



WordSynk
NETWORK

WordSynk Network

App User Guide

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INTRODUCTION

WordSynk Network is thebigword Group's latest technology solution. It offers a streamlined approach to delivering language services. WordSynk Network has been designed to improve how you view and accept offers. You will be able to invoice completed assignments more efficiently. Browse available offers freely, viewing only the assignments you are eligible for.

This document will walk you through the steps from getting started to invoicing your assignments.

To download the app, click on the correct link for your device below:

[WordSynk MOJ - for iOS](#)

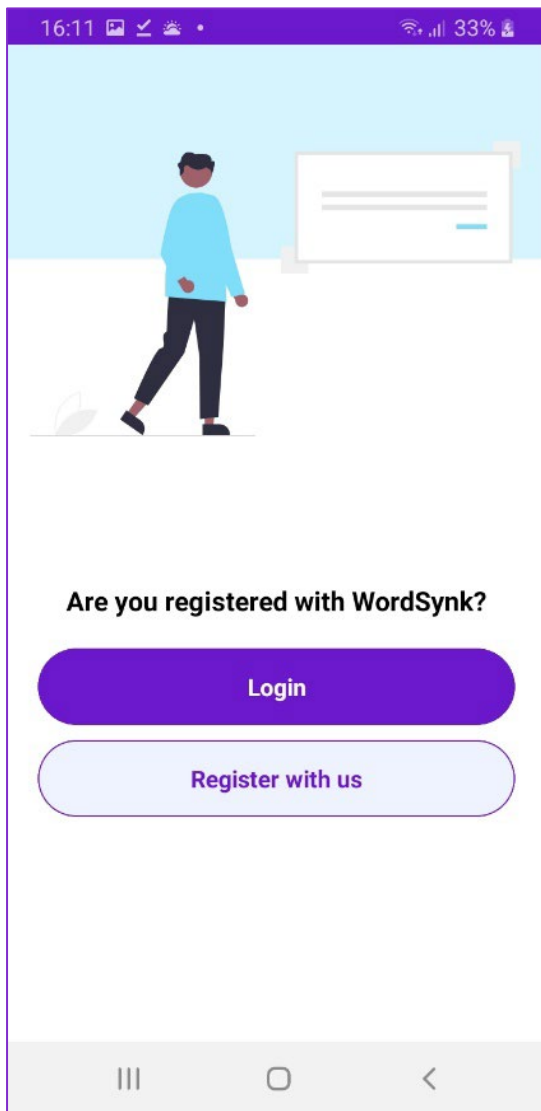
[WordSynk MOJ - for Android](#)



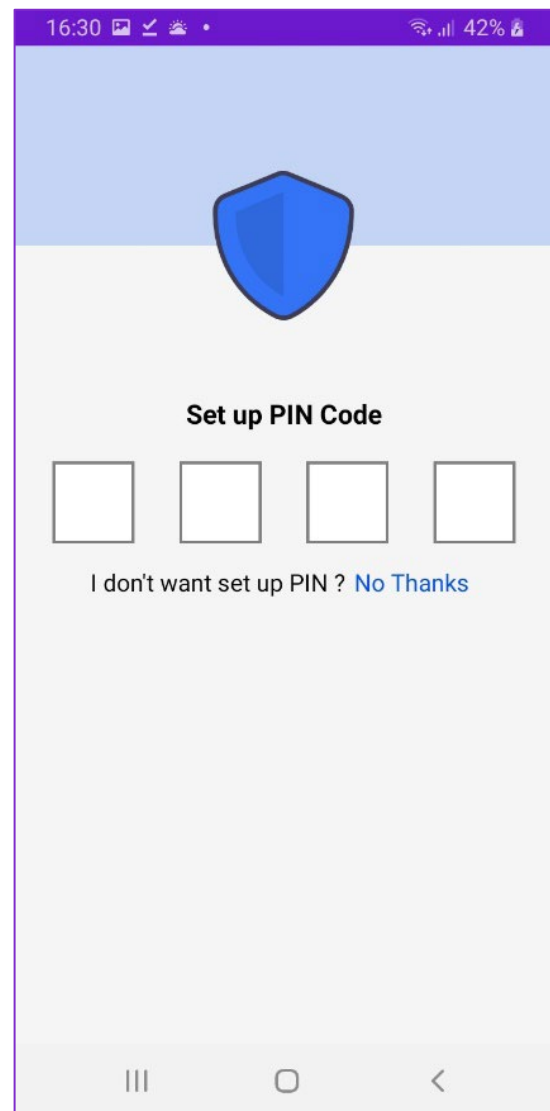
All the information you need for operating WordSynk Network can be found in this guide. If further support is needed, please contact thebigword Helpdesk 0870 748 8000. Alternatively, you may contact us by email at linguist@thebigword.com.

LOG INTO WORDSYNK NETWORK

You can log in via [WordSynk MOJ - for iOS](#) | [WordSynk MOJ - for Android](#)



Upon loading the app, you will be prompted to either **log in**, or **sign up**.



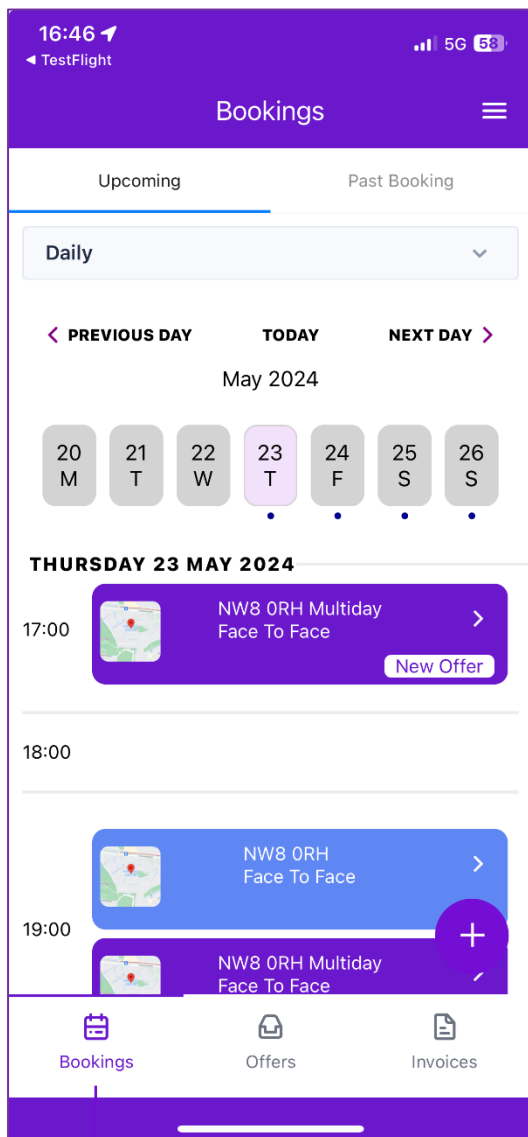
You will be prompted to set up a **4-digit pin** for security purposes. Without a pin, you will be asked to log in each time.

