

The background of the cover features three large, abstract, wireframe-like shapes that resemble speech bubbles or interconnected nodes. These shapes are composed of numerous small dots connected by thin lines, creating a complex, geometric pattern. The shapes are rendered in a light blue/cyan color against a dark purple background. The overall aesthetic is futuristic and technological.

INTERPRETING SERVICES

Spoken Languages
User Guide

BOOKING INTERPRETERS USING THE WORDSYNK PORTAL

WordSynk is fast, simple and available **24/7/365** to make or view bookings and access to reports. It is a secure platform, protecting all of your details, and offers complete visibility over your interpreter 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: app.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: app.wordsynk.com and select **Forgotten password**.

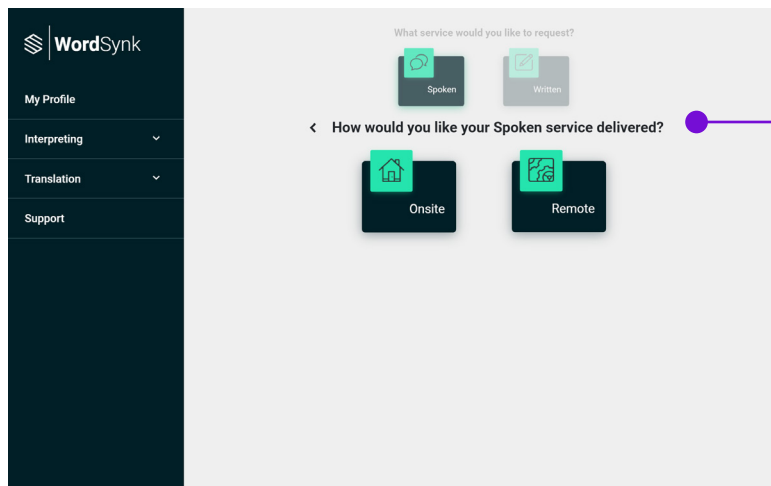
2. Enter your **work email address** and then select **Send**.

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

4. This is now your WordSynk password. Due to data protection, this password must be reset once every 30 days.

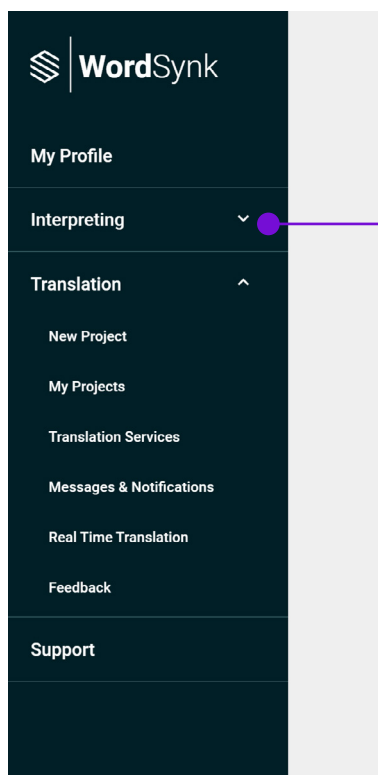
SELECTING YOUR SERVICE USING THE WORDSYNK PORTAL

Once you have logged into the system, you will be taken to the main dashboard. Here, you can select what type of language support you require – **Spoken** – otherwise known as interpreting, or **Written**, also called translation.



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NAVIGATION MENU



You can also view your **profile**, quickly access our **Interpreting** and **Translation** project modules and view our **product support** page.

Use the arrows to expand the menus

CREATING A BOOKING

Step 1

Start by selecting **Spoken** from the main menu and then select **Onsite** followed by **In Person**. The new booking page will open. To view your bookings, use the dashboard option on the left-hand menu.

WordSynk

My Profile

Interpreting

- Create Booking
- Interpreting Dashboard
- Bookings
- Calendar
- Messages & Notifications
- Feedback
- Insights

Translation

Support

< How would you like your Spoken service delivered?

Onsite

Remote

< What type of Spoken service do you require?

In Person

Video Onsite

You can also use the navigation menu to jump to the booking form by selecting 'Create Booking'

Step 2

Find the organisation and the home account/cost centre you require the booking for. Once found, select the calendar icon to add a booking.

