Ministry of JUSTICE

thebigword

WordSynk Face to Face Interpreting Quick Guide

Login Screen login.wordsynk.com

Enter your unique user name and password.
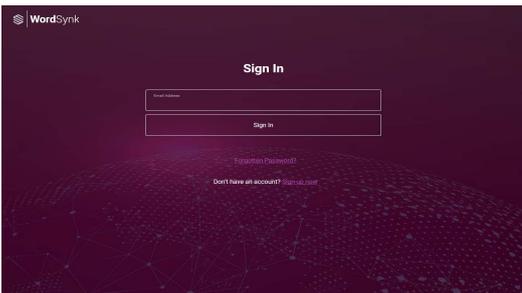
Home Screen

Once logged in, you will see the dashboard for language services.
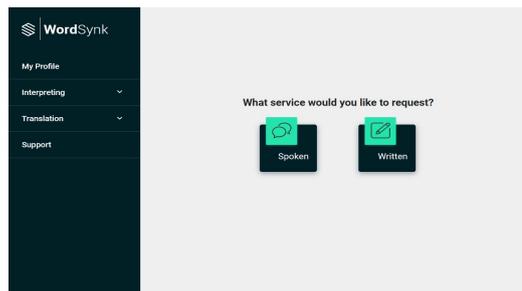
How to create a booking

1. Add booking

1. Click Bookings on the sidebar

2. Click 'Add Booking'
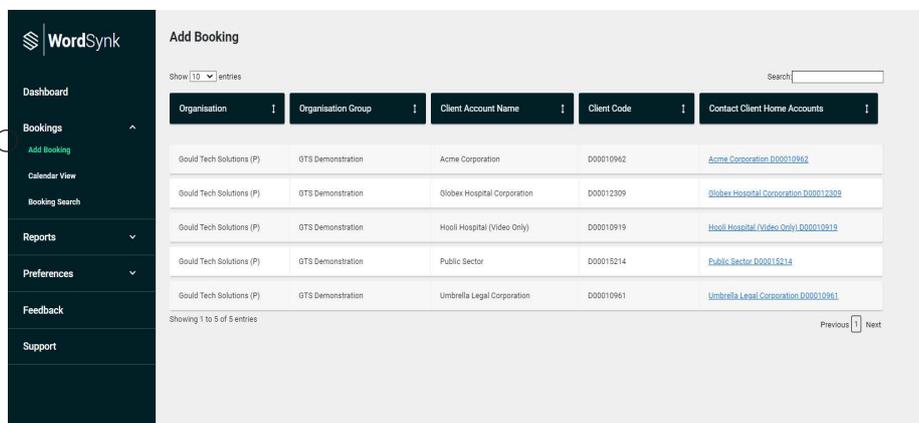
2. Contact Account

Find the **Contact Account** the booking is for and click on the calendar icon in the next column.
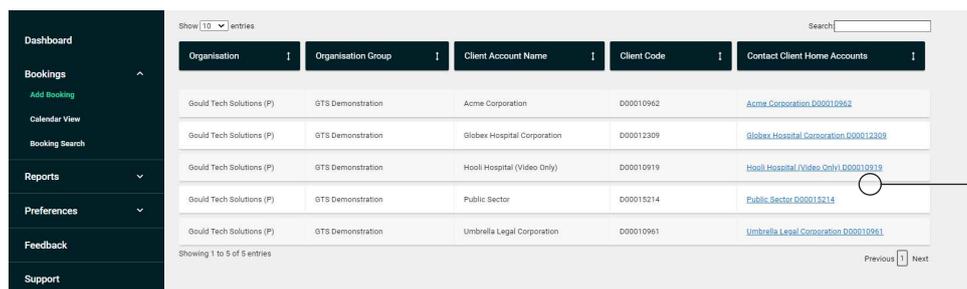
Click the account highlighted link to make your booking

If you have are having any difficulties with access please raise a ticket with the Product Support Team for assistance.

3. Booking Details

Complete the sections in the booking form.

Multi-day Booking?

Tick here if you wish to book a language professional for more than one day

Booking Type

Choose the booking type you wish to use, in this case it would be Face to Face Interpreting

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 *	Appointment Type *

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

☐ Multiday Booking

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

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

Information to Interpreter	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

People to notify

Include email addresses of anyone who needs to be made aware of the booking. You can add as many as required

Not to use

Select any language professionals you choose to exclude from the booking

End Date & Time

This will automatically update when the duration is updated

Contact Details

Contact Name Demonstration Account

Contact Number 07777777777

Finance

Booking Charge Method Actual Booking Duration

Your Information

Booking Reference	Cost Centre Code

Attributes

Show Additional

☑ IMS Direct | Band 1

☑ CCS | Security CCS | Security Level 1

Save

Your information

This refers to Booking reference and your cost centre code.

Save

Don't forget to save. You will then be provided with your booking summary.

4. Booking Summary

Once a language professional is booked, a notification will be sent to the email addresses provided at the time of booking.

Booking 58443419

Cancellation | Add Feedback | Edit | Messages

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, Edinburgh, Lisbon, London	Duration 01:00:00

Booking Type
Face to Face

Language Zulu	Client Name Public Sector (D00015214)	Time Approval Type Awaiting Approval	Address Space Works Photon Building Percy Street Leeds United Kingdom LS12 1E0

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

Edit or Cancel

Bookings can be amended or cancelled before a professional is assigned to your project.

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