This is now your WordSynk Network App password.

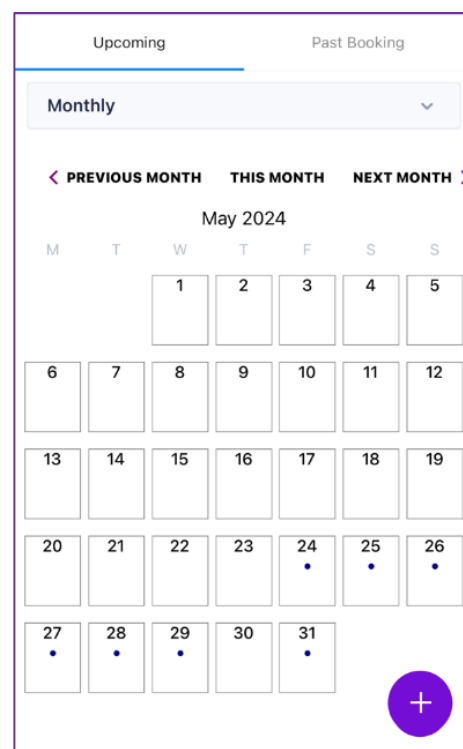
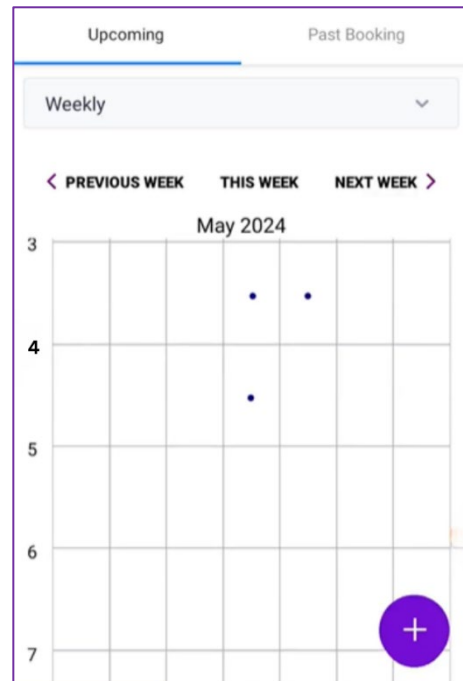
BOOKINGS

UPCOMING BOOKINGS

On this page, you can navigate through upcoming bookings. You can select daily, weekly, or monthly view.



The **Bookings** tab displays any **upcoming bookings that are in place**. The postcode has been included for ease of locating and differentiating between bookings. Select the booking to expand its details. **New offers** and **upcoming bookings** will also be shown in different colours for ease.



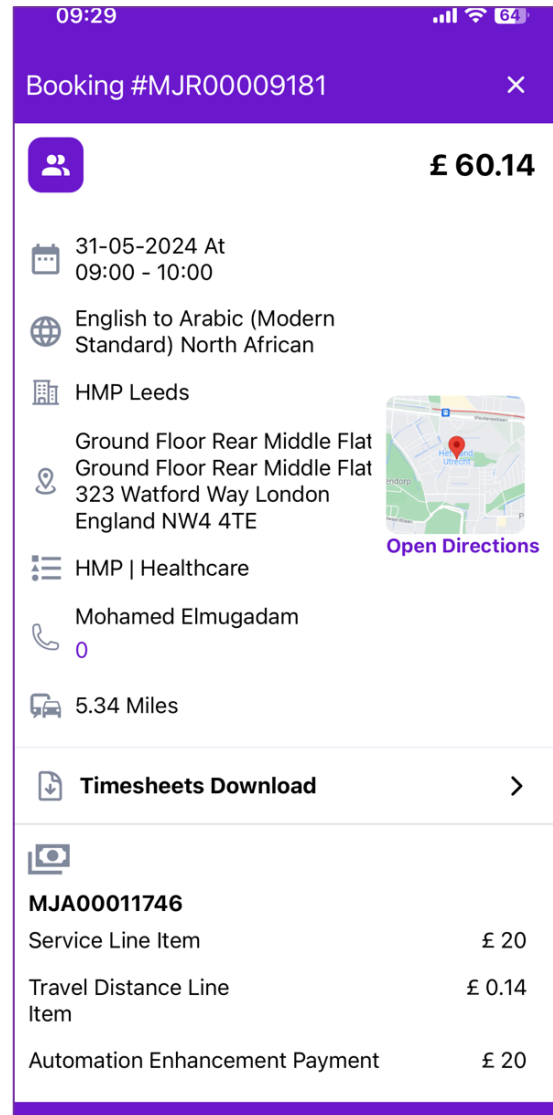
BOOKINGS

BOOKING INFORMATION



Select the desired booking to expand on its details.

The **booking reference** can be seen at the top of the screen. **MJA** is an abbreviation for Ministry of Justice appointment.

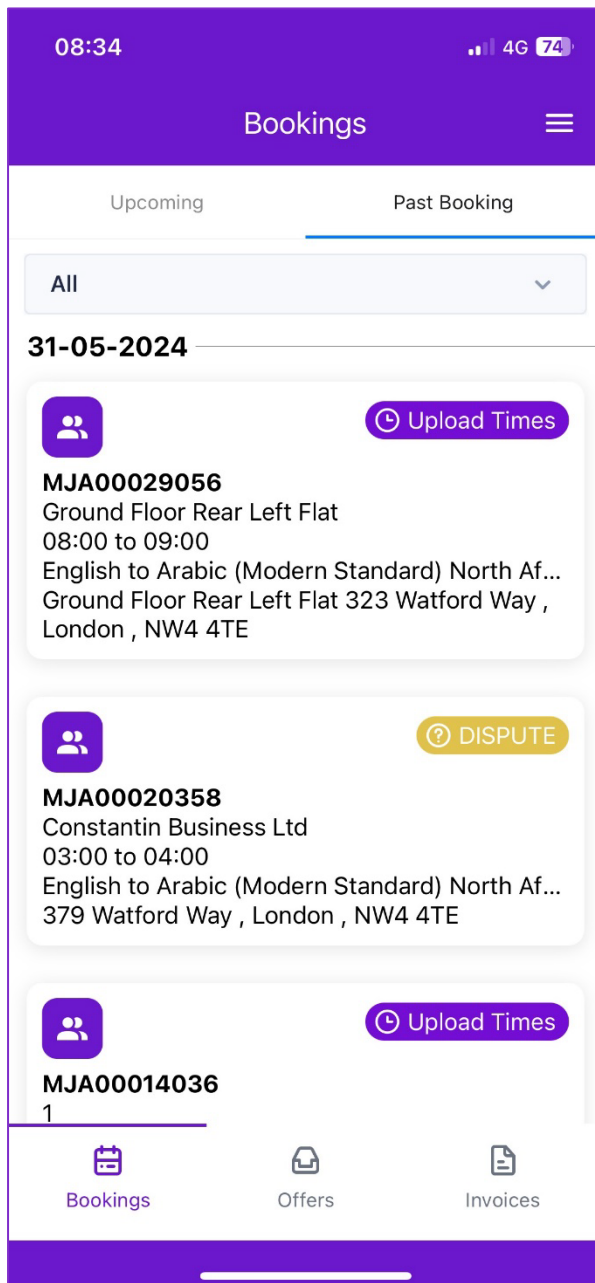


Once selected, you can explore the assignment specifications. These include **venue detail, distance, and pricing breakdown**. This will now include any AEP/Additional payments agreed. The app is integrated with Google Maps so you can click on the map to view routes to the location.