Add Booking

Show 10 entries

Search:

Organisation	Organisation Group	Client Account Name	Client Code	Contact Client Home Accounts
Test Organisation UK	UK Group 1A	UK Client 1 (child of UK G1A)	D00000001	UK Client 1 (child of UK G1A) D00000001
Test Organisation UK	UK Group 1A	UK Client 1 (child of UK G1A)	D00000001	UK Client 1 (child of UK G1A) D00000001
Test Organisation UK	UK Group 1B	UK Client 2 (child of UK G1B)	D00000002	UK Client 2 (child of UK G1B) D00000002
Test Organisation UK	UK Group 1B	UK Client 2 (child of UK G1B)	D00000002	UK Client 2 (child of UK G1B) D00000002

Showing 1 to 4 of 4 entries

Previous 1 Next

Select your home account/cost centre.

Step 3

You now need to complete the online booking form.

If your booking requires multiple languages and/or Interpreters please tick this box, and an additional option will appear. If the durations for each day are different, please contact the interpreting helpdesk by calling **0800 757 3100**.

The screenshot shows the 'Add Booking' form with the following fields and callouts:

- 1**: Booking Type *
- 2**: Appointment Type *
- 3**: Language *
- 4**: Booking Time Zone * (UTC) Coordinated Universal Time
- 5**: ☐ Multiday Booking
- 6**: Start Date & Time *
- 7**: Duration - Hour(s) * and Duration - Minute(s) *
- 8**: End Date and Time
- 9**: Client Notes
- 10**: Information to Interpreter
- 11**: Client Contact Email (UKcontact1@thebigword.com)
- 12**: People to Notify (Cc)
- 13**: Interpreter(s) Not to Use
- 14**: Requested Interpreter

At the bottom of the form, there are radio buttons for 'Mandatory' and 'Preferential' under the 'Requested Interpreter' section.

- 1. Booking Type** – Use the drop down menu to select the type of booking required: Eg. **face-to-face 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.
Note: If the required language is not listed please contact the helpdesk on **03333 449 461**.
- 4. Booking Time Zone** – This defaults to support the UK timezone.
- 5. Multi-Day Booking** – If you require an interpreter 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. Client Notes**– Use to provide information for your project coordinator. For example: Please send confirmation asap.
- 10. Information to Interpreter** – Use to provide information for the interpreter. For example: Witness statements will be needed.
- 11. Client Contact** – populated with the email associated with the client account.
- 12. People to Notify (CC)** – Used to include email addresses of the people who need to be made aware of the booking and require notifications. You can add as many emails as required.
- 13. Interpreter(s) not to use** – You can search for interpreters to be excluded from accepting the booking. These may be interpreters with a conflict of interest or whose impartiality may be compromised by previous involvement in related cases.
- 14. Requested Interpreter** – You can request a specific interpreter by using the search button. Then select the 'Mandatory' or 'Preferential' buttons according to your requirements.

Step 3 (continued)

Venue Contact Details

15 Use Contact Details

16 Venue Contact Name

17 Venue Contact Number

18 Address

Enter a new address Use a saved address

Venue Address

Finance

Booking Charge Method

Your Information

19 Booking Reference

20 Booking Text Field *

Appointment Reference

CustomField Drop Down *

☐ Custom Field Check

Attributes

21 SEND

Show Additional

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.

15. Use Contact Details – Contact information of person who's requesting the booking.

16. Venue Contact Name – Enter the name of the person who will greet the interpreter at the venue.

17. Venue Contact Number – Enter the contact number of the person who will greet the interpreter at the venue.

18. Address – Enter the name of the venue where the interpreter is required.

19. Appointment Reference – Add specific information about the appointment.

20. Custom Fields – If a client has a custom field added, this will be shown on the booking form.

21. Save – When the form is completed, select **Save**.

GROUP BOOKINGS

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

Add Booking

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

☒ Multiple Languages and/or Interpreters Required

1. Select this tick box.

Appointment and Interpreter Requirements

Group Booking Name

2. Enter the Group Booking Name.

Booking Type

(UTC) Coordinated Universal Time

☐ Multiday Booking

Start Date & Time*

01/06/2020 14:13

Duration - Hour(s)*

1

Duration - Minute(s)*

0

End Date and Time

6/1/2020 3:13 PM

Client Notes

Information to Interpreter

3. Complete fields 2 - 13 as per page 7.

Client Consent Email

UKcontact1@thebigword.com

People to Notify (Cc)

