REMOTE INTERPRETING BOOKING PROCESS

AUDIO, VIDEO, FACE TO FACE APPOINTMENTS

Ministry of Justice

INTERPRETING SERVICES
AUDIO, VIDEO & FACE TO FACE APPOINTMENTS

COVID-19 Special Measures User Guide

To ensure business continuity and social distancing guidance can be followed during the COVID-19 outbreak we have worked collaboratively with the MOJ team to enable you to book an interpreter via the following channels:

- Virtual bookings via video (**Skype and Microsoft Teams**)
- Via secure video link CVP (**Cloud Video Platform**)
- Telephone conference calls (**BT MeetMe**)
- Face to Face where these appointments are deemed essential

> (I) Bookings for all interpreters, regardless of their type, need to be placed on the WordSynk portal. The process for all types of booking are detailed below. Should there be any questions about this guidance please contact us at **moj@thebigword.com**.

1. LOGGING INTO WORDSYNK
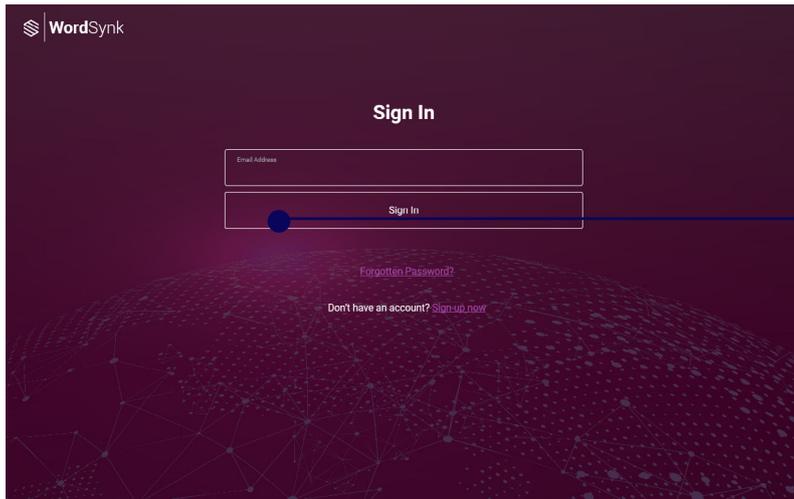
1. Go to: **login.wordsynk.com**

2. Enter your work email address and your password in the required fields.

3. You can reset your password from this screen at any time by selecting the **Forgotten Password?** link.

4. Then select **Sign in**

5. Once logged in, you will see the WordSynk dashboard screen which provides access to two areas, Interpreting and Translation.

6. From the dashboard screen select **Interpreting** and then **Interpreting Dashboard** to proceed.
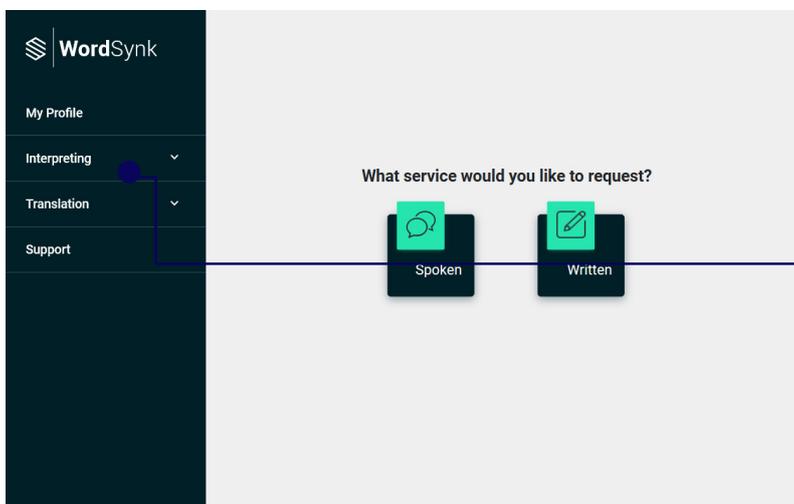
2. ADD A BOOKING

