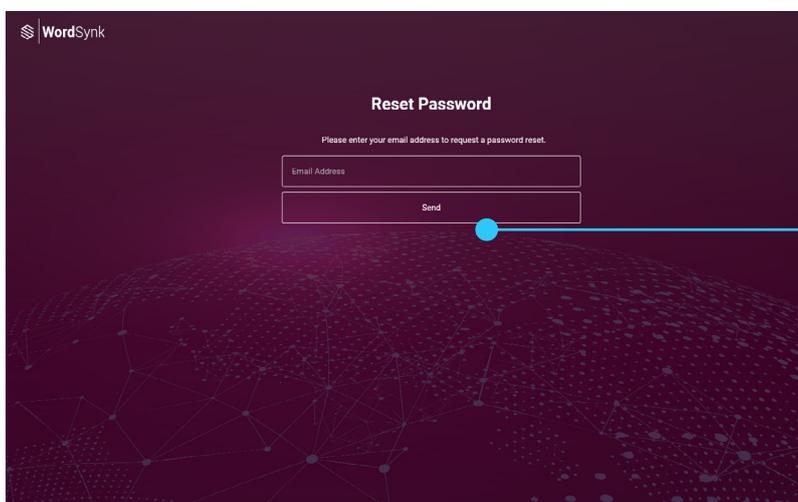


WordSynk can be accessed via login.wordsynk.com



If you are accessing WordSynk for the first time you will need to reset your password before you log in.

1. Go to: login.wordsynk.com and select [Forgotten Password?](#)



2. A new window will pop up entitled [Reset Password](#).

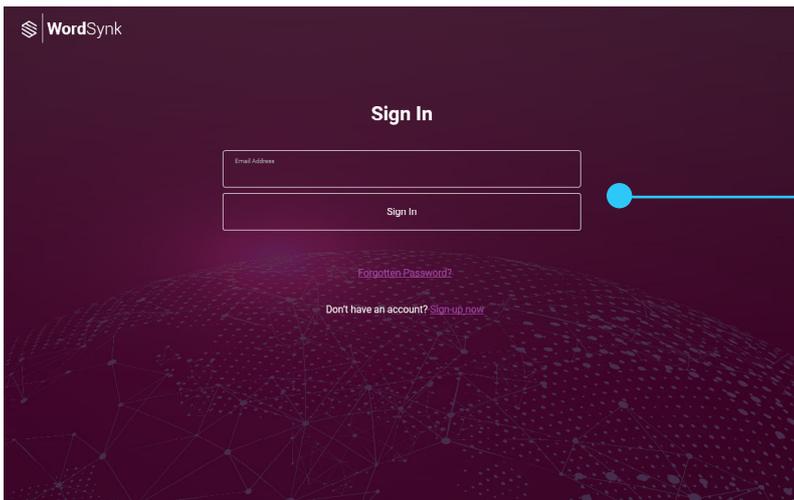
3. Enter your work email address and then select the [Send](#) button.

4. You will then receive an email to your work email address with a link to reset your password. Follow the instructions on this email to reset your password.

5. This is now your WordSynk password. Please return to login.wordsynk.com to log in to your account.

LOGGING IN TO THE WORDSYNK PORTAL

Once you have reset your password you can log in to the WordSynk portal using your work email address and the password you have created.



1. Go to: login.wordsynk.com

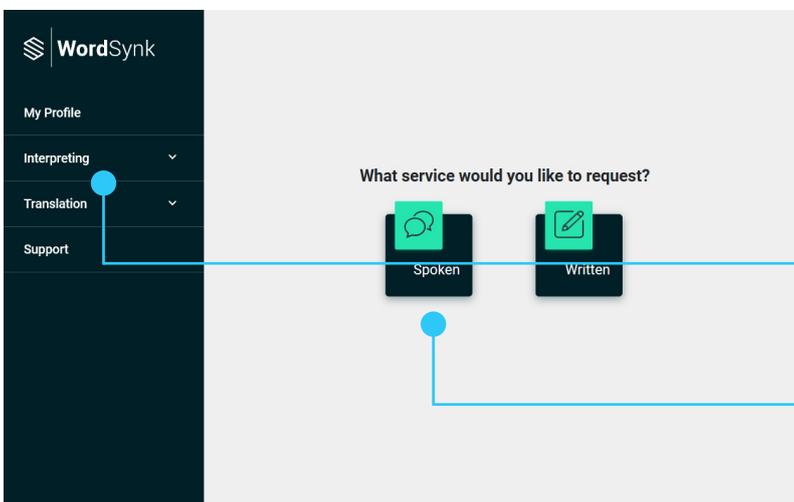
2. Enter your work email address in the field and your password when prompted on the next page.

3. You can reset your password from this screen at any time by selecting the [Forgotten Password?](#) link and following the instructions on [page 6](#).

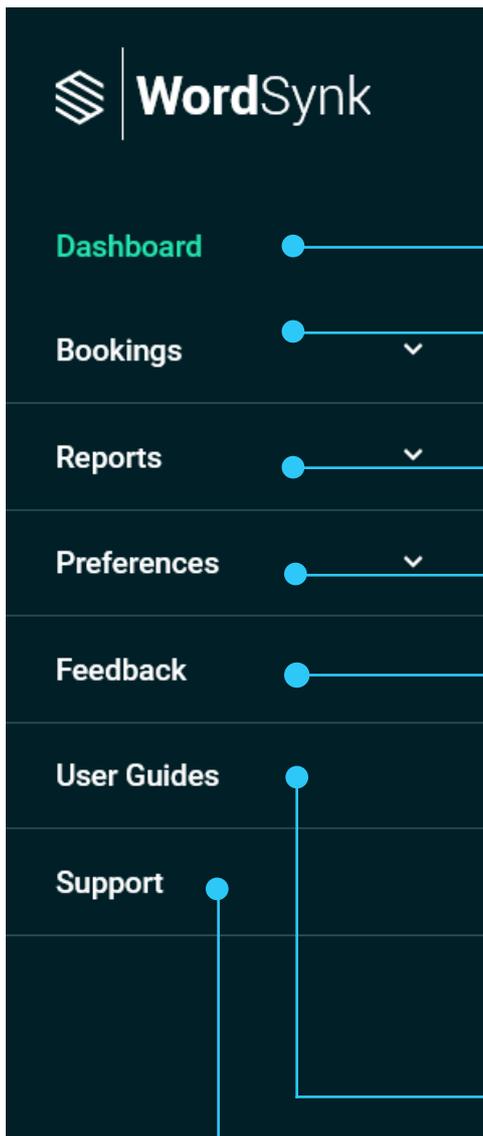
4. Then select [Login](#).

5. When you have logged in, you will be presented with the WordSynk dashboard which includes a navigation menu on the left. Click [Interpreting](#) on the left to proceed.

6. On the right, you can see a quick service menu. From the quick menu click [Spoken](#) to proceed.



NAVIGATION MENU



Dashboard shows **Upcoming Bookings** in an easy calendar format and **Recent Messages**. It will also showcase a traffic light coloured **To Do List** which features outstanding tasks such as Timesheet Submissions, and more.

Bookings will allow you to create new bookings, search existing bookings or select a calendar view to see when bookings are scheduled to take place. You can also access an advanced search feature here, allowing you to use filters to search for specific bookings.

Reports provides access to information about your usage of the services. This information can be downloaded to support your internal planning needs.

Preferences will provide access to information that is available to you to view and amend. This feature will only be visible to those who have the appropriate level of access.

Feedback will provide access to the feedback centre. You can add, search and view feedback tickets.

User Guides will provide you with access to documentation through thebigword's dedicated MoJ site.

Using **Support** you can access knowledge base articles, and submit **Product Support tickets** to request technical assistance.

CREATING A BOOKING

Step 1

Start by selecting **Bookings** on the sidebar on the left of the page and then select **Add Booking** from the drop down menu. The new booking page will open.

WordSynk

Dashboard

Bookings

- Add Booking
- Calendar View
- Booking Search

Reports

Preferences

Feedback

Support

Add Booking

Show entries

Search

Organisation	Organisation Group	Client Account Name	Client Code	Contact Client Home Accounts
Gould Tech Solutions (P)	GTS Demonstration	Acme Corporation	D00010962	Acme Corporation D00010962
Gould Tech Solutions (P)	GTS Demonstration	Globex Hospital Corporation	D00012309	Globex Hospital Corporation D00012309
Gould Tech Solutions (P)	GTS Demonstration	Hooli Hospital (Video Only)	D00010919	Hooli Hospital (Video Only) D00010919
Gould Tech Solutions (P)	GTS Demonstration	Public Sector	D00015214	Public Sector D00015214
Gould Tech Solutions (P)	GTS Demonstration	Umbrella Legal Corporation	D00010961	Umbrella Legal Corporation D00010961

Showing 1 to 5 of 5 entries

Previous Next

Step 2

Find the organisation and the home account/cost centre you require the booking for. Once found, select the highlighted link in the **Contact Client Home Accounts** heading to add a booking.

WordSynk

Dashboard

Bookings

- Add Booking
- Calendar View
- Booking Search

Reports

Preferences

Feedback

Support

Add Booking

Show entries

Search

Organisation	Organisation Group	Client Account Name	Client Code	Contact Client Home Accounts
Gould Tech Solutions (P)	GTS Demonstration	Acme Corporation	D00010962	Acme Corporation D00010962
Gould Tech Solutions (P)	GTS Demonstration	Globex Hospital Corporation	D00012309	Globex Hospital Corporation D00012309
Gould Tech Solutions (P)	GTS Demonstration	Hooli Hospital (Video Only)	D00010919	Hooli Hospital (Video Only) D00010919
Gould Tech Solutions (P)	GTS Demonstration	Public Sector	D00015214	Public Sector D00015214
Gould Tech Solutions (P)	GTS Demonstration	Umbrella Legal Corporation	D00010961	Umbrella Legal Corporation D00010961

Showing 1 to 5 of 5 entries

Previous Next

Click the highlighted link of your home account / cost centre to proceed with the booking.