4. Select Add New.

Interpreter(s) Not to Use

Multiple Languages/Interpreters

Add New

Interpreters Required

Language

0

-- Select --

5. You can edit your submission by selecting this icon or you can delete your submission using the cross icon.

6. Enter the number of interpreters you would like for that language. Once happy, select the tick icon.

7. Use this drop down menu to select the language.

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 50011189

Start Date and Time: 03 June 2020 11:37 (UTC) **End Date and Time:** 03 June 2020 12:37 (UTC) **Booking Time Zone:** (UTC) Coordinated Universal Time **Duration:** 01:00

Appointment Type: UK Qualification 1 Security 3 **Booking Status:** Booking

Language: Alan **Client Name:** UK Client 2 (child of UK G1B) (D00000002) **Time Approval Type:** Awaiting Approval **Address:** thebigword, Link Up House, Ring Road, Llandudno, United Kingdom, LL31 5AB

Actual Date & Time: 03 June 2020 11:27 (UTC) **Lunch Break Duration:** 0 **Default People to Notify (Dx) List:** **Urgency Type:** Required within 250 hours

Client Notes: Information to Interpreter **Description:** Booking type: Face to Face Booking target language: Alan Booking end date and time: 03 June 2020 11:37 (UTC) (UTC +0000)

Booking Reference: Appointment Reference

Custom Fields: Booking Test Field: 53453, CustomField End Open: Interpretation, Custom Field Check: False

Booking 50011189 - Booking History

Date and Time	User	Action Type	Action
---------------	------	-------------	--------

Select **Cancellation** to cancel your booking.

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

The appointment can be **amended** or **cancelled** through WordSynk Client before an interpreter is assigned to the booking. You will know an interpreter has been assigned when you receive an email with the timesheet confirming the booking and providing you with their details.

SUBMIT ON BEHALF OF ANOTHER USER

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

Add Booking

Show: 10 entries

Organisation	Organisation Group	Client Account Name	Client Code	Contact Client Home Accounts
Test Organisation UK	UK Group 1A	UK Client 1 (child of UK G1A)	D00000001	UK Client 1 (child of UK G1A) D00000001
Test Organisation UK	UK Group 1A	UK Client 1 (child of UK G1A)	D00000001	UK Client 1 (child of UK G1A) D00000001
Test Organisation UK	UK Group 1B	UK Client 2 (child of UK G1B)	D00000002	UK Client 2 (child of UK G1B) D00000002
Test Organisation UK	UK Group 1B	UK Client 2 (child of UK G1B)	D00000002	UK Client 2 (child of UK G1B) D00000002

Showing 1 to 4 of 4 entries

Previous 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 7**.

HOW TO REVIEW A TIMESHEET WHEN THE INTERPRETER HAS SUBMITTED ACTUAL TIMES

Step 1

Log into WordSynk Client Portal: thebigword.WordSynk

Step 2

Under the **Bookings** tab, use the search functionality to find the booking required for review and click on the **Eye icon** to open the Booking view page. Bookings where an interpreter has submitted their times before you, will appear as a new button **Confirm Duration**.

WordSynk Booking 50011191

Start Date and Time: 23 June 2020 12:21 (UTC) UTC+00:00

End Date and Time: 23 June 2020 12:21 (UTC) UTC+00:00

Booking Time Zone: (UTC) Coordinated Universal Time

Duration: 01:00:00

Appointment Type: UK Qualification 2 Security 2

Booking Status: Booking

Contact Name: UK Contact 1 All UK Clients

Contact Email: ukcontact1@bigword.com

Interpreter(s) Not to Use

Attributes: UK Qualification Level 2, UK Security Level 2

Confirm Duration Add Feedback Info Messages

Select **Confirm Duration**.

Step 3

In this pop up window you are required to confirm the 'actual times' of the booking. When the interpreter has submitted times, you will need to check these times are accurate by following the process below.