BOOKINGS

PAST BOOKINGS

On this page, you are able to view past bookings.



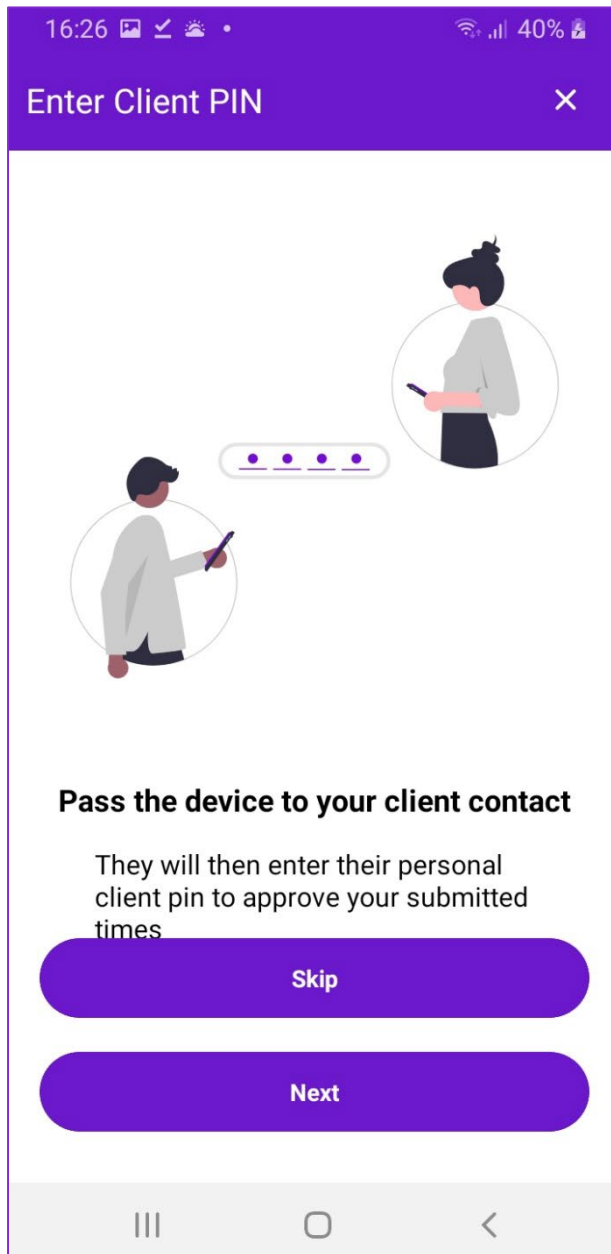
In the top section, you are able to navigate through and view **Upcoming bookings and past bookings.**

MJA is an abbreviation for Ministry of Justice Appointment.

On this page, you can also see the status of the booking (e.g. Upload times, Dispute, Invoiced)