Step 3

You now need to complete the online booking form, the mandatory fields (starred) need to be filled in for save button to become active.

WordSynk

← **Add Booking**

Do you require a Booking with Multiple Languages and/or Interpreters?

Multiple Languages and/or Interpreters Required

Appointment and Interpreter Requirements

1 Booking Type * 2 Appointment Type *

3 Language * 4 Booking Time Zone * (UTC+00:00) Dublin, Edinburgh, Lisbon, London

5 Multiday Booking

6 Start Date & Time * 16/04/2021 09:28 7 Duration - Hour(s) * 1 Duration - Minute(s) * 0

8 End Date and Time 4/16/2021 10:28 AM

9 Information to Interpreter 10 Client Contact Email demonstration@thebigword.com

Information entered in this field will be read by the interpreter who accepts the booking and retrospective edits cannot be made. Please make sure all notes are as clear and concise as possible.

11 People to Notify (Cc) Add

12 Interpreter(s) Not to Use

13 Requested Interpreter

Mandatory Preferential

If your booking requires multiple languages and/or language professionals for the same hearing or appointment please tick the box and follow the process outlined on **page 14**.

- 1. Booking Type** – Use the drop down menu to select the type of booking required: **face-to-face interpreting** (page 9), or **video remote interpreting** (page 12).
- 2. Appointment Type** – Use the drop down menu to select the type of appointment you require.
- 3. Language Required** – Use the drop down menu to select the language requirement. If the language is not listed for a Face to Face booking please selected **Other** and indicate the language required in the 'Information to Interpreter' section.
- 4. Booking Timezone** – Time Zone This defaults to support UK timezone.
- 5. Multi-Day Booking** – If you require a language professional for more than one day, please tick this option and provide the days required.
- 6. Start Date & Time** – Use the calendar and time icons to state the date and time you require the booking.
- 7. Duration of Appointment** – Duration is determined by hours and minutes. Minutes are selected in 5 minute increments.
- 8. End Date & Time** – This will automatically be completed based on the start time and estimated duration.
- 9. Information to Interpreter**– Use to provide information for the language professional. For example: Witness statements will be needed. If your booking is taking place remotely, please utilise this field.
- 10. Client Contact Email** – This field will automatically be populated with the email associated with the client account.
- 11. People to Notify (CC)** – Use to include email addresses of the people who need to be made aware of the booking and require notification. You can add as many emails as required.
- 12. Interpreter(s) not to use** – You can search for language professionals to be excluded from accepting the booking. These may be professionals with a conflict of interest or whose impartiality may be compromised by previous involvement in related cases.
- 13. Requested Interpreter**– You can search for specific language professionals to use at the appointment if available. These may be professionals with a specific skill-set or those who have knowledge that is relevant to the appointment.

Step 3 (continued)

WordSynk

Venue Contact Details

Use Contact Details ?

Venue Contact Name
Demonstration Account ?

Venue Contact Number
0777777777 ?

Address
 Enter a new address Use a saved address ?

Venue Address ?

Finance

Booking Charge Method

Your Information

Booking Reference 17 Appointment Reference ?

Case Reference * 19 Number Of Headsets Required *

Interpreter attending via *

Attributes 21 Show Additional

22 Save

Logout

If you are entering a new address, you will be prompted to fill in Building Name, Number, Street, City, County, Country and Postal Code fields.

14. Venue Contact Name – This is the venue where the language professional will be required to attend and you can use your contact details to auto fill the form if you will be the person greeting the language professional at your location. Alternatively, you can provide contact details of another venue contact.

15. Booking Charge Method – This will display the booking charge method for the appointment; the field will be automatically populated based on the home account chosen and its associated settings,

16. Booking Reference – Add specific information about the booking.

17. Appointment Reference – Add specific information about the appointment. Both the Case Reference and the Appointment Reference fields are mandatory and can be used to search for bookings in the booking search page.

18. Case Reference – Add specific information about the case.

19. Number of Headsets required – Should you require headsets for a multi-hander case, please indicate the number of headsets required here.

20. Interpreter attending via – If the language professional is attending via a different platform, the data can be input here. A drop down menu will appear with a selection for you to choose from, such as BT MeetMe, Skype for Business, CVP, VEJ and more.

21. Attributes – Use this section to make specific selections for the professional. This will ensure the professional assigned to your booking meets your needs. For more information about complexity and security levels for the appointment please go to **page 38**.

22. Save – When the form is completed, click the **Save** button.

VIDEO REMOTE INTERPRETING

Our high-speed video interpreting service gives you instant access to trained interpreting professionals, specialising in spoken or sign language services via digital face-to-face media.

WordSynk now allows you to use the Video Remote Interpreting booking type to manage your requirement and support your interpreter booking with Third Party Platforms such as Microsoft Teams, CVP or VH.



WordSynk can be accessed directly at: login.wordsynk.com

Creating a booking

Step 1

Start by selecting **Bookings** on the left-hand menu and select **Add Booking**. If you are accessing this service from the quick access screen on initial login, please follow the process for adding a face to face booking by choosing Spoken > Onsite > In Person as per your existing process.

1. Click **Bookings**

2. When the drop down menu appears, click **Add Booking**.

Step 2

You now need to find the organisation and the contact for whom you require the booking. Once found select the **highlighted url** to add a booking.

1. Select the **highlighted url** of the relevant Client Account.

Organisation	Organisation Group	Client Account Name	Client Code	Contact Client Home Accounts
Gould Tech Solutions (P)	GTS Demonstration	Acme Corporation	D00010962	Acme Corporation D00010962
Gould Tech Solutions (P)	GTS Demonstration	Globex Hospital Corporation	D00012309	Globex Hospital Corporation D00012309
Gould Tech Solutions (P)	GTS Demonstration	Hoodl Hospital (Video Only)	D00010910	Hoodl Hospital (Video Only) D00010910
Gould Tech Solutions (P)	GTS Demonstration	Public Sector	D00015214	Public Sector D00015214
Gould Tech Solutions (P)	GTS Demonstration	Umbrella Legal Corporation	D00010961	Umbrella Legal Corporation D00010961

Step 3

Complete all the normal steps for creating a booking as per **page 9**. When selecting the Booking Type, ensure you select **Video Remote Interpreting**. For the Video Platform, select **Third Party Video Platform**.

Do you require a Booking with Multiple Languages and/or Interpreters?

Multiple Languages and/or Interpreters Required

Appointment and Interpreter Requirements

Booking Type *
Video Remote Interpreting

Video Platform *
Third Party Video Platform

Appointment Type *

Meeting Link

Password

Language *

Booking Time Zone *
(UTC+00:00) Dublin, Edinburgh, Lisbon, London

Duration - Hour(s) *
1

Client Contact Email
demonstration@thebigword.com

1. Ensure you have selected **Video Remote Interpreting** as the booking type and select **Third Party Video Platform** as the video platform.

2. Once you selected Third Party Video Platform, you **MUST** provide a valid meeting link and then an optional password or PIN.

Interpreter(s) Not to Use

Step 4

Once your VRI booking has been successfully created, you will be presented with the below screen. You and the interpreter (once assigned) will also receive this as an email notification.

To update the meeting link, click the **Update Meeting Links** button as shown below. You will then be presented with a pop-up screen that will allow you to enter or update the meeting link and the password.

WordSynk

← Booking 58826493

Cancellation Add Feedback

Start Date and Time 04 March 2022 14:35 () UTC +00:00	End Date and Time 04 March 2022 15:35 () UTC +00:00	Booking Time Zone (UTC+00:00) Dublin, Edinburgh, Lisbon, London	Duration 01:00:00
Booking Type Video Remote Interpreting	Third Party Video Platform Update Meeting Links Meeting Links 1		
Language Zulu	Client Name Wayne Enterprises (D00010962)		
Arrival Date & Time 04 March 2022 14:25 () UTC +00:00	Lunch Break Duration 0	Default People to Notify (Cc) List	Urgency Type
Client Notes	Information to Interpreter	Description Booking type: Video Remote Interpreting Booking target language: Zulu Booking start date and time: 04 March 2022 14:35 () UTC +00:00	
Timesheets			

To change or update the link for the meeting on the Third Party Video Platform, click **Update Meeting Links**.

GROUP BOOKINGS

If your booking requires multiple languages and/or language professionals with the same information such as: Address, Dates and Times, follow the process below.

The image shows a screenshot of the WordSynk 'Add Booking' form. The form is titled 'Add Booking' and includes a sidebar with navigation options: Dashboard, Bookings, Reports, Preferences, Feedback, and Support. The main content area is divided into several sections:

- Do you require a Booking with Multiple Languages and/or Interpreters?** This section contains a checkbox labeled 'Multiple Languages and/or Interpreters Required', which is checked. A callout points to this checkbox.
- Appointment and Interpreter Requirements** This section contains several fields:
 - 'Group Booking Name' (text input)
 - 'Appointment Type' (dropdown menu)
 - 'Booking Type' (dropdown menu)
 - 'Booking Time Zone' (dropdown menu, showing '(UTC+00:00) Dublin, Edinburgh, Lisbon, London')
 - 'Multiday Booking' (checkbox)
 - 'Start Date and Time' (calendar and time picker, showing '16/04/2021 12:26')
 - 'End Date and Time' (calendar and time picker, showing '4/16/2021 1:26 PM')
 - 'Information to Interpreter' (text area)
 - 'Number of Interpreters' (input field, showing '1')
 - 'Number of Languages' (input field, showing '0')
 - 'Client Contact Email' (text input, showing 'demonstration@thebigword.com')
- People to Notify (Co)** (text input)
- Interpreter(s) Not to Use** (text input)
- Multiple Languages/Interpreters** (table with columns for 'Language', 'Interpreters Required', and 'Interpreters'). A callout points to the 'Interpreters Required' column.
- Venue Contact Details** (text input)

Seven numbered callouts provide instructions for completing the form:

1. Select this tick box.
2. Enter the **Group Booking Name**.
3. Complete fields 2 - 13 as per **page 10**.
4. Select **Add New**.
5. Use this drop down menu to select the language.
6. Enter the number of language professionals you would like for that language. Once happy, select the tick icon.
7. You can edit your submission by selecting the pencil icon or you can delete your submission using the bin icon.