WordSynk Booking 50011191

Start Date and Time: 23 June 2020 12:21 (UTC) UTC+00:00

End Date and Time: 23 June 2020 12:21 (UTC) UTC+00:00

Booking Time Zone: (UTC) Coordinated Universal Time

Duration: 01:00:00

Appointment Type: UK Qualification 2 Security 2

Booking Status: Booking

Contact Name: UK Contact 1 All UK Clients

Contact Email: ukcontact1@bigword.com

Interpreter(s) Not to Use

Attributes: UK Qualification Level 2, UK Security Level 2

Confirm Duration Add Feedback Info Messages

Confirm Duration

Interpreter Booking Duration Confirmation

Booking Timesheet File

No file uploaded

Booking Duration

Start Date & Time: 23/06/2020 13:30:00

End Date and Time: 23/06/2020 14:30:00

DurationOnEngagement: 01:00:00

Lunch Break Duration: 0

Client Booking Duration Confirmation

Booking Timesheet File

Upload file

Booking Duration

Start Date & Time: 23/06/2020 13:30

End Date and Time: 23/06/2020 14:30

DurationOnEngagement: 01:00:00

Cancel Confirm Duration

Note: Submitting these times will result in the Booking status changing to 'Pulified' - User response

1. You can review the timesheet and times the interpreter has submitted for this booking. If you're happy with the information submitted you can go straight to 3.

2. This section only requires editing if you disagree with the times submitted by the interpreter.

3. If you disagree with the times provided, you can submit an alternative duration. Doing so will raise a dispute and a member of the finance team will review these submissions.

4. Then select **Confirm Duration**.

HOW TO CONFIRM ACTUAL BOOKING TIMES BEFORE THE INTERPRETER HAS SUBMITTED ACTUAL TIMES

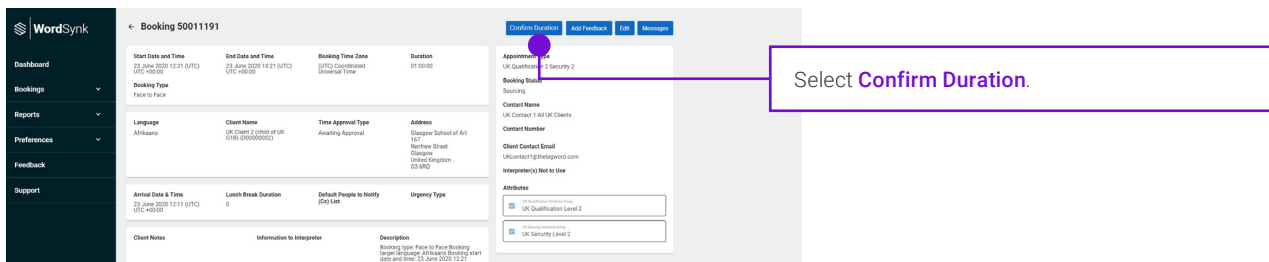
In WordSynk Client you're able to confirm actual booking times before the Interpreter submits their times - Here we show you how you do this:

Step 1

Log into WordSynk Client Portal: thebigword.WordSynk

Step 2

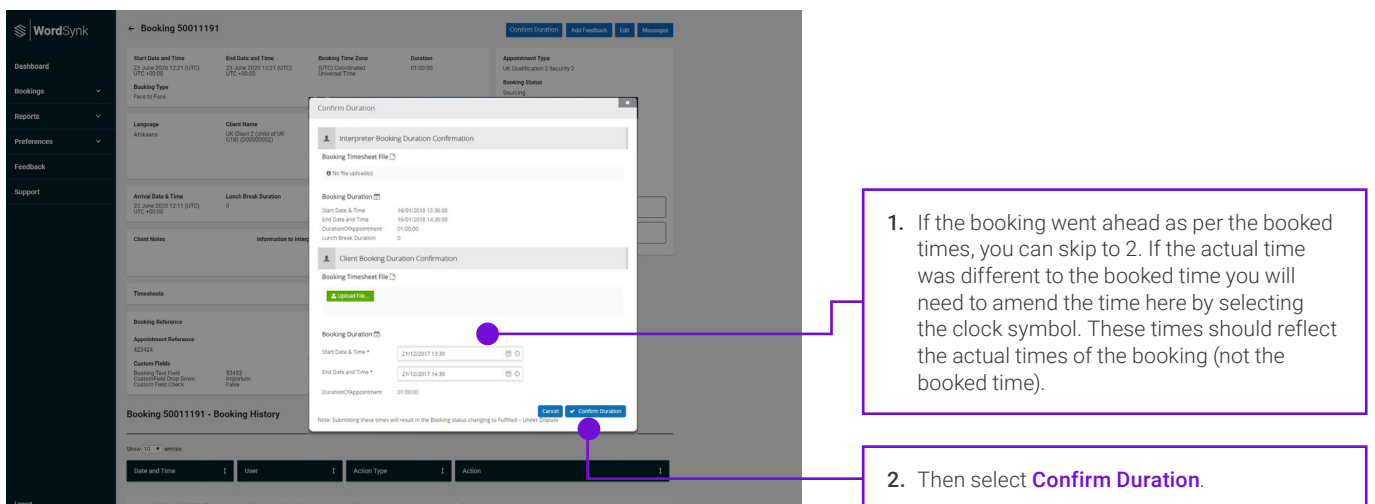
Under the **Bookings** tab, using search find the booking and click on the **Eye icon** to open the view booking page.