BOOKINGS

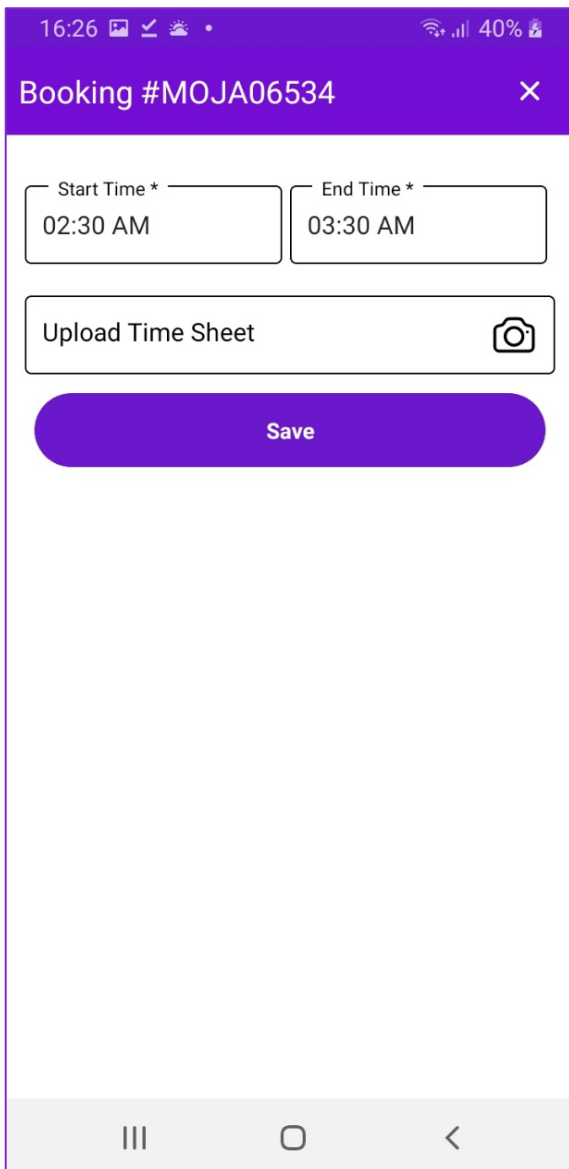
CONFIRMING DETAILS WITH THE CLIENT



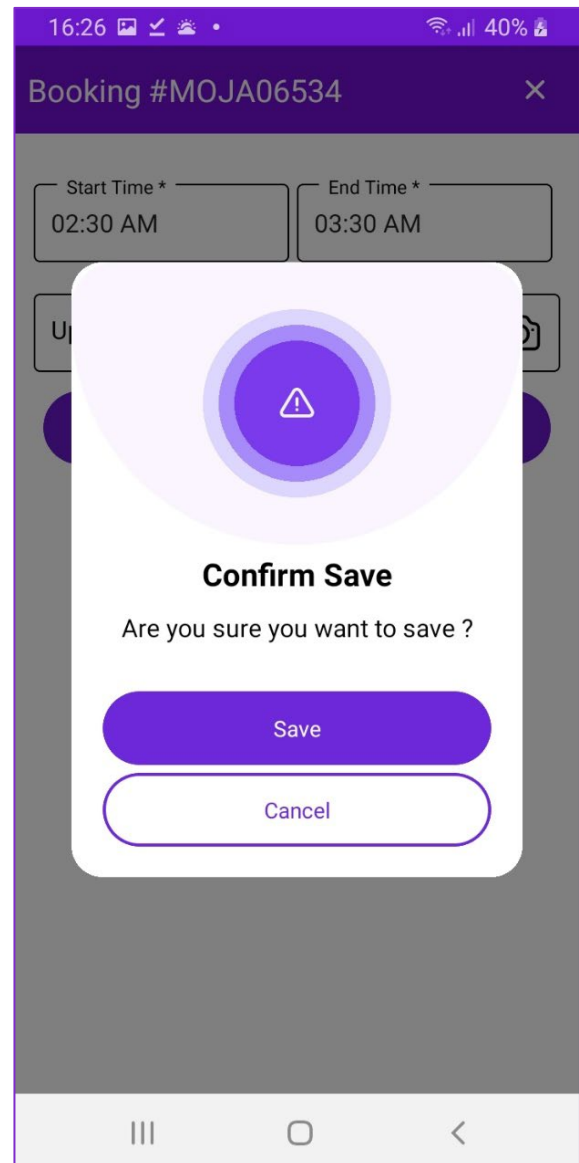
You will then be prompted to pass the device to the client for verification. **This is not mandatory for MoJ users;** therefore, you may skip this stage and have your timesheet signed as usual.

BOOKINGS

UPLOADING THE TIMESHEET



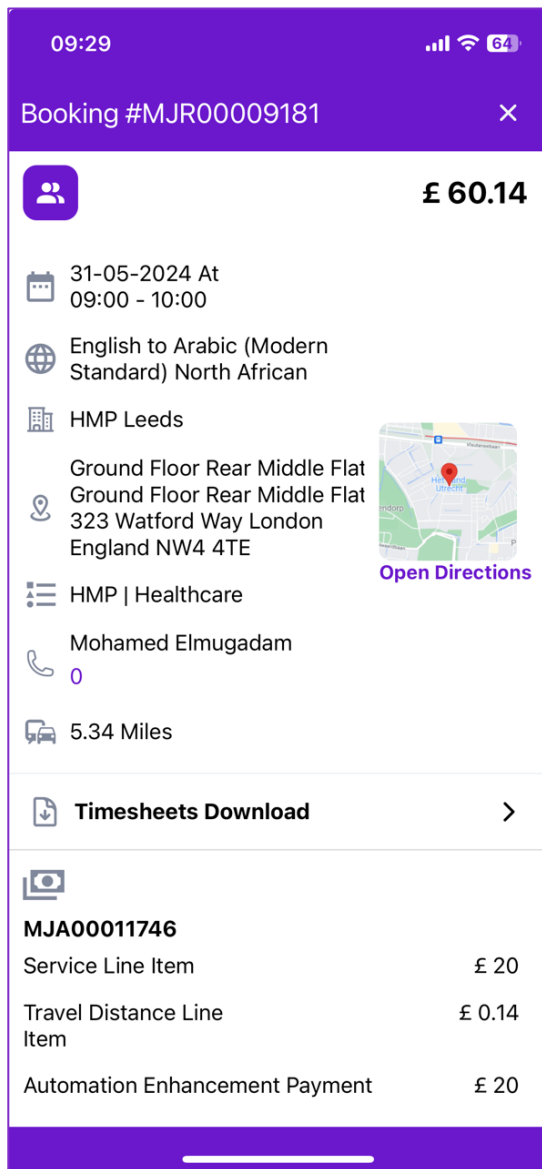
When you **select the booking**, you can **upload the time sheet for your hours worked/ lunch breaks taken**. You are also able to take photos and upload the timesheet directly from this section. It **must be a live photo you take, not one pre-taken from the camera roll**.



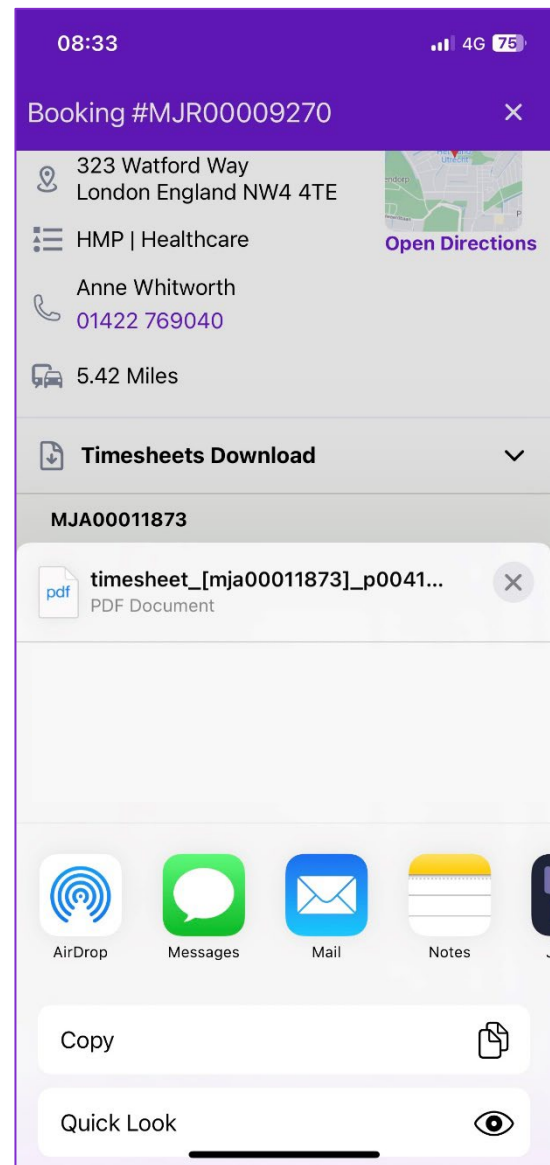
Here you can submit the actual times.

BOOKINGS

DOWNLOADING THE TIMESHEET



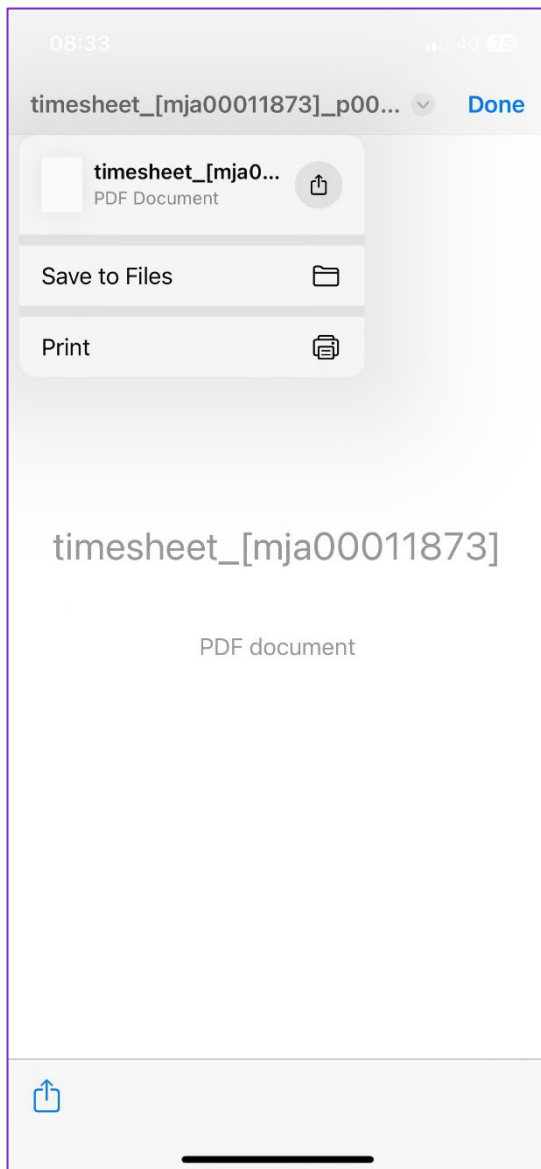
Once you have uploaded your timesheet and saved, you can now see the **Timesheets Download** option visible on the booking.