Complete the rest of the form as per **page 10 and 11**.

VIEWING, AMENDING AND CANCELLING BOOKINGS

Your booking has been added successfully! The system will show you a summary page with all relevant information. If required you can amend or cancel your booking at this stage.

← Booking 58443419

Start Date and Time: 16 April 2021 22:20 () UTC +01:00
End Date and Time: 16 April 2021 23:20 () UTC +01:00
Booking Time Zone: (UTC+00:00) Dublin, Fifeburgh, Lisbon, London
Duration: 01:00:00

Booking Type: Face to Face

Language: Zulu
Client Name: Public Sector (000015014)
Time Approval Type: Awaiting Approval
Address: Space Works, Phoenix Building, Peary Street, Leeds, United Kingdom, LS12 1EG

Arrival Date & Time: 16 April 2021 22:10 () UTC +01:00
Lunch Break Duration: 0
Default People to Notify (De) List:
Urgency Type:

Client Notes: Information to Interpreter
Description: Booking type: Face to Face Booking target language: Zulu Booking start date and time: 16 April 2021 22:20 () UTC +01:00

Timesheets

Booking Reference
Appointment Reference

Custom Fields
Interpreter attending via Case Reference: (Y/N) (M/ACTS only)
Number of Headsets Required: 2/4/10/2

1. Select **Cancellation** to cancel your booking.

2. Select **Edit** to amend your booking details.

The appointment can be amended or cancelled by anyone with access to the Home Account using WordSynk up to 12hrs before the booking starts if the user has permission.

If you need to cancel or amend a booking within the the 12hr period prior to the booking start time, you will have to contact the Helpdesk. You can either email the Helpdesk at **MoJInterpreting@thebigword.com** with full details of the changes or cancellation or you can call **03333 445 701**.

If a cancellation is requested when a language professional has been allocated and after 9:00AM the working day before, cancellation fees may apply. For more information please contact **MoJInterpreting@thebigword.com**

We will inform you if a language professional is not available by email or phone by 12:00PM the day before the booking is due.

SPECIAL REQUIREMENTS

Multiple languages and/or language professionals

If your booking requires multiple languages and/or language professionals, click the **multiple languages required** check box at the start of the booking screen and continue to add in the booking.



The screenshot shows a form titled 'Multiple Languages/Interpreters' with an 'Add New' button in the top right. The form is divided into three columns: 'Interpreters Required', 'Language', and 'Language'. The 'Interpreters Required' column has a dropdown menu with a checkmark and an 'x' icon. The 'Language' column has a text input field with a search icon. The 'Language' column has a dropdown menu with '-- Select --'. Two callout boxes point to the 'Add New' button and the 'Interpreters Required' dropdown.

1. Click **Add New** to add language required .
2. Add the number of language professionals required for your booking.

Multi-Day Bookings

If you require a language professional for more than one day (to attend a trial for example), please tick the **Multi-Day Booking** option on the booking form. This will open a new field and enable you to make a booking over a set number of days. Once a multi-day booking has been created, to modify the booking, please contact the Helpdesk on **03333 445 701**.

Using the same language professional

If the same language professional is required for the duration of the booking, you can search for specific professionals under the **Requested Interpreter** option in the booking form. We will try to accommodate this request but we cannot guarantee the language professional required would be available for all required dates. If a professional is not available for the full duration of the booking the Helpdesk team will contact the venue to discuss whether it is acceptable for a different professional to be used based on the type of appointment.

Excluding a professional to avoid conflict of interest

Using the booking form, you can search for specific language professionals under the **Interpreter(s) not to use** field to select the language professional you want to exclude from the appointment. The search feature will help you identify the relevant professional for exclusion. These may be professionals with a conflict of interest or whose impartiality may be compromised by previous involvement in related cases.

Overlapping bookings

We have recently introduced additional technology into our systems to assist with the management of last minute bookings for language professionals who are already onsite. These changes have been implemented to minimise the risk of duplicated payments for a language professional's time and should not have a significant impact on your way of working.

You should continue to ensure that a booking is raised for each appointment required and that any durations are confirmed as quickly as possible following the completion of the booking, especially if it has finished early. A language professional can also attend a booking during a break by adding break times in their original booking – this can be done in the portal by the language professional, the client or the helpdesk agents. Working in this way will help to ensure that the language professional availability is up to date and the linguist can be assigned to any last minute or additional bookings at your venue as appropriate.

BOOKING SEARCH AND INFORMATION

You can search for bookings using any of the options available in the search form.

Booking Number	Organisation Group	Client	Client Code	Created Date	Contact	Booking Date
5828332	Uould Tech Solutions (P) > OTS Demonstration	Acme Corporation	D00010962	01 March 2021 11:22 (UTC+00:00)	Demonstration Account	01 August 2021 11:23 (UTC+01:00)
5843684	Uould Tech Solutions (P) > OTS Demonstration	Acme Corporation	D00010962	12 April 2021 14:58 (UTC+01:00)	Demonstration Account	06 May 2021 15:00 (UTC+01:00)
5852553	Uould Tech Solutions (P) > OTS Demonstration	Acme Corporation	D00010962	31 March 2021 06:11 (UTC+01:00)	Ujwala Kema	06 May 2021 08:30 (UTC+01:00)

1. Go to **Bookings** on the sidebar and click **Booking Search**; use any of the options in the search form and click **Search**. You can now see the list of jobs based on the selected search criteria.

2. Click on the **highlighted link** under the Booking Number to go to the Job Summary screen.

INTERPRETING SUMMARY

After the booking is fulfilled, you can find out more information about the language professional allocated to your booking using the **Interpreter Summary** option.

Booking 5843684

Start Date and Time: 06 May 2021 15:00 (UTC+01:00)
End Date and Time: 06 May 2021 16:00 (UTC+01:00)
Booking Time Zone: (UTC+00:00) Dublin, Edinburgh, Lisbon, London
Duration: 01:00:00

Booking Type: Face to Face

Language: Zulu
Client Name: Acme Corporation (D00010962)
Time Approval Type: Awaiting Approval
Address: Leeds LUH Ring Road Leeds West Yorkshire England LS22 4AB

Arrival Date & Time: 06 May 2021 14:50 (UTC+01:00)
Lunch Break Duration: 0
Default People to Notify (Co) List:
Urgency Type:

Client Notes: Information to Interpreter
Description: Booking type: Face to Face Booking target language: Zulu Booking start date and time: 06 May 2021 15:00 (UTC+01:00)

Timesheets

1. Go to your booking Summary Screen and click on **Interpreter Summary** in the top right corner of your booking screen.

You can now see all the information about the language professional booked for your assignment.

Interpreter Summary

Mark Rice Test Interpreter
Languages: Zulu

Interpreter Attributes Equivalent for Booking Attributes

Requested Booking Attribute(s) Matched Interpreter Attribute(s)
Requested Booking Attribute(s) Matched Interpreter Attribute(s)

Booking Attribute Group Booking Attribute Equivalent Interpreter Attribute Group Equivalent Interpreter Attribute

Interpreter Custom Fields

Custom Field Name	Setting
Interpreter's Contact Number	01132107813
Interpreter's Email Address	Mark.Rice1@thebigword.com

- Information includes:**
- Languages
 - Security level
 - Complexity level
 - Custom fields

The language professional's email address should be used to send details of the remote bookings (e.g. CVP links etc) BUT this is **the only reason** you should use the contact details.

In case of cancellations or changes to the bookings, you **MUST** contact thebigword.

SUBMIT ON BEHALF OF ANOTHER USER

For users with the right access level, WordSynk allows you to create a booking on the behalf of someone else.

WordSynk

Add Booking

Show 10 entries Search

Organisation	Organisation Group	Client Account Name	Client Code	Contact Client Home Accounts
Gould Tech Solutions (P)	GTS Demonstration	Acme Corporation	D00010962	Acme Corporation D00010962
Gould Tech Solutions (P)	GTS Demonstration	Globex Hospital Corporation	D00012309	Globex Hospital Corporation D00012309
Gould Tech Solutions (P)	GTS Demonstration	Hooli Hospital (Video Only)	D00010919	Hooli Hospital (Video Only) D00010919
Gould Tech Solutions (P)	GTS Demonstration	Public Sector	D00015214	Public Sector D00015214
Gould Tech Solutions (P)	GTS Demonstration	Umbrella Legal Corporation	D00010961	Umbrella Legal Corporation D00010961

Showing 1 to 5 of 5 entries Previous 1 Next

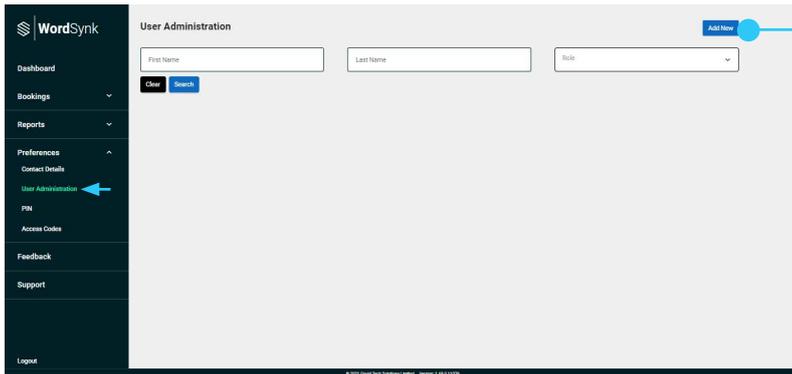
1. Select **Add booking**. You can now see the list of venues you have access to.