Select **Confirm Duration**.

Step 3

In this pop up window you are required to confirm the actual times of the booking.



1. If the booking went ahead as per the booked times, you can skip to 2. If the actual time was different to the booked time you will need to amend the time here by selecting the clock symbol. These times should reflect the actual times of the booking (not the booked time).

2. Then select **Confirm Duration**.

FINDING YOUR TELEPHONE INTERPRETING ACCESS CODE AND PIN

I

thebigword's Telephone interpreting service is available 24/7 and is accessed easily by dialling **03333 449 462**.

Once you have dialled this number you will be asked for an Access Number and some clients will also be asked for a PIN number. To find your Telephone Interpreting Access Number and PIN number, follow the process below. If you cannot access this, please contact your Account Manager.

Step 1

If this is the first time you are logging in to WordSynk, you will need to reset your password and log in to your portal by following the instructions on **page 3**.
Start by selecting **Spoken** from the main menu and then select **Remote** followed by **Over the Phone**. The side menu has the options available to find your Telephone Interpreting Access Number and Pin Number.

WordSynk

Dashboard

Bookings

Reports

Preferences

Contact details

User Administration

PIN

Access Codes

Feedback

Support

Access Codes

Client: TRC Client 1 (child of TRC (11A))

Show 10 entries

Code	Description
01131	helpimtrappedinadatabase
01131777	helpimtrappedinadatabase
01131778	helpimtrappedinadatabase
0114	helpimtrappedinadatabase
0114578	helpimtrappedinadatabase
01156778	helpimtrappedinadatabase
01167578	helpimtrappedinadatabase
0123	HELLO THIS IS THE BIG DESCRIPTION
0123	hithere

1. Select **Preferences** tab on the portal.

2. Then select **Access codes** from the side menu.

3. This is your Telephone Interpreting Access Code. This will not change so make a note of this and keep in a safe place.

4. If you do require a PIN number you can find it by selecting **PIN** from the side menu to view your PIN number.

5. This your Telephone Interpreting Access Code. This will not change so be sure to remember the code

Step 2

Once you have dialled **03333 449 462**, follow the instructions on the phone and enter your Access Code and PIN number when prompted.

Step 3

Enter the language code of the language you require. Language codes can be found on the 'Telephone Interpreting Quick Guide' which can be found in your WordSynk welcome email or can be ordered following the process on **page 16**.

REQUESTING VIDEO REMOTE INTERPRETING (VRI)

On-Demand Video Remote allows you to connect with a professional Interpreter through an audio-visual call via your WordSynk Client Portal. If you do not have access to Video Remote Interpreting, please contact **info@thebigword.com**

Step 1

Login in to your WordSynk Client Portal as per page **3 and 4**.

Step 2

Create a booking as per the instructions on pages **6 to 8**.

Step 3

Add the booking details by selecting the booking type of '**Video Remote Interpreting**'. Select the appointment type and select the language required for interpretation. Review the default attributes to ensure the right qualified interpreter is automatically sourced to match your booking requirements. Once you are happy with the booking details entered, select the **save** button.