After clicking **Timesheets Download**, you will see a number of options on where to save the timesheet. You can also see quick look depending on your device to open separately.

BOOKINGS

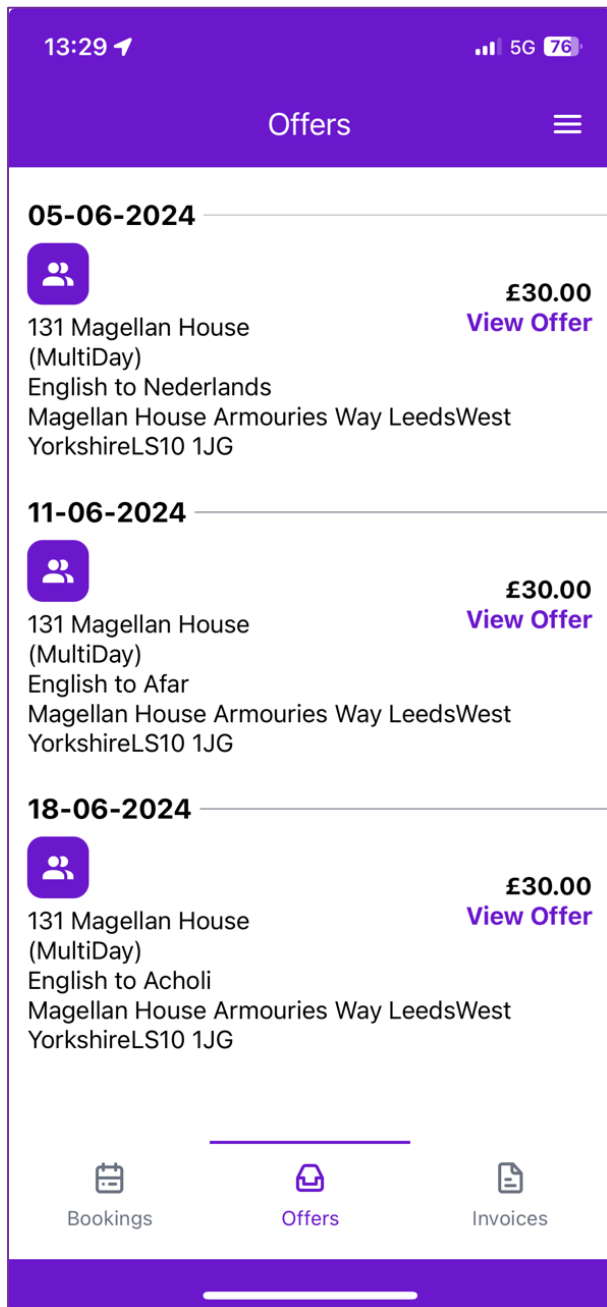
DOWNLOADING THE TIMESHEET



After selecting **Quick Look**, you can choose to download the PDF to your files and then you can print the timesheet.