2. Select a client account you would like to make bookings on the behalf of, then continue with the booking process as per **page 9**.

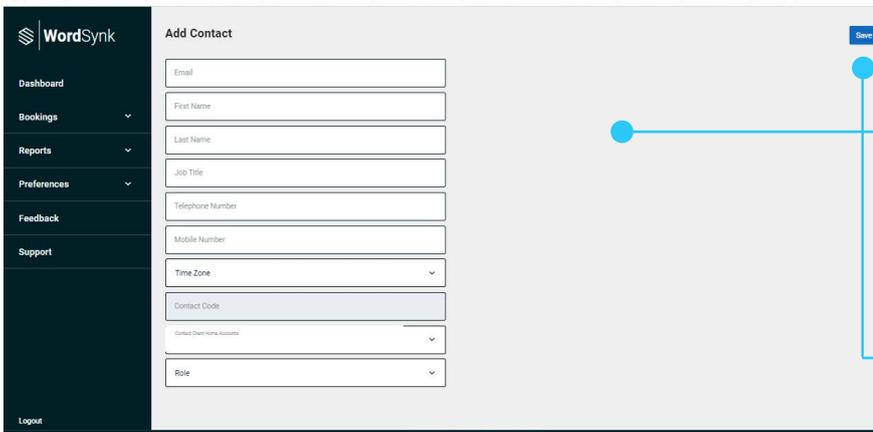
CREATING NEW USERS

For users with the right access level, such as admins, WordSynk allows you to create new users.

Firstly, on the left sidebar click **Preferences** and then click **User Administration**.



To create a new user, click **Add New** in the top right-hand corner. You will be brought to a new page that allows you to fill in the details.



Next, you will be presented with a form to fill in with the relevant details of the desired user.

When you have filled in the details of the user, click **Save** in the top right corner to save the user.

When you have saved the user, they will receive an email that will allow them to log into WordSynk.

For details of logging in and changing passwords, please see **page 7**.

REPORTS

WordSynk provides access to reports:

- **Booking Report** will provide a detailed view of your bookings and usage
- **Financial Report** is for carrying out payment assurance checks.

Booking report

Booking Number	Booking Type	Contact Name	Created Date	Start Date & Time	End Date & Time	Duration Submitted
5666647	Face to Face	Demonstration Account	Thu Apr 01 2021 13:03:35 GMT+0100 (British Summer Time)	Fri Apr 09 2021 15:00:00 GMT+0100 (British Summer Time)	Fri Apr 09 2021 16:00:00 GMT+0100 (British Summer Time)	(No Client Duration)
5666645	Face to Face	Demonstration Account	Thu Apr 01 2021 14:07:25 GMT+0100 (British Summer Time)	Fri Apr 02 2021 14:00:00 GMT+0100 (British Summer Time)	Fri Apr 02 2021 15:00:00 GMT+0100 (British Summer Time)	(No Client Duration)

Booking Reports
Select **Reports** to access a consolidated list of your bookings. Select **Booking Report** on the left menu.

Use the 'Search Form' to look for your bookings and select **Search**.

Use this field to apply any **Report Preferences** you have created. (See **page 19** for more details).

To export your report select **Export Booking Report**.

You can now see the list of jobs based on the selected search criteria. You can scroll right to find more information.

Finance report

Booking Number	Booking Type	Contact Name	Created Date	Start Date & Time	End Date & Time	Duration Submitted
5666647	Face to Face	Demonstration Account	Thu Apr 01 2021 13:03:35 GMT+0100 (British Summer Time)	Fri Apr 09 2021 15:00:00 GMT+0100 (British Summer Time)	Fri Apr 09 2021 16:00:00 GMT+0100 (British Summer Time)	(No Client Duration)
5666645	Face to Face	Demonstration Account	Thu Apr 01 2021 14:07:25 GMT+0100 (British Summer Time)	Fri Apr 02 2021 14:00:00 GMT+0100 (British Summer Time)	Fri Apr 02 2021 15:00:00 GMT+0100 (British Summer Time)	(No Client Duration)

Finance Reports
To view Finance Reports, select **Finance Reports** under the **Reports** tab.

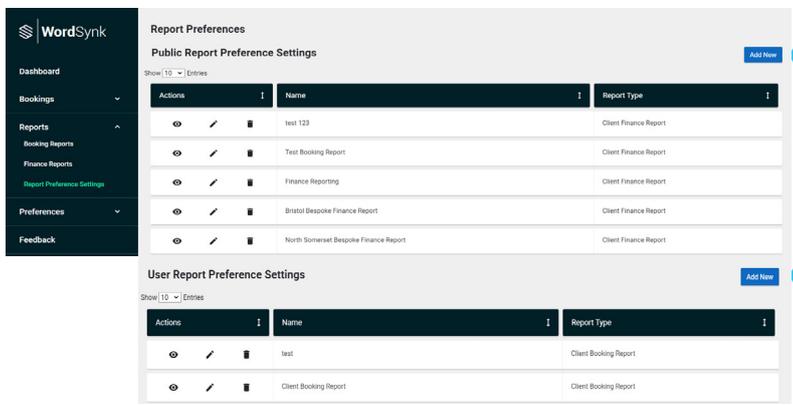
Use the search form to look for your bookings. If you have created any report preferences you can select them here. (See **page 21** for more details), then select **Search**.

To export your report click on **Export Finance Report**.

You can now see the list of jobs based on the selected search criteria. You can scroll right to find more financial information.

Report preferences

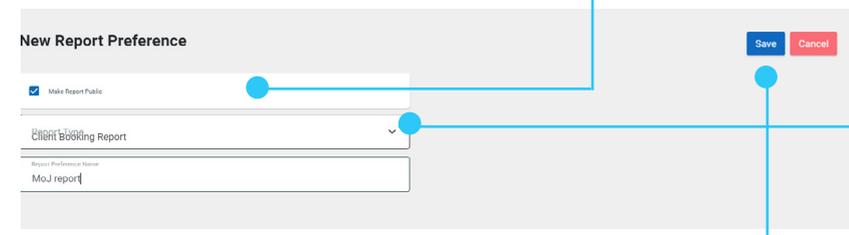
You can edit your **Report Preference Settings** to apply your own personal preferences to both booking and finance reports.



1. To add a new report preference that is visible for all users in your organisation select **Add New** here. Only users with certain access levels will be able to create public report preferences.

2. To add a new report preference that is only visible to you select **Add New** here.

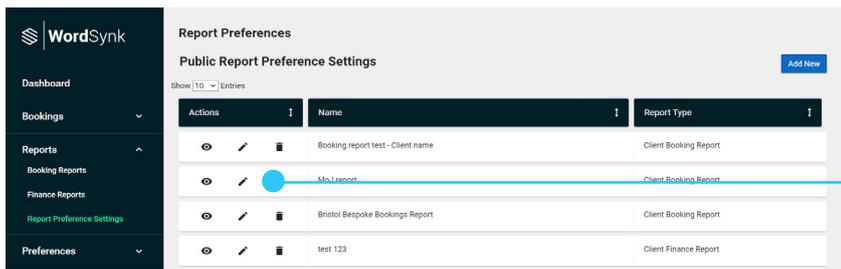
3. This field will only appear if you have selected **Public Report Preference Settings**.



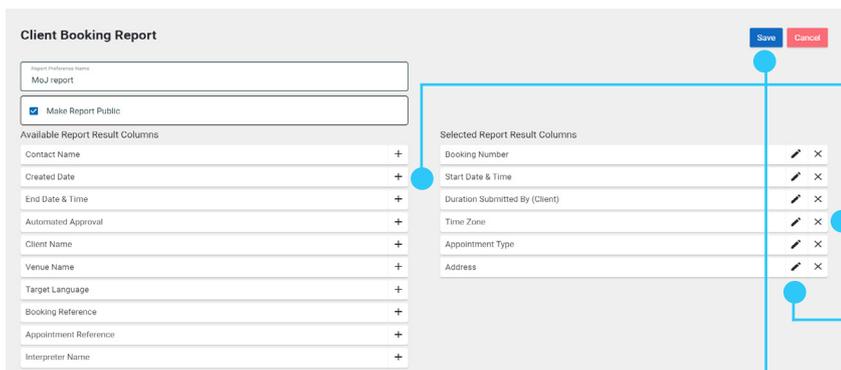
4. From the drop down menu select which report you would like to create a preference for. You can rename this report preference by typing the new name in the field below.

5. Then click on the **Save** button.

Now that you have created your report preference, you can edit, add, remove and rename the fields included in your report. Once you have created and saved this report preference, you can apply it to a report following the instructions on **page 18**.



6. Select the **pencil** symbol to edit your report preference.



7. You can add fields to your report preference by selecting the **+** icon next to the available report results.

8. You can remove fields by selecting the **x** icon.

9. You can edit the name of any field by selecting the **pencil** icon.

10. Then click on the **save** button.

INTERPRETING TIMESHEETS

Once an language professional is assigned to a booking, you will receive an email notification containing an attachment of the language professional's photo timesheet. This confirms an language professional has been assigned to your booking and will include all relevant information about the language professional. This will include a photo ID and details about the language professional so they can be identified when they arrive for the appointment. It will also include your unique PIN number which can be used to authorise timesheets for actual start and end times delivered.

The timesheet must be completed with the language professional when the appointment is completed, to confirm the time they have worked and their attendance. This can be done a number of ways and more details can be found on **page 25**.

FACE TO FACE INTERPRETING

Police bookings

Police Forces across the UK may place bookings for language professionals to attend courts. This will usually be done out of hours when courts are closed and the requirement is urgent. (For example: language professional required in the morning).

As Police Officers are required to call thebigword to make a booking, these are made against a generic account called 'Police Booker'. For any booking made by the Police, you will see this user name in any correspondence relating to this booking.

The default copy (cc) addresses at each Magistrate and Crown court will be automatically notified of such bookings and will be in receipt of all notifications with regards to those bookings as well as confirmations and timesheets once a language professional has been assigned.