The screenshot shows the 'Add Booking' form in the WordSynk application. On the left is a dark sidebar with navigation links: Dashboard, Bookings, Reports, Preferences, Feedback, and Support. The main content area is titled 'Add Booking' and includes a checkbox for 'Multiple Languages and/or Interpreters Required'. Below this is a section for 'Appointment and Interpreter Requirements'. It contains several dropdown menus: 'Booking Type' (with 'Video Remote Interpreting' selected), 'Appointment Type' (with 'UK Qualification 1 Security 1' selected), and 'Booking Time Zone' (with '(UTC) Coordinated Universal Time' selected). There are also input fields for 'Start Date & Time' (02/06/2020 13:37), 'End Date and Time' (6/2/2020 2:37 PM), 'Duration - Hour(s)' (1), and 'Duration - Minute(s)' (0). At the bottom is a 'Client Notes' text area.

Step 4

You will be presented with a successful save of booking message along with a message to show you the system is searching for an available interpreter that matches the requirements of the booking. Please remain on this screen to get connected to your On Demand VRI booking.

The screenshot shows the 'View Booking' page for booking 50119294. A blue toast message at the top says 'Saving was successful'. The page has a sidebar with 'thebigword' logo and navigation links: Dashboard, Bookings, Reports, Preferences, Support, and Profile. The main content area is titled 'View Booking 50119294' and includes buttons for 'Add Feedback', 'Edit', 'Confirm Duration', and 'Messages'. Below the title is a 'Booking Information' section with a table of details: Booking Number (50119294), Booking Type (Video Remote Interpreting), Booking Status (Sourcing), Appointment Type (HMP | Healthcare), Language (Zulu), Arrival Date, Start Date, Booking Time, Original Status, Original End Date, Contact Name, Contact Number, Client Note, Information, Client Contact, People to Inform, and Urgency Type. A white modal overlay is centered on the screen with the title 'Searching for an Interpreter' and the text 'Contacting available interpreters, please wait...' along with a circular loading spinner.

Note

If there is no available interpreters online, you will be presented with the following message. In this instance please either try again shortly if appropriate or alternatively contact your Interpreting Operations Team.

The screenshot displays the 'thebigword' web application interface. The top navigation bar includes links for Dashboard, Bookings, Reports, and Preferences, along with user support and profile icons. The left sidebar contains options for Add Booking, Calendar View, and Booking Search. The main content area is titled 'View Booking 50119307' and includes buttons for Add Feedback, Edit, Confirm Duration, and Messages. Below the title, a 'Booking Information' section lists details such as Booking Number (50119307), Booking Type (Video Remote Interpreting), Booking Status (Sourcing), Appointment Type (HMP | Healthcare), and Language (Zulu). An 'Information' modal box is overlaid on the page, displaying the message: 'Unfortunately there are no interpreters available at this time. Please try again in a few minutes.' with an 'OK' button.

Booking Information	
Booking Number	50119307
Booking Type	Video Remote Interpreting
Booking Status	Sourcing
Appointment Type	HMP Healthcare
Language	Zulu
Arrival Date	
Start Date	
Booking Time	
Original Status	
Original End	
Contact Name	
Contact Email	
Client Notes	
Information to Interpreter	
Client Contact Email	Martin@burniesden.co.uk
People to Notify (Cc)	
Urgency Type	
Interpreter(s)	Not to Use

Step 7

Once an interpreter has accepted, you will be taken to a conference room to commence your session.

VRI On Demand

Please click on Open Conference to continue your On Demand VRI booking

Open Conference

Please enter in your name and check your microphone and camera settings are correct before selecting the **'Join meeting'** button. Once you have selected **'Join meeting'**, you will be connected to yourInterpreter. Once an interpreter is connected you will see them on your screen to start your On Demand VRI session.