OFFERS

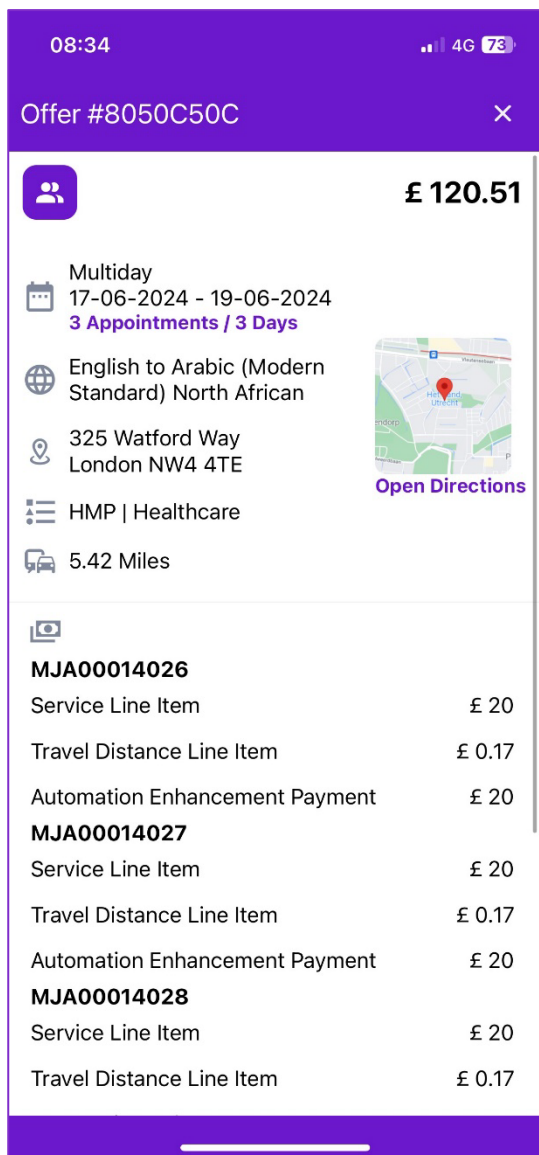
THE OFFERS PAGE



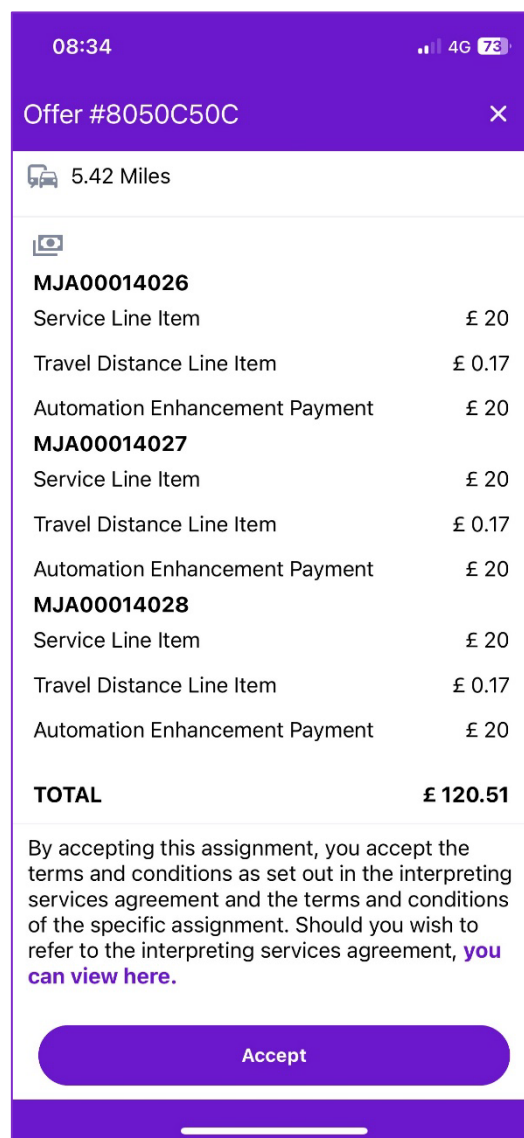
The 'Offers' page will display the interpreting bookings you are eligible to accept. It will also include information such as the date, location, language required, etc. You can select the booking to expand on its details. In the expanded section you will also be able to view the payment breakdown of the booking. This will now include any AEP/Additional payments agreed.

OFFERS

ACCEPTING AN OFFER



You will then see the offer details, where you can scroll down to see more, including the total amount for the offer.

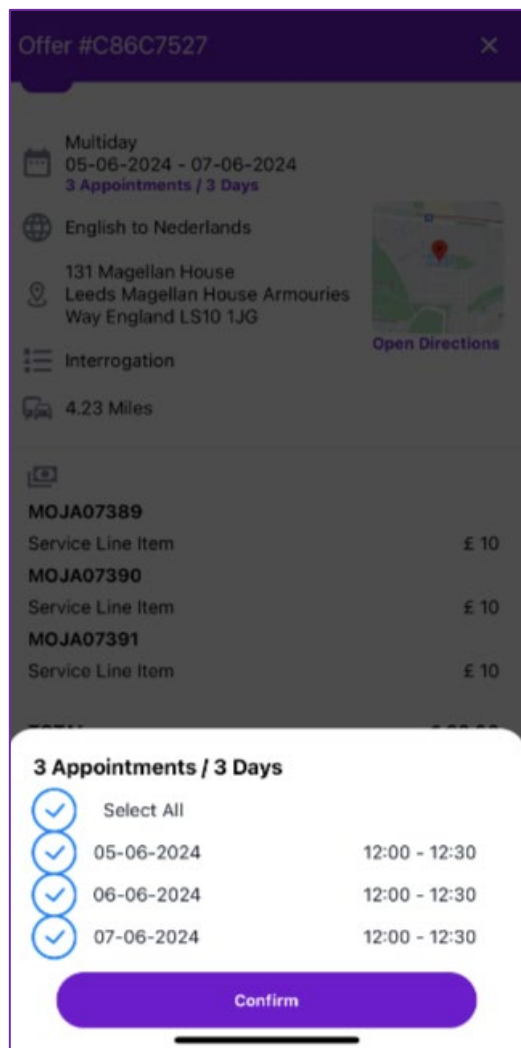
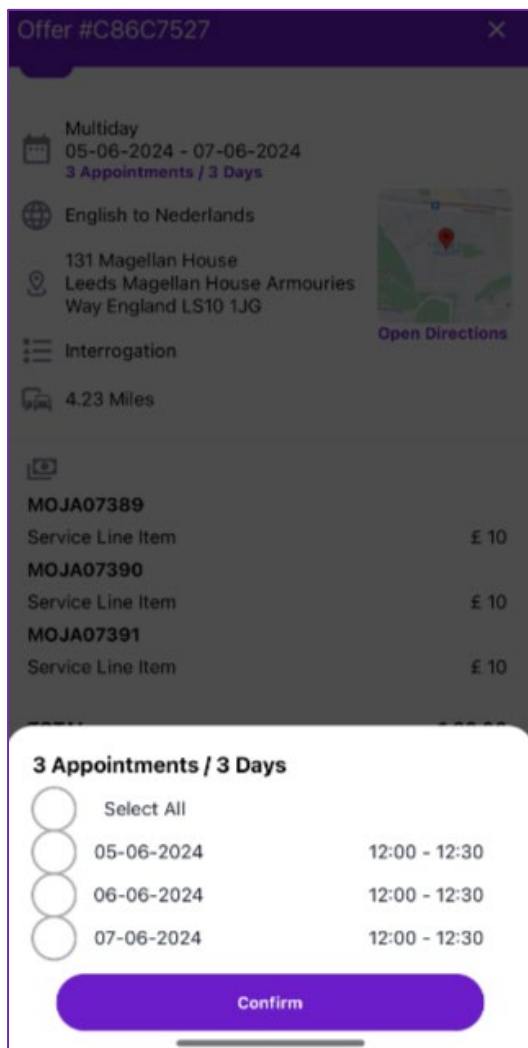


Press the **Accept** button once you've read the offer details and are happy. An additional pop up as shown on the next slide will appear asking to you confirm again.

OFFERS

ACCEPTING MULTIDAY OFFERS

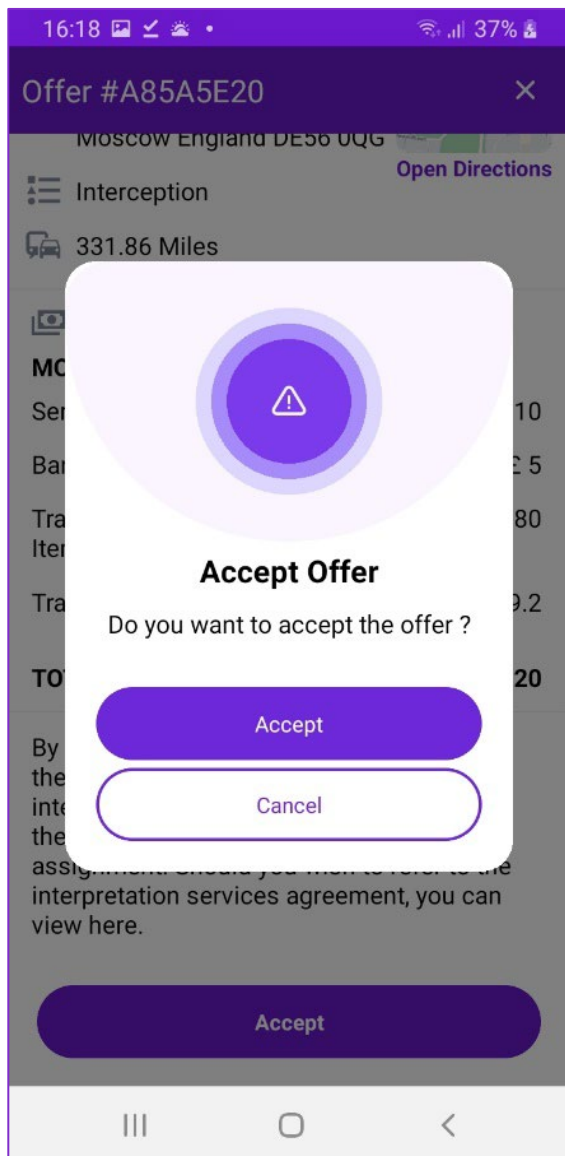
Below displays WordSynk Network's multi-day booking capabilities.