Once the request has been made by a Police Officer, the responsibility for the booking lies with the court it was booked for. Courts are then responsible for managing the booking, managing the language professional on the day and closing the booking(s) on the client portal. This includes providing actual durations of the booking(s) or approving entered durations provided by language professional.

Managing the language professional on the day

On arrival



The language professional will arrive at the venue and will make contact with the person identified on the booking form before presenting their identification card and timesheet. They will follow any specific instructions that were included when you made the booking and will also have prepared any key information or terminology if requested. Please show them to an appropriate holding area while they wait for the appointment to begin. It is important to maintain impartiality by keeping the initial communication with the language professional to a minimum.

If the language professional fails to attend



If the language professional fails to attend the appointment, please contact the Helpdesk immediately on **03333 445 701** and they will work to investigate the delay and find an urgent replacement if required/possible.

If the language professional is unable to attend or is delayed, we will call the contact named in the booking form immediately. It is best practice to add direct contact numbers on the booking form.

Check their Identification (ID) badge



Every language professional is assigned a personal identification badge that includes a photo of the language professional. Check the information on the ID badge matches the information on the timesheet and that the photo matches the language professional attending.

If the photo or information does not match, do not proceed with the booking and contact the Helpdesk on **03333 445 701** immediately.

Managing the language professional on the day



After the appointment is complete (confirming the booking)

Confirm the booking signing the timesheet



Paper timesheets can be completed and signed. In this instance you will review the timesheet with the language professional on site and then sign it. Language professionals have 5 days after an assignment is completed to submit their timesheet and confirm actual times using WordSynk. The requester will be notified via e-mail to confirm the times the language professional has submitted using WordSynk.

All timesheets are automatically closed after 5 days from when the language professional submits their times and timesheet information. If the requester doesn't confirm the times before this, the system will approved them on their behalf.

Please review the step-by-step guide on **page 25 - How to review a timesheet when the Language professional has submitted actual time.**

Confirm the booking with the automated telephone line



The system gives clients and language professionals access to an automated telephone line that also allows you to validate and submit timesheets while on site together.

1. Dial the phone number **03333 445 704**
2. Allow the language professional to confirm who they are and the booking number for the timesheet they wish to submit.
3. You can then take the phone to follow the next series of messages and prompts to confirm the actual start and end times.

You will need your booking PIN - which you can find in the body of the confirmation email and the photo timesheet received from thebigword.

Confirm the booking with the WordSynk mobile application



This is the fastest and simplest method for confirming the booking and can be completed instantly at the end of the appointment.

After the appointment is completed, the language professional will access booking details on their smart phone app and enter the actual start and end times. The language professional will then hand the phone over to you and you can view the completed times. If you are happy that they are correct, authorise them by entering the unique PIN number which can be found on the copy of the timesheet you have received via email. Once you have approved the durations entered by the language professional, thebigword will process the payment.

An e-receipt is then delivered to both you and the language professional confirming the timesheet duration has been validated on site and submitted.

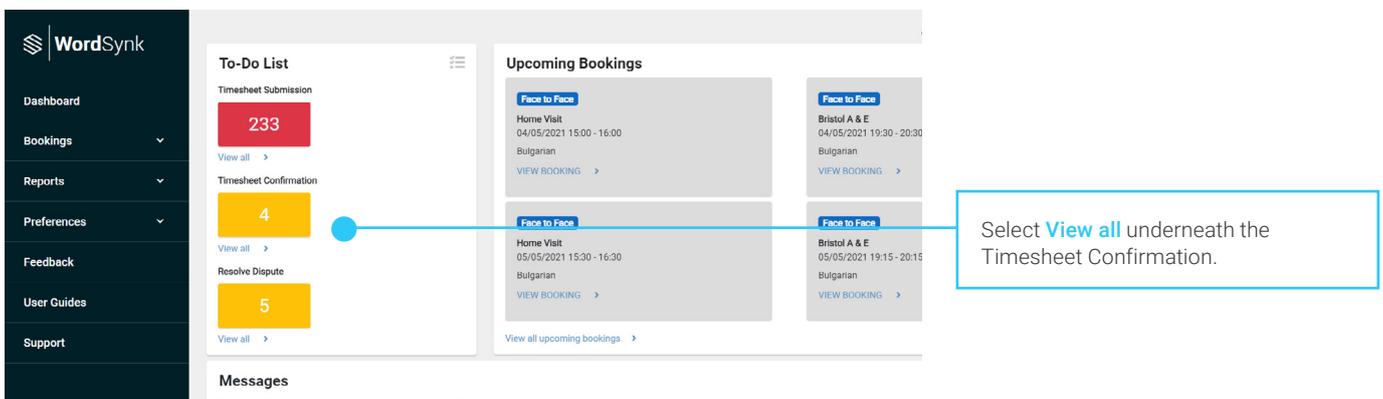
How to review a timesheet when the language professional has submitted actual times

Step 1

Log into the WordSynk platform: login.wordsynk.com

Step 2

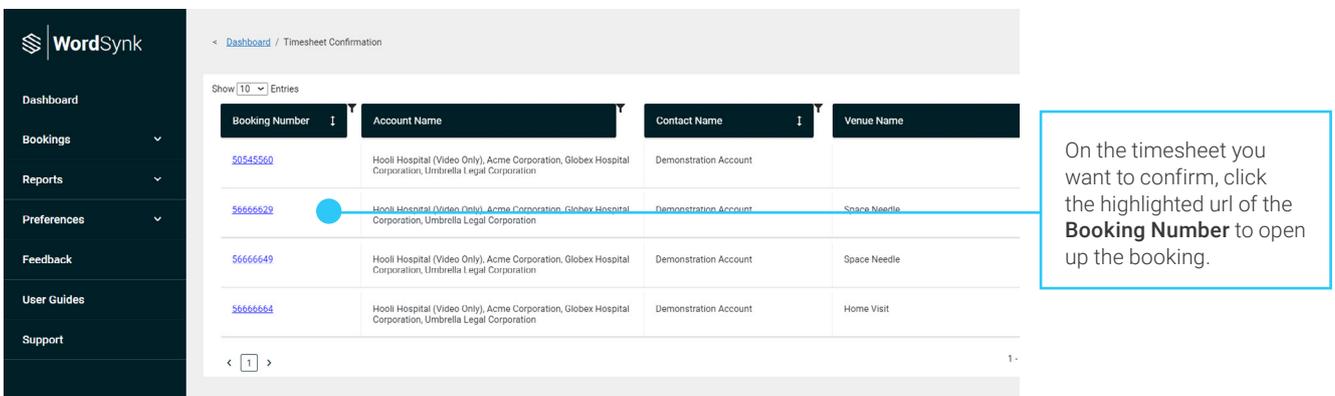
On the Interpreting Dashboard, you will see a section entitled Timesheet Confirmation under the To-Do List. These are where the language professional has submitted their times and the to-do list will alert you how many are awaiting confirmation.



The screenshot shows the WordSynk dashboard with a dark sidebar on the left containing navigation links: Dashboard, Bookings, Reports, Preferences, Feedback, User Guides, and Support. The main content area is divided into sections: 'To-Do List' with three items (Timesheet Submission: 233, Timesheet Confirmation: 4, Resolve Dispute: 5) and 'Upcoming Bookings' with two 'Face to Face' booking cards. A blue callout box with a line pointing to the 'View all' link under 'Timesheet Confirmation' contains the text: 'Select **View all** underneath the Timesheet Confirmation.'

Step 3

You will then be presented with a summary of a bookings where timesheets need to be confirmed.



The screenshot shows the 'Timesheet Confirmation' page with a table of bookings. The table has columns for Booking Number, Account Name, Contact Name, and Venue Name. The second row is highlighted in blue. A blue callout box with a line pointing to the 'Booking Number' '5666629' contains the text: 'On the timesheet you want to confirm, click the highlighted url of the **Booking Number** to open up the booking.'

Booking Number	Account Name	Contact Name	Venue Name
50545560	Hooli Hospital (Video Only), Acme Corporation, Globex Hospital Corporation, Umbrella Legal Corporation	Demonstration Account	
5666629	Hooli Hospital (Video Only), Acme Corporation, Globex Hospital Corporation, Umbrella Legal Corporation	Demonstration Account	Space Needle
5666649	Hooli Hospital (Video Only), Acme Corporation, Globex Hospital Corporation, Umbrella Legal Corporation	Demonstration Account	Space Needle
5666664	Hooli Hospital (Video Only), Acme Corporation, Globex Hospital Corporation, Umbrella Legal Corporation	Demonstration Account	Home Visit

Continue onto step 4 on the next page.

Step 4

In this pop up window you are required to confirm the actual times of the booking. If the booking went ahead as per the original booked times, you can select **Confirm Duration**. If the booking did not go ahead as per the original booked times, you need to amend the times here.

Confirm Duration

Interpreter Booking Duration Confirmation
Booking Timesheet File
No file uploaded

Booking Duration
Start Date & Time
16/04/2021 11:30
End Date and Time
16/04/2021 12:30

Client Booking Duration Confirmation
Booking Timesheet File
Upload File...

Booking Duration
Start Date & Time
16/04/2021 11:30
End Date and Time
16/04/2021 12:30

Number of appointment
01:00:00

Lock/Unlock Duration
0

Cancel Confirm Duration

Note: Submitting these times will result in the Booking status changing to Completed

1. You can review the timesheet and times the language professional has submitted for this booking. If you are happy with the times submitted, go to point 5.

2. If the language professional attended the booking late, they should have selected a reason for their lateness. This also needs to be reviewed.

3. This section only requires completion if you disagree with the times submitted by the language professional or if they have not submitted times yet.

4. If you disagree with the times, you can amend them here. The times entered here should reflect the actual time of the booking (not the booked time).

5. Then select **Confirm Duration**.
If the organisation has mandatory timesheets enabled then the system will prompt you to submit a timesheet - Even if the same start and end time are submitted.