StarLeaf 

Enter your name|

Join meeting

 Audio and video settings

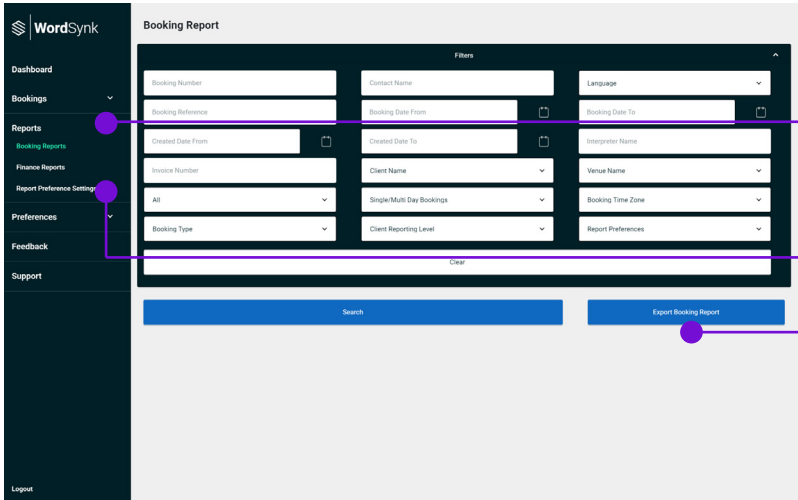


At the end of your session please click on the **'red telephone'** button to close the booking.

REPORTING

WordSynk Client provides access to reports - **'Booking Report'** will provide a detailed view of your bookings and **'Financial Report'** is for carrying out payment assurance checks.

Booking report



Booking Reports

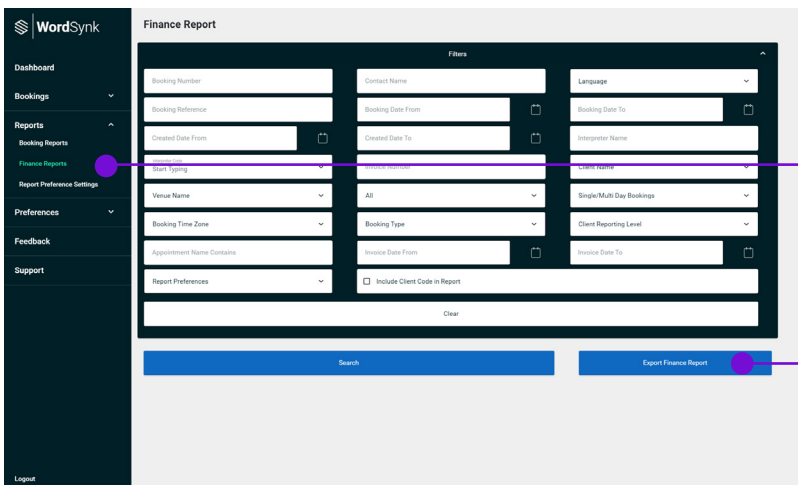
Select **Reports** to access a consolidated list of your bookings. Select **Booking Report** on the left menu.

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 18** for more details).

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

Finance report



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 18** for more details), then select **Search**.

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

Report preferences

You can edit your 'Report Preference Settings' to apply your own personal preferences to both Booking and Finance Reports.

WordSynk

Dashboard

Bookings

Reports

Booking Reports

Finance Reports

Report Preference Settings

Preferences

Feedback

Support

Report Preferences

Public Report Preference Settings

Show 10

Settings

Add New

Actions	Name	Report Type
	Test 1	Client Finance Report

1 - 1 of 1 items

User Report Preference Settings

Show 10

Settings

Add New

Actions	Name	Report Type
	FINANCE	Client Finance Report
	Booking Report	Client Booking Report
	Preference Test 1	Client Booking Report
	Preference	Client Booking Report

1 - 4 of 4 items

1. To add a new report preference that is visible for all users in your organisation select **Add New** here. If you cannot access this, please contact your Account Manager.

2. Only users with certain access levels will be able to create public report preferences.

3. From the drop down menu select which report you would like to create a preference for.

WordSynk

Dashboard

Bookings

Reports

New Report Preference

☐ Make Report Public

Client Booking Report

Select Preference Name

Save

Cancel

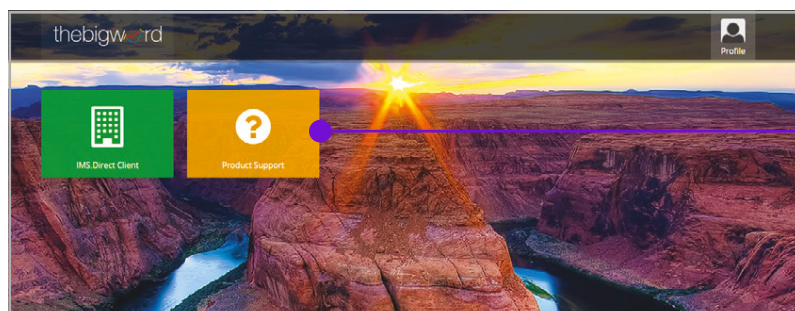
4. You can rename this report preference by typing in this field.

5. Then select **Save**.

PAGE 18

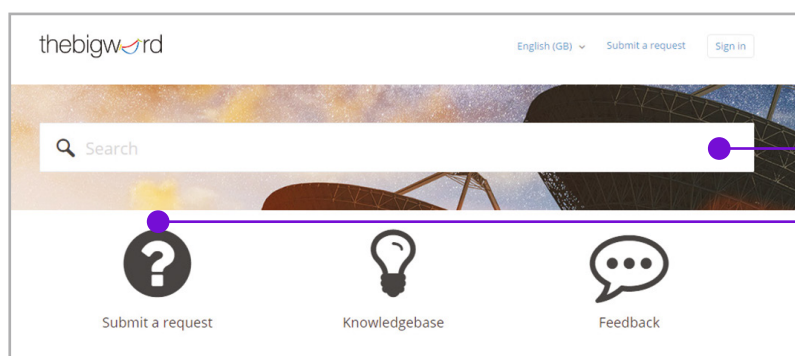
TECHNICAL SUPPORT

If you're having any technical difficulties accessing or using WordSynk Client please raise a ticket with Product Support team for assistance: <https://support.thebigword.com/hc/en-gb>



1. Log in to your WordSynk Client portal as per instructions on **page 4**.

2. Select the **Product Support** tile.



3. Use the search bar to search for useful articles and user guides.

4. If you require technical assistance, you can contact our technical support team by selecting **Submit a request**.

Submit a request

Please choose a request type below

Submit your Product Support request

Your email address *

Subject *

Description *

Please enter the details of your request as well as any relevant product names/job numbers.

What can we help you with today? *

Attachments

Add file or drop files here

Submit

5. Fill out the request form and select **Submit**. The product support team will be in contact for investigations.

GLOSSARY

Access Code and PIN code

Each user of WordSynk will have their own Access code and sometimes a PIN code as well. This Access Code and PIN code will give you access to our Telephone Interpreting services. This unique code will be needed during the automated process of connecting to an interpreter alone.

Appointment type

Within your organisation, there may be several types of appointments where an Interpreter is required. These appointment types will be tailored to your organisation and will appear in the drop down menu on the booking form.

Attributes

Attributes refer to the skills, qualifications and experience your Interpreter will have. Based on your booking requirements, we will find an Interpreter with the appropriate attributes to fulfil your booking.

Automated Telephone Line

Allows interpreters and end clients to validate timesheets at the end of a face-to-face interpretation appointments. Dial **0800 757 3476** and follow the instructions. You will need your unique PIN to complete the process.

Dashboard

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

Face-To-Face Interpreting

A session where an interpreter 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 the Helpdesk to help you overcome any issues and answer any questions. The Helpdesk can be contacted on **03333 449 461** or via email at **info@thebigword.com**

WordSynk Client

WordSynk Client 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 interpreter bookings.

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

Interpreter Code

Every interpreter 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 you need support with, thebigword has a specialist team of language identifiers who will do it for you. They can be contacted by calling Telephone Interpreting on **03333 445 702**, following the instructions and dialling **700#** when asked for the language code.

Limited English Speaker

Someone with limited English skills who will need the support of an interpreter to effectively communicate.

Multi-Day Booking

The Multi-Day Booking option is available on the Booking Form and is used if you require an interpreter for more than one day. 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.

Notifications

A menu button on WordSynk Client system that will provide key updates to each user, requesting approval of timesheets that have been submitted without your validation after interpreters have completed their appointments.

Target Language

The language you need the interpreter to be able to communicate in and support the limited English speaker.

Telephone Interpreting

Instant access to expert interpreters 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 interpreter 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 interpreter. The timesheet must be validated by both the end client and the interpreter at the end of the appointment.