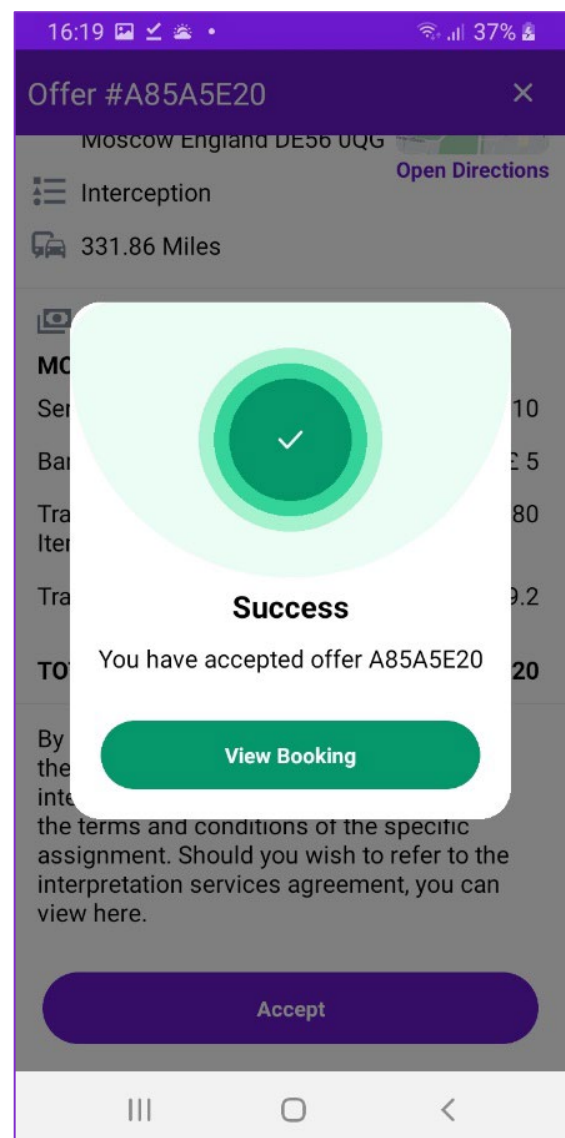
You can select which appointments you can attend. The client's preference is that you are available for all appointments, if you are available for the whole booking, press 'select all', and press 'Confirm'. If you are unavailable at any of the appointments, select the correct appointment, and press 'Confirm'.

OFFERS

ACCEPTING AN OFFER



Select 'Accept' on the offer you wish. You will then receive a confirmation of said booking, with the booking reference number.

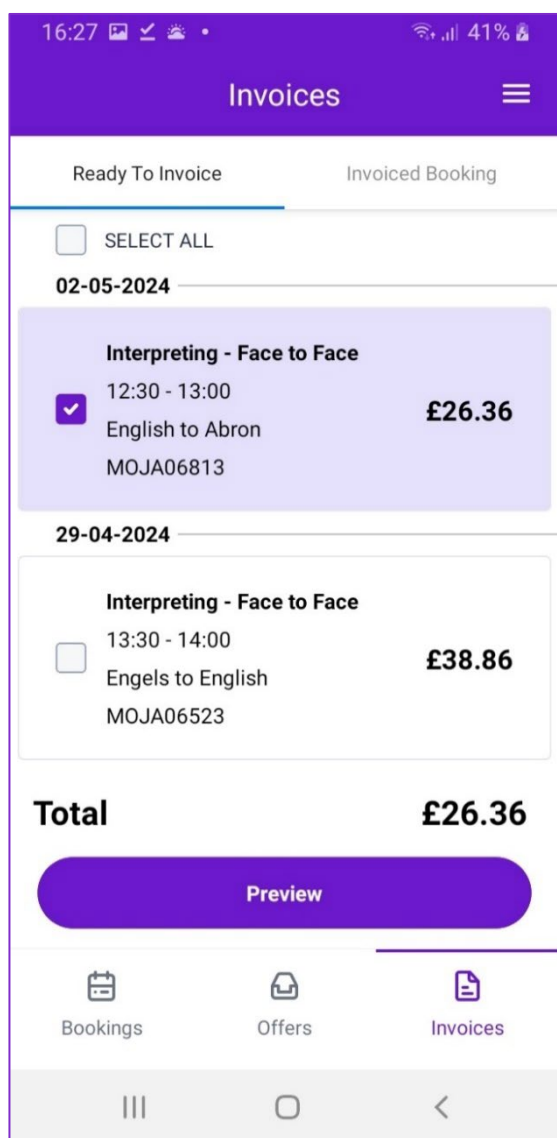


You will also receive an email with confirmation for your records.

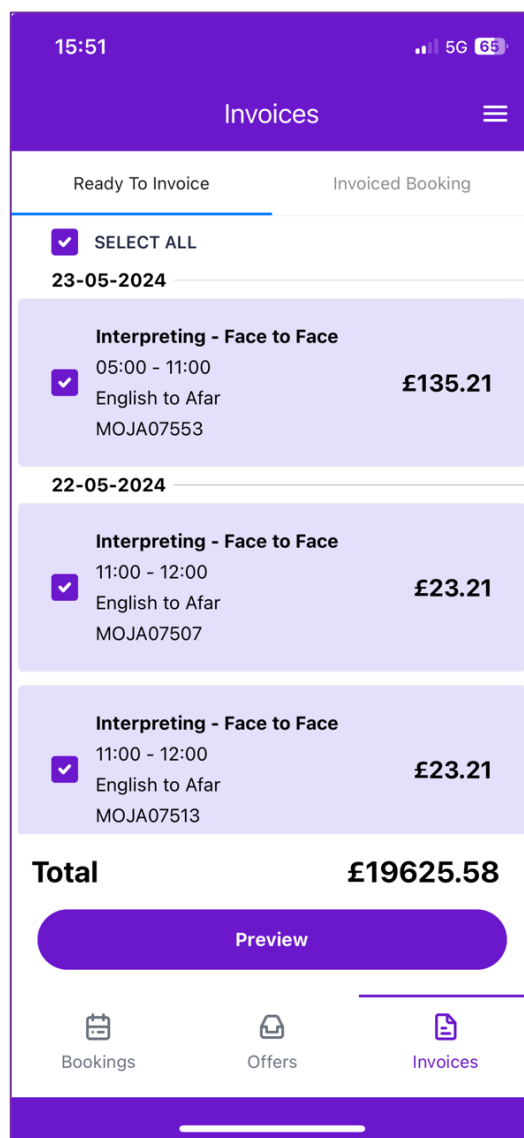
INVOICES

READY TO INVOICE

In the [Invoices](#) tab on the bottom right corner, you can view [past invoices](#), as well as invoices that are [ready to be processed](#).