After the appointment is complete (continued)

Timesheet disputes

By using the automated systems, we remove the risk of timesheet disputes as both parties are present at the time when actual durations are submitted.

If there is a dispute, you will be sent an email requesting further information about the appointment and thebigword will contact the language professional to obtain a signed timesheet in order to resolve the dispute.



The target time-scale to resolve a dispute is 3 working days. If the language professional or court still wish to challenge the times please email: **MoJinvoicing@thebigword.com** for further investigation.

It is a timed authorisation process and you will be notified by the system with how long you have to respond, amend or authorise the timesheet. If you do not respond in the allocated time, the timesheet will be automatically processed and you will be invoiced against those submitted times.

Witness statements

Depending on the appointment, you may need the language professional to produce a written and/or signed witness statement. Language professionals are briefed on this possibility and are trained to understand what is required.



If you require a written and/or signed witness statement, please include this request in the Information to Interpreter option in the booking form.

If this is not anticipated during the booking process, please inform the language professional of what will be required at the beginning of the appointment so they are properly briefed and prepared.

Invoicing

After the timesheets have been confirmed, they will then be processed and an invoice will be raised.



For information about usage you can download reports as explained on **page 20** and **21**.

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

TELEPHONE INTERPRETING

When your situation calls for immediate support, thebigword's Telephone Interpreting solution is available 24/7/365 and will connect you with a language expert in more than 250 languages.

We appreciate having to deal with someone with limited English can be challenging and this system means you instantly have someone on the phone who can help you through this difficult process.

For instant or pre-booked telephone conferences, the Telephone Interpreting system is a budget-friendly alternative to accessing interpreting.

You can contact the dedicated Telephone Interpreting service on **03333 445 702**.



Connect with a language expert in more than 250 languages under 30 seconds.

Benefits of Telephone Interpreting

Telephone Interpreting can be accessed on demand, it provides instant access to language support, allowing you to communicate with anyone.

It is also extremely simple to use, allowing you to identify the language and then connect to a qualified language professional within seconds. This means you can always provide support to non-English speakers even if they call or turn up at your premises without warning.

The system uses skill-based routing to connect the call to a language professional with the right skills, qualifications and security levels.

How does Telephone Interpreting work?

As a client you will receive an e-mail with your access code, PIN number and telephone number to use to dial in and then select the right language code.

You are then instantly connected to a qualified language professional who will expertly interpret your conversation, allowing you to communicate quickly and effectively.

Preparing for a Telephone Interpreting call

Identify the language and language code



First, identify the language you need. If it's not clear from the associated paperwork which language you will need support with, try to communicate with the non-English speaker. Ask them which country they are from to narrow down the potential languages. See if they can say which language they need help with, you could also use a map or chart with flags to ask where they are from.

After you have identified the language, look up the language code from the list you will have been provided. These codes can be found on the dedicated Ministry of Justice microsite at www.thebigword.com/moj/ or can be found on **page 30** of this guide.

If you are unable to identify the language, dial the Telephone Interpreting number on **03333 445 702** and then dial **700#** and you'll be connected to our specialist team of language identifiers who will assist in connecting you to the correct language professional.



Have your access and pin code ready

You should have already been provided with an access and pin code for Telephone Interpreting by thebigword, but if you need to register, please contact the Helpdesk on **03333 445 701**. You can also access this within WordSynk by going to the **Preferences** tab.



Your Dual handset or Speaker phone

For telephone interpreting appointments when the non-English speaker is present, it is worth using a dual handset or speaker phone so all parties can hear the language professional and you don't have to hand the phone back and forth, risking missing a part of the conversation.

Preparing for a Telephone Interpreting call

1. Dial the dedicated Telephone Interpreting number on **03333 445 702** and follow the instructions.
2. Enter your unique access code when prompted. If you don't have an access code, please contact the Helpdesk
3. Enter the **PIN** number followed by **#**.
4. Enter the language code from the Language list provided.
5. Press **(1)** to record the call or **(0)** to be instantly connected to an expert language professional within that language. You can now continue with your conversation with the non-English speaker.

Please see the next page for the language codes.

Preparing for a Telephone Interpreting call

702	Albanian	4	German	735	Lithuanian	1	Spanish
91	Amharic	993	Greek	97	Mandarin	998	Swahili
92	Arabic	738	Gujarati	533	Mirpuri	762	Tagalog
727	Bahasa Indonesian	994	Hindi	741	Nepali	739	Tamil
706	Bengali	724	Hungarian	796	Oromo	992	Thai
17	Bosnian	995	Italian	98	Pashto	773	Tigrinya
707	Bulgarian	96	Japanese	5	Polish	764	Turkish
93	Cantonese	3	Korean	996	Portuguese	709	Twi
710	Czech	520	Kurdish (Kurmanji)	749	Punjabi	765	Ukrainian
713	Dutch	730	Kurdish (Sorani)	750	Romanian	999	Urdu
712	Farsi (Afghan)	731	Kurdish (Bahdini)	997	Russian	2	Vietnamese
94	Farsi (Persian)	733	Latvian	755	Slovak	0	More Languages
95	French	734	Lingala	757	Somali	700	Cannot Identify

To connect a three-way call



To dial the third party, press the **(*)** key then press **(1)**; enter the number you wish to dial and confirm the number when prompted.

If the user does not answer the call you can leave a voicemail or press the **(*)** key then press **(3)** to redial the same number.

To try a different number or release the third party call, press the ***** key then press **(2)**. Press the **(*)** key and then press **(1)** to start a new three-way call.

Press the **(*)** key then **(9)** at any point to listen to the instructions again.

HOW TO PRE-BOOK TELEPHONE INTERPRETING

A Telephone Interpreting session can be pre-booked using **WordSynk**. This is a cost-effective solution in comparison to face-to-face bookings and can suit a large number of situations.

It is recommended you pre-book a Telephone Interpreting session when rare languages are needed to ensure someone is available on the date and time required.



WordSynk can be accessed directly at: login.wordsynk.com

Creating a booking

Step 1

Start by selecting **Bookings** on the left-hand menu and select **Add Booking**.

1. Click **Bookings**

2. When the drop down menu appears, click **Add Booking**.

Step 2

You now need to find the organisation and the contact you require the booking for. Once found select the **highlighted url** to add a booking.

1. Select the **highlighted url** of the relevant Client Account.

Organisation	Organisation Group	Client Account Name	Client Code	Contact Client Home Accounts
Gould Tech Solutions (P)	GTS Demonstration	Acme Corporation	D00010962	Acme Corporation D00010962
Gould Tech Solutions (P)	GTS Demonstration	Globex Hospital Corporation	D00072499	Globex Hospital Corporation D00072499
Gould Tech Solutions (P)	GTS Demonstration	Hoell Hospital (Video Only)	D00010919	Hoell Hospital (Video Only) D00010919
Gould Tech Solutions (P)	GTS Demonstration	Public Sector	D00015214	Public Sector D00015214
Gould Tech Solutions (P)	GTS Demonstration	Umbrella Legal Corporation	D00010961	Umbrella Legal Corporation D00010961

Step 3

You now need to complete the online booking form, the mandatory fields (starred) need to be filled in for save button to become active.

WordSynk

← Add Booking

Do you require a Booking with Multiple Languages and/or Interpreters?

Multiple Languages and/or Interpreters Required

Appointment and Interpreter Requirements

Booking Type * 2

Appointment Type * ?

Language * 4

Booking Time Zone * (UTC+00:00) Dublin, Edinburgh, Lisbon, London ?

Multiday Booking ?

Start Date & Time * 7 16/04/2021 09:28

Duration - Hour(s) * ? 1

Duration - Minute(s) * ? 0

End Date and Time 8 4/16/2021 10:28 AM

Information to Interpreter 10

Client Contact Email demonstration@thebigword.com ?

Information entered in this field will be read by the interpreter who accepts the booking and retrospective edits cannot be made. Please make sure all notes are as clear and concise as possible.

People to Notify (Cc) ? Add

Interpreter(s) Not to Use ? +

Requested Interpreter ? +

Mandatory Preferential

Logout

If your booking requires multiple languages and/or language professionals for the same hearing or appointment please tick the box and follow the process outlined on **page 10**.

1. **Booking Type** – Use the drop down menu to select the type of booking required: **Telephone Interpreting**
2. **Appointment Type** – Use the drop down menu to select the type of appointment you require.
3. **Language Required** – Use the drop down menu to select the language requirement. If the language is not listed for a Face to Face booking please selected **Other** and indicate the language required in the 'Information to Interpreter' section.
4. **Booking Timezone** – Time Zone This defaults to support UK timezone.
5. **Multi-Day Booking** – If you require an language professional for more than one day, please tick this option and provide the days required.
6. **Start Date & Time** – Use the calendar and time icons to state the date and time you require the booking.
7. **Duration of Appointment** – Duration is determined by hours and minutes. Minutes are selected in 5 minute increments.
8. **End Date & Time** – This will automatically be completed based on the start time and estimated duration.
9. **Information to Interpreter** – Use to provide information for the language professional. For example: Witness statements will be needed. If your booking is taking place remotely, please utilise this field.
10. **Client Contact Email** – This field will automatically be populated with the email associated with the client account.
11. **People to Notify (CC)** – Use to include email addresses of the people who need to be made aware of the booking and require notification. You can add as many emails as required.
12. **Interpreter(s) not to use** – You can search for language professionals to be excluded from accepting the booking. These may be language professionals with a conflict of interest or whose impartiality may be compromised by previous involvement in related cases.
13. **Requested Interpreter** – You can search for specific language professionals to use at the appointment if available. These may be language professionals with a specific skill-set or those who have knowledge that is relevant to the appointment.