Start by selecting **Bookings** at the top of the screen and then select **Add Booking** in the menu to the left of the page. The new booking page will open. To view your bookings, use the search fields provided.
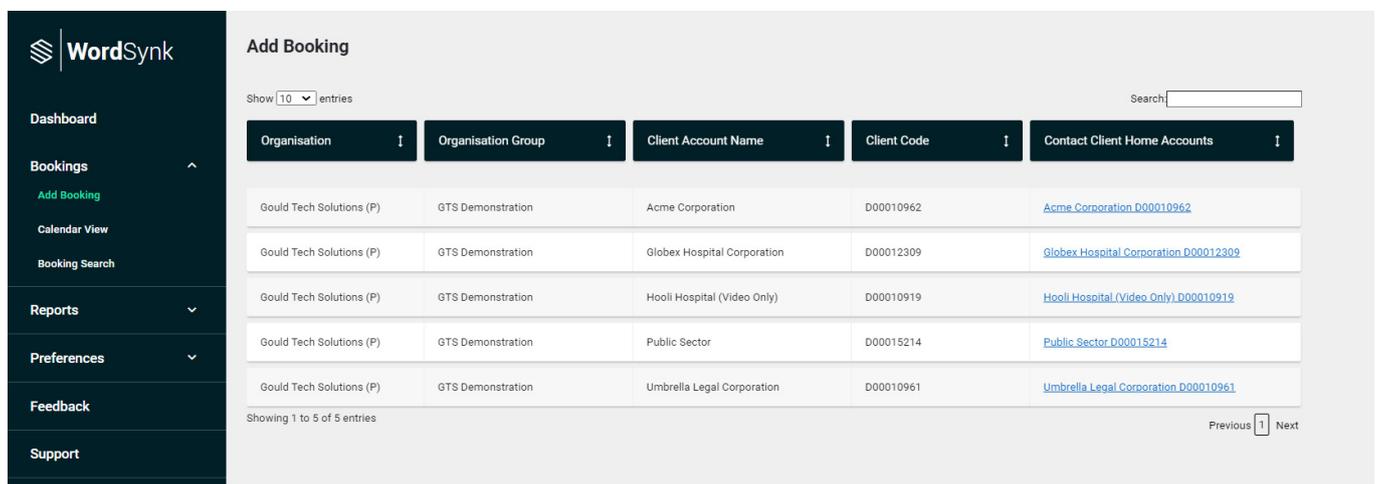
3. CREATE A BOOKING

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

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.

Your booking has been added successfully! - Your booking will now go through automated sourcing to find an interpreter.

Once interpreter has been assigned to the booking to find out their contact details you need to go into the booking and click on the 'Interpreter Summary' button.
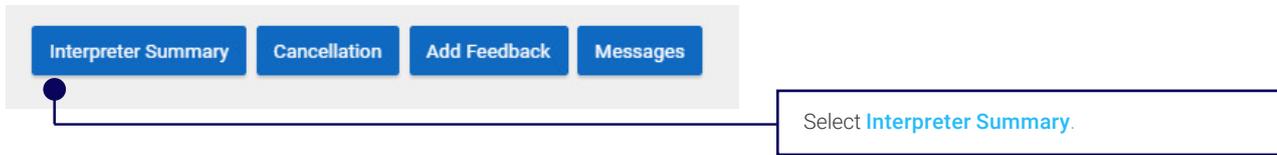
Once the interpreter summary appears you then be able to see the interpreter's details such as contact number and email address to enable you to contact them, dial them into BT MeetMe or send an invite for a Skype or Teams meeting.

MANAGING BOOKINGS WITH AN INTERPRETER ATTENDING VIA **VIDEO OR AUDIO**

During the booking

If you are unable visually check the ID of the interpreter when they join the call you can ask them to confirm their name and P code which you can check matches against the interpreter summary presented on the booking page on WordSynk.

Please be aware that some of the interpreters may not have used the various virtual meeting platforms before so may need time to adjust.

Speaker phone – If there is anyone attending the venue in person, you should use a speaker phone that is loud enough for all parties to hear if there are multiple attendees in the same room, i.e. a spider phone.

Length of call – Is the call likely to last more than one, two or three hours? Interpreters will be aware of this when they accept the booking but to negate any issues it is good practice to make them aware at the start of the call.

Conduct – Speak as you would normally to an English speaker then wait for the interpreter to answer you once they have translated. Speak directly to the non-English speaker.

As simultaneous interpreting may not be possible appointments may have to run slightly slower as the interpreter adjusts. They may also need to interrupt if things are running too quickly or they need clarification.

Breaks in appointments – If there is a break in the appointment please ensure the interpreter is aware of when they will be called back. If a break means the appointment may run over you will need to inform us to extend the booking as the interpreter may have another job they are due to attend.

Over running appointments – As above if the appointment seems as though it is going to extend beyond the booked time please notify us immediately. If you don't, this could impact on other bookings the interpreter is due to attend.

After the booking

As there will be no timesheets to sign, venues must keep a local record of bookings with details of the start and finish time for the purpose of payment assurance and financial checks.

Please note, there is no need to record short breaks in interpreting during the appointment.

Once the booking is completed, venues must close the booking down, by submitting the times on the WordSynk portal. Guidance on how to close a booking can be found here:

Interpreting User Guide

Face to face bookings

The process for essential face to face bookings remains unchanged, except that when at the venue the interpreter will not be able to sit side by side with the non-English speaker. This is to ensure that social distancing is maintained.

We ask that interpreters follow local hygiene protocols and social distancing guidance issued by the government. Further information and guidance on conducting a face to face appointment can be found here

Face to Face Quick Guide

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