Select the booking you wish to invoice and press preview.

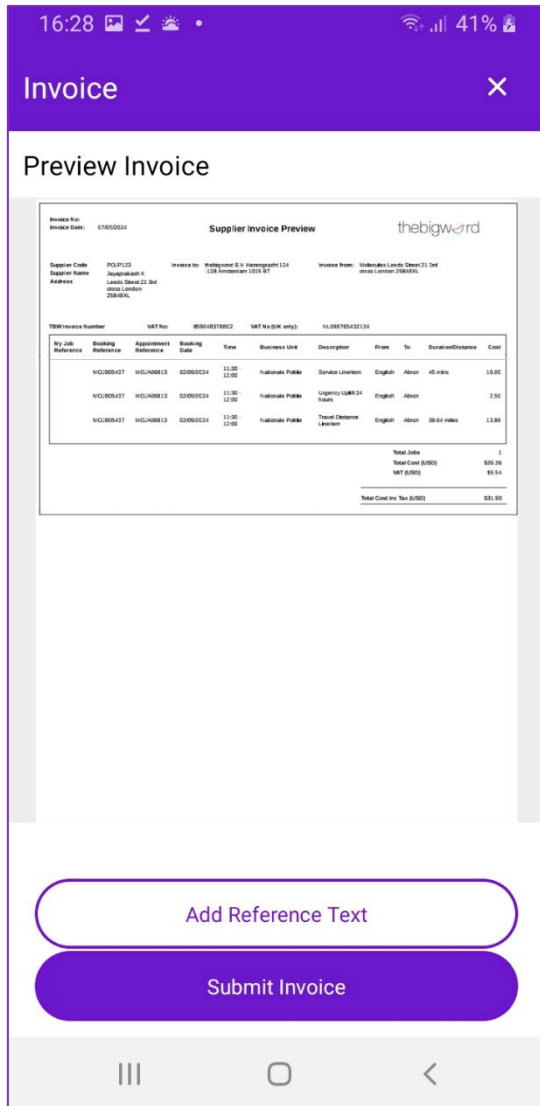


There is also the option to 'Select All' at the top left of the screen.

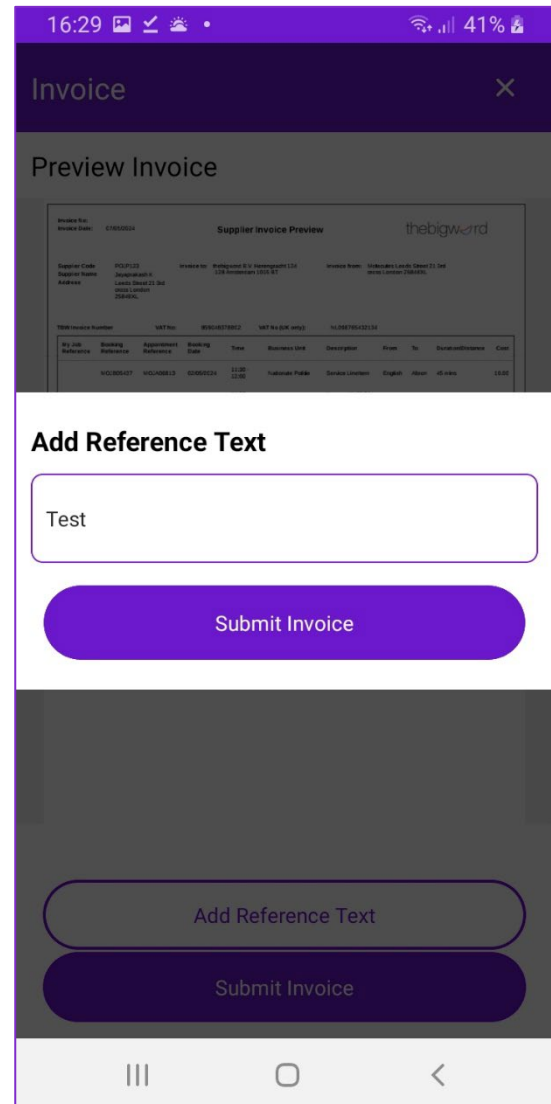
In the [Invoices](#) tab on the bottom right corner, you can view [past invoices](#), as well as invoices that are [ready to be processed](#).

INVOICES

PREVIEW & SUBMIT INVOICES



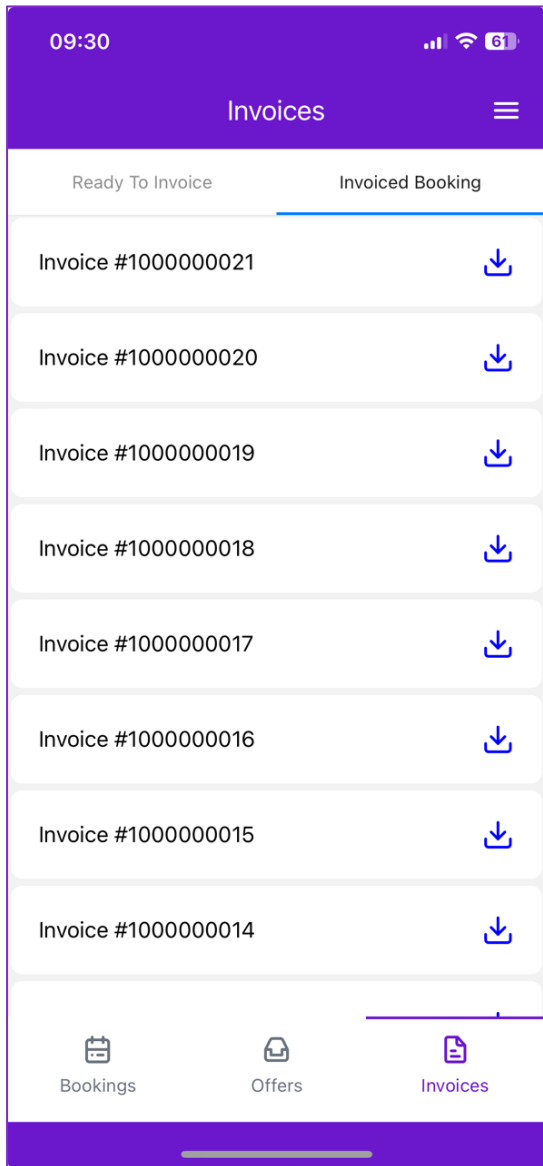
Upon selecting 'Preview', you are able to view your invoice. From here, you can add reference text or submit.



There are capabilities to rename invoices to whatever you choose for ease.