The screenshot shows a web form with a dark sidebar on the left containing 'Feedback' and 'Support' links, and a 'Logout' button at the bottom. The main form area is titled 'Finance' and contains a 'Booking Charge Method' field. Below this is the 'Your Information' section with fields for 'Booking Reference', 'Appointment Reference' (with a help icon), 'Case Reference *', and 'Number Of Headsets Required *'. There is also a dropdown for 'Interpreter attending via *'. The 'Attributes' section is currently collapsed, with a 'Show Additional' button. A 'Save' button is located at the bottom left of the form. Two callout boxes on the right provide instructions: one for the 'Attributes' section and another for the 'Save' button.

Attributes – Use this section to make specific selections for your language professional.

When the form is completed, click the **Save** button. You will receive confirmation details by email.

At the time of the booking

Step 4

Dial the dedicated Telephone Interpreting number on **03333 445 702** and input your one time passcode provided in the email booking confirmation. You will be transferred to a Call Centre Agent who will connect you to your booked language professional.

Step 5

Press **(1)** to record the call or **(0)** to be instantly connected to an expert interpreting that language. You can now continue with your conversation with the non-English speaker.

To connect a three-way call



To dial the third party, press the **(*)** key then press **(1)**; enter the number you wish to dial and confirm the number when prompted.

If the user does not answer the call you can leave a voicemail or press the **(*)** key then press **(3)** to redial the same number.

To try a different number or release the third party call, press the ***** key then press **(2)**. Press the **(*)** key and then press **(1)** to start a new three-way call.

Press the **(*)** key then **(9)** at any point to listen to the instructions again.

Hints and tips for using telephone interpreting

Brief the Language professional – Tell the language professional the name of the non-English speaker, the topic to discuss and any relevant information.

Identify the language professional's supplier code – Make sure you are aware of the supplier code in case the call is unexpectedly dropped or you need to provide feedback or address any other issue.

Keep control – Manage the conversation and provide direction and advice.

Asking questions – You can ask the language professional to recap or clarify anything in the session.

Speak clearly – Help the language professional to understand you easily and avoid using jargon. Speak directly to the non-English speaker, making the conversation as natural as possible.

Be inclusive – Remember, everyone can hear all parts of the conversation so be respectful and avoid engaging the language professional in lengthy discussions that the non-English speaker cannot understand.

Be prepared – Provide somewhere private for the conversation to take place if necessary, make sure you have all of the information you need and brief the language professional at the start of the conversation.

Using Telephone Interpreting in a contact centre

Ask the caller their language.

Place the caller on hold – While you connect to the service.

Let the language professional know the reason for the call – Once connected.

Reconnect the caller – Using the conference call facility and allow the language professional to introduce themselves.

Top tips

Direct your questions to your client/caller – Make the conversation as natural as possible.

Speak clearly and distinctly – Help the language professional to understand you easily.

Language differences – A short sentence from you may appear longer when communicated in another language.

Be patient – It can take a little time for the language professional to build rapport with the caller. You can interrupt if you feel the conversation has digressed.

FEEDBACK AND COMPLAINTS

We welcome all of your feedback and will constantly work to improve the service and fulfil your needs. Similarly, please notify thebigword of any complaints so we can find a resolution and prevent similar issues from arising in the future.

Providing feedback through WordSynk

You can provide feedback or register complaints with thebigword through WordSynk but pressing Add Feedback, which will appear at the bottom of a completed booking.

You can also select the **Feedback** option on the right-hand menu and fill in the details to submit your comments.

Providing feedback using the website

You can provide feedback or register complaints with thebigword through the dedicated Ministry of Justice portal at www.thebigword.com/moj/

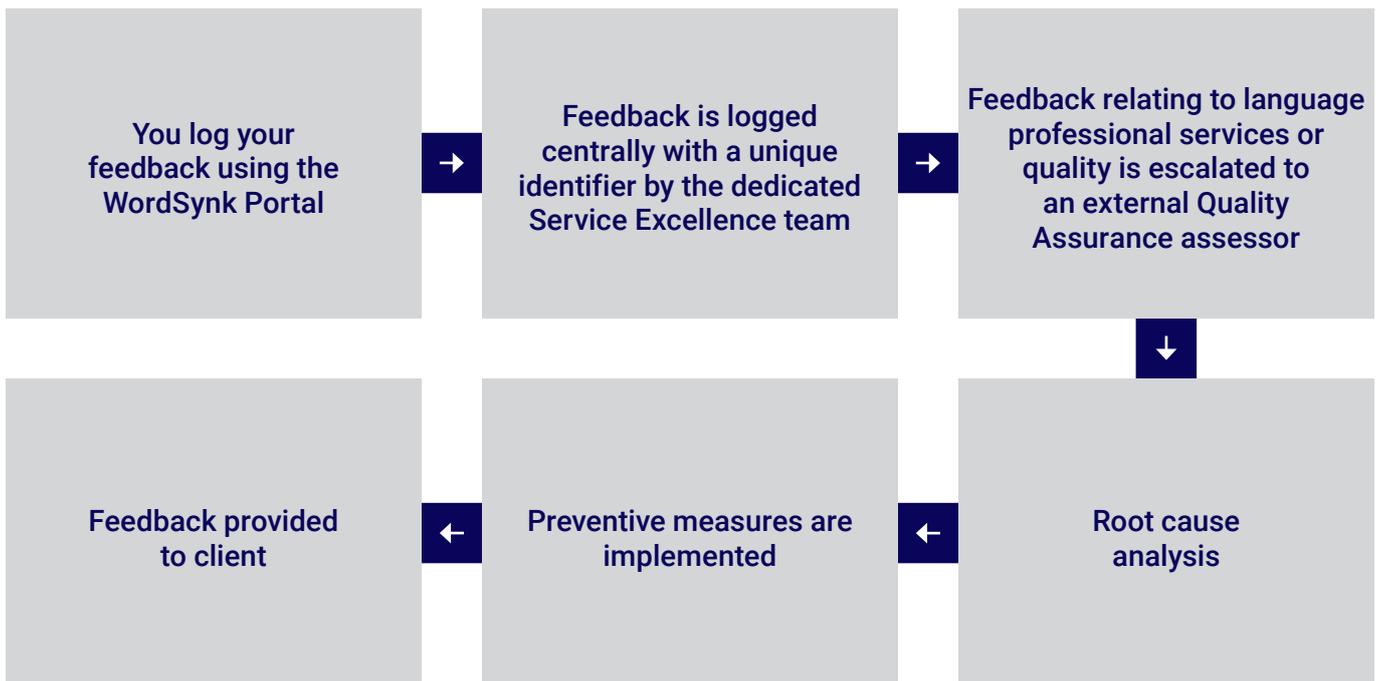
Select the **Feedback** option on the right-hand menu and fill in the details on the form to submit your comments.

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

Make sure you provide all relevant information including your contact and assignment details or service problem. All complaints are acknowledged within the first hour and resolved within 3 working days.

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



You can use the search box to find knowledge based articles to help with any issues.

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)

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 Password?](#) and enter your email address. You will receive an e-mail with instructions on how to reset your password.

Face to Face Interpreting questions

How do we book a Face to Face language professional?

thebigword has an online booking service called WordSynk. This has been set up for all individuals within the Ministry of Justice and unique log in details have been sent to all contacts who need to book language professionals. If you have not received your log in details, please contact the Helpdesk on **03333 445 701** or email MoJInterpreting@thebigword.com

How do I cancel or amend a booking?

All bookings made through WordSynk can be amended or cancelled 12hrs before the booking starts (see [page 15](#)). Simply open the booking and edit the details or cancel it as needed. If you need to cancel or amend a booking within the 12hr before the booking starts you should contact the Helpdesk on **03333 445 701**, email MoJInterpreting@thebigword.com, or contact your service admin.

Can I book the same professional again?

When going through the booking process via WordSynk platform you can choose the [Requested Interpreter](#) option in the booking form. This will then allow you to search for a specific language professional.

How do I access my booking details?

The Dashboard the WordSynk portal will show all active bookings made by you. You can also use the Booking Search feature to show all of the bookings made within your organisation. This stops duplicate bookings and allows you to see other members of staff bookings should they be away from the office.

How will I know that the language professional has been booked?

Once we have selected a language professional for the booking, you will receive an email confirming the language professional details and an attached timesheet.

What is the cost of a Face to Face language professional?

The Ministry of Justice has a system for classifying bookings for qualified language professionals providing interpreting and translation services. Language professionals will be paid according to the type of booking they are assigned – Standard, Complex and Complex Written. The categories reflect the level and skill needed from interpreters and rates of pay rise accordingly.

Telephone Interpreting questions

How do I start using Telephone Interpreting?

You require an Access and PIN Code. Both of these are eight digit numbers that are unique to your organisation. It gives you immediate access to thebigword's Telephone Interpreting service through your own personal account.

Where do I obtain my Access and PIN?

Your access code should have been provided by thebigword. If you have not received your access code, please contact the Helpdesk on **03333 445 701** or email **MoJInterpreting@thebigword.com**. These details can also be located under the **Preference** tab in WordSynk.

What if I can't identify the language I need interpreting?

If you can't identify the language you need interpreting, thebigword will do it for you. Once you enter your access code, simply dial **700#** and you'll be connected to our specialist team of language identifiers who will assist in connecting you to the correct language professional.

Why can't I speak to an operator?

In order to improve efficiency, thebigword's Telephone Interpreting service is fully automated and controlled through your telephone keypad, all you have to do is enter the appropriate codes to connect to the language professional you require, which means you don't have to speak to an operator.

My Access Code isn't recognised. What do I do?

Always ensure you enter your access code carefully, listen for the tone after you input each digit and always enter the **# key** at the end of your code. For assistance at any time please call **03333 445 701**.

It is an emergency and I need assistance - I can't access the service but must speak to a language professional urgently.

You can contact our emergency helpline 24/7 by calling **03333 445 701**.

What are the costs of telephone interpreting?

Each call is charged per second, meaning you only pay for the time you are on the phone. This makes Telephone Interpreting much more cost-effective than other language solutions.

Do I need special equipment?

You can use any telephone which has a microphone and external loudspeaker or use an additional handset which is easily connected into the back of your phone.

