

FAQ's WordSynk Network MOJ

1. How do I log into the new WordSynk Network MOJ application?

We will send you an email with a password reset link, from here you will follow the link to reset your password.

Once your password has been reset, you will receive an email confirmation, then you will be able to log into the application.

2. What will happen to the bookings that I have already accepted for the Ministry of Justice (MOJ) and the booking is in the future?

Any **future** MOJ bookings from 03rd June 2024 will be migrated to the new WordSynk Network MOJ application.

Any **past** MOJ bookings that have been invoiced will remain in the old WordSynk Network application.

Any **past** MOJ bookings that have **not** been invoiced will be migrated into the new WordSynk Network MOJ application.

3. How can I find my bookings that I have already accepted in the WordSynk Network MOJ application?

As you log into the WordSynk Network application will you land onto the Bookings page. From here you will see **Upcoming** and **Past Bookings**, you can utilise the calendar to find bookings for today, weekly, and monthly.

4. How can I invoice my bookings for the Ministry of Justice, that I have already completed in the current application?

Any MOJ bookings that you have completed, but not yet invoiced will be migrated into the new WordSynk Network MOJ application.

The process to invoice bookings will remain the same, once the booking times have been confirmed, it will be ready to invoice. You will find these bookings in the **Ready to Invoice** section.

5. What do I do if I have a problem with the WordSynk Network MOJ application?

You can contact our support team via <https://wordsynknetwork.zendesk.com/>

6. Will all bookings be visible in the WordSynk Network MOJ application, including Non – MOJ bookings?

From 3rd June 2024 you will be able to access bookings specifically for the Ministry of Justice. This will not include any bookings for other clients. You can still view and accept any non–MOJ bookings from the current application.

7. When will all bookings be available in the WordSynk Network MOJ application, including non-MOJ bookings

We aim to migrate other clients as soon as possible; further communication will be shared with the client roadmap.

8. Is this application available on web, so that I can access it via my laptop?

This application is available on **iOS and Android, MacOS and ViosionOS only**. You can find the links below:

[WordSynk Network MOJ - for iOS](#)

[WordSynk Network MOJ - for Android](#)

9. If I can only access the new application via mobile, how can I change the dates in the invoicing page? Can I invoice older bookings or just the current month?

You can view all bookings that are ready for invoicing on the Invoices page, for the current month or previous months.

Within the **Ready to Invoice** page, you will see a list of bookings, for ease of use you can simply **Select All** bookings, to invoice all bookings.

Alternatively, you can select specific bookings by scrolling down the page.

10. I don't have a smart phone and I only use a laptop/PC. How can I receive MOJ offers?

The following devices are supported.

Android

Requires 5.0 or later.

iPhone

Requires iOS 13.4 or later.

iPad

Requires iPadOS 13.4 or later.

iPod touch

Requires iOS 13.4 or later.

Mac

Requires macOS 11.0 or later and a Mac with Apple M1 chip or later.

Apple Vision

Requires visionOS 1.0 or later.

If you do not have access to one of the listed devices, unfortunately you will be unable to accept MOJ work.

11. I want to update my profile. I can do this from the current application. Will I still be able to do this from the new one?

If you want to update your profile, we strongly recommend you email our Admin & Compliance team on linguist@thebigword.com this will ensure your profile is updated without delay.

12. Will my E-invoicing preferences be migrated, or do I need to add them again?

You can check your details under the Billing Configuration.

13. I can now see AEP/Additional payments on the offer/booking. Will this mean a change in payment terms?

AEP/Additional payments will now be paid together with the booking these refer to; therefore, you will no longer receive a separate payment for these, and it will be included in the month end payment. This will apply only to bookings accepted on the new application.

For bookings whereby you have negotiated an additional fee, AEP will not be applicable, even when accepted via the app.

14. Can I upload a timesheet photo from my camera roll?

You can only upload a timesheet by taking a live photo. It must be a live photo, not one pre-taken from the camera roll.