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, 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 a pack of materials to help you access our services whenever you need any language assistance. It is full of really useful items we think will be a big help.



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 at www.thebigword.com/moj

MINISTRY OF JUSTICE

DEFINITIONS

The Ministry of Justice has a system for classifying bookings for qualified language professionals providing interpreting and translation services. Under the system, language professionals will be paid according to the type of booking they are assigned – Standard, Complex and Complex Written.

Method of interpretation	Urgency Types	Security Levels	Complexity Levels
Face to face	UT1 UT2 UT3 UT4	SL1 SL2 SL3 SL4 SL5	Complex Written Complex Standard
Telephone	UT0 UT1 UT2	SL1 SL2 SL3 SL4 SL5	Standard
Video	UT0 UT1 UT2 UT3 UT4	SL1 SL2 SL3 SL4 SL5	Complex Written Complex Standard

Definitions

Urgency Type	Definition
UT0	Services required immediately.
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 5 calendar days of the Booking.
UT4	Services required 6 calendar days or longer after 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.
SL5	Security clearance to non-police personal vetting level 3 standard.

Understanding the differences between Standard, Complex and Complex Written bookings for language professionals

The new categories reflect the level and skill needed from language professionals and rates of pay rise accordingly.

Each new work appointment from thebigword will be clearly identified under these categories created by the Ministry of Justice so language professionals clearly understand what they are taking and the rate of pay they can expect.

Every potential appointment has been categorised by the Ministry of Justice and here we provide an outline of how each type of booking will be classified.

Standard – Standard bookings are typically proceedings which do not involve the giving of evidence. These include plea and direction sessions, applications to the court and preliminary hearings.

Complex – Complex bookings are more serious and in-depth and will require a greater commitment and level of skill from the qualified language professionals. These bookings include trials, appeals and sentencing hearings.

Complex Written – Complex Written bookings will incorporate both interpreting and translation. These cases will involve spoken interpretation, plus translation of written evidence or statements.

Language list

Below is the full list of languages available for interpreting, translation and transcription and how these languages are displayed in portals you use. If the language required is not available in the system please contact the Help Desk at MoJInterpreting@thebigword.com or you can call **03333 445 701**.

Languages	Languages for Translation (TMS Gateway)	Languages	Languages for Translation (TMS Gateway)	Languages	Languages for Translation (TMS Gateway)
Acholi	Acholi	Fukiense	Request Manually	Oromo	Oromo (Ethiopia)
Afar	Afar (Ethiopia)	Fula	Fula (Niger)	Oromo (Central)	Oromo (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
Acholi	Acholi	German	Serman (Germany)	Pashto	Pashto (Afghanistan)
Algerian	Arabic (Algeria)	German (Austrian)	Serman (Austria)	Pashto (Afghanistan)	Pashto (Afghanistan)
Amharic	Amharic (Ethiopia)	German (Swiss)	Serman (Switzerland)	Pashto (Afghanistan)	Pashto (Afghanistan)
Arabic	Arabic (Modern Standard - Middle East)	Gikuyu	Kikuyu (Kenya)	Pashto (Afghanistan)	Pashto (Afghanistan)
Arabic (Classical)	Arabic (Classical)	Gorani	Request Manually	Pashto (Pakistan)	Request Manually
Arabic (Classical/North African)	Not Available - Consolidation of Arabic	Greek	Greek (Greece)	Pashto (Pakistan)	Pashto (Afghanistan)
Arabic (Egypt)	Arabic (Modern Standard - Middle East)	Gujarati	Sujarati (India)	Pashto, (Pakistan)	Request Manually
Arabic (Libanese)	Arabic (Modern Standard - Middle East)	Gujerati	Sujarati (India)	Persian (Iran)	Persian (Iran)
Arabic (Modern Standard)	Arabic (Modern Standard - Middle East)	Gusii	Susii (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)	Portuguese (Creole)	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, Eastern (India)	Punjabi (India)
Azerbaijani (Southern)	Azerbaijani (Latin, Azerbaijan)	Hungarian	Hungarian (Hungary)	Punjabi, Western (Pakistan)	Punjabi, Western (Pakistan)
Azeri	Azerbaijani (Latin, Azerbaijan)	Ibo	Igbo (Nigeria)	Roma	Request Manually
Bahasa Indonesia	Indonesian (Indonesia)	Igbo	Igbo (Nigeria)	Romanian	Romanian (Romania)
Bahasa Indonesia	Indonesian (Indonesia)	Ilokano	Ilokano (Philippines)	Romany	Romany
Bahasa Malaysian	Malay (Malaysia)	Indonesian	Indonesian (Indonesia)	Rumyankole	Request Manually
Balochi - Southern	Request Manually	Italian	Italian (Italy)	Russian	Russian (Russia)
Balochi - Western	Request Manually	Japanese	Japanese (Japan)	Rwandan	Kinyarwanda (Rwanda)
Bamanankan	Request Manually	Javanese	Javanese (Indonesia)	Sanskrit	Sanskrit (India)
Bangla	Bangla (Bangladesh)	Jula	Request Manually	Sariki	Request Manually
Belarusian	Belarusian (Belarus)	Kashmiri	Request Manually	Sardinian (Campidanese)	Request Manually
Belarusian	Belarusian (Belarus)	Kazak	Kazakh (Kazakhstan)	Serbian	Serbian (Cyrillic, Serbia)
Bengali	Bangla (Bangladesh)	Kazakh	Kazakh (Kazakhstan)	Shona	Shona (Zimbabwe)
Blen	Request Manually	Kibjuni	Request Manually	Sindhi	Sindhi (Pakistan)
Bosnian	Bosnian (Latin, Bosnia and Herzegovina)	Kikongo	Kikongo (Angola)	Sinhala	Sinhala (Sri Lanka)
Brovase	Request Manually	Kikuyu	Kikuyu (Kenya)	Sinhalese	Sinhala (Sri Lanka)
Bulgarian	Bulgarian (Bulgaria)	Kinyalenge	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 (Bolivarian 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 (Bolivarian 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 (Bolivarian 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)	Sylheti	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 (Northern)
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 (Congolese)	Request Manually	Nepali	Nepali (Nepal)	Wolof	Wolof (Senegal)
French (Congolese)	Request Manually	Nowegian	Norwegian (Bokmål)/Norwegian (Nynorsk)	Xhosa	isiXhosa (South Africa)
French (Swiss)	French (Switzerland)	Nzima		Yoruba	Yoruba (Nigeria)
				Zulu	isiZulu (South Africa)

GLOSSARY

Access code and PIN code

Every identified member of Ministry of Justice staff will be issued with an access and PIN code to use when using Telephone Interpreting services. This unique code will be needed during the automated process of connecting to a language professional.

Appointment type

Every potential appointment has been identified by the Ministry of Justice and you will be asked to select the relevant appointment type when completing the Booking Form.

Automated Telephone Line

Allows language professionals and end clients to validate timesheets at the end of a face-to-face interpretation appointments. Dial **03333 445 704** and follow the instructions. You will need your unique access code and PIN to complete.

Dashboard

A menu button on the WordSynk system that provides information about all active language professional bookings.

Face-To-Face Interpreting

A session where a language professional attends your location and provides language support in person, interpreting what you and the limited English speaker are saying.

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 **MoJInterpreting@thebigword.com**

ID Badge

Every Ministry of Justice language professional is issued with a personal identification badge that includes an image of the language professional and all relevant information about the work they are cleared to complete.

Interpreter Code

Every language professional is equipped with a Supplier Code. Please make a reference of a supplier code in case you need to provide feedback/want to work with the interpreter again.

Language Code

Every language available through Telephone Interpreting has a unique Language Code. You will need to use this code to access the language you need.

Language Identifiers

If you are unable to identify the language and you need support with, thebigword has a specialist team of language identifiers who will do this for you. They can be contacted by calling Telephone Interpreting on **03333 445 702** and then dialling **700#**.

Limited English Speaker

Someone with limited English skills who will need the support of a language professional to effectively communicate with anyone working for the Ministry of Justice.

Mobile Application

A mobile application for Ministry of Justice language professionals provided by thebigword that allows language professionals and clients to validate timesheets at the end of a face-to-face interpretation appointments.

Multi-Day Booking

The Multi-Day Booking option is available on the Booking Form and is used if you require a language professional for more than one day, to attend something like a trial for example. If required, tick the Multi-Day Booking option. This will open a new field to enable you to make a booking over a set number of days.

Standard, Complex and Complex Written

The Ministry of Justice has a system for classifying bookings for qualified language professionals providing interpreting and translation services. Under the new system, language professionals will be paid according to the type of booking they are assigned – Standard, Complex and Complex Written.

Target Language

The language you need the language professional to be able to communicate in and support the non-English speaker.

Telephone Interpreting

Instant access to expert language professionals over the phone who will provide language support, interpreting what is being said between you and the non-English speaker you are communicating with.

Timesheet

Every language professional attending a face-to-face interpreting appointment is issued with a timesheet. The end user also receives a copy of the timesheet to confirm the booking and get all of the information they need about the language professional. The timesheet must be validated by both the end client and the language professional at the end of the appointment.

Unique PIN

Every member of Ministry of Justice staff will be issued with unique PIN to use when using face-to-face interpreting services. This unique code can be used to validate language professional timesheets and complete the booking. If you do not have a unique PIN, contact the Helpdesk on **03333 445 701** or via email at

MoJInterpreting@thebigword.com.

Video Remote Interpreting (VRI)

An exclusive service that is only available at selected courts offering video conferencing facilities. In this service, a language professional will attend a court close to their location that offers video conferencing facilities and then provide interpreting services to a court in another location via video link. To create a VRI booking, please follow the steps as shown on **page 12.**

WordSynk

WordSynk is thebigword's online system for accessing interpreting services. It is fast, simple and available 24/7/365 to make bookings 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 language professional bookings.

It also allows you to view all bookings and view a calendar to check future appointments. WordSynk can be accessed at **login.wordsynk.com.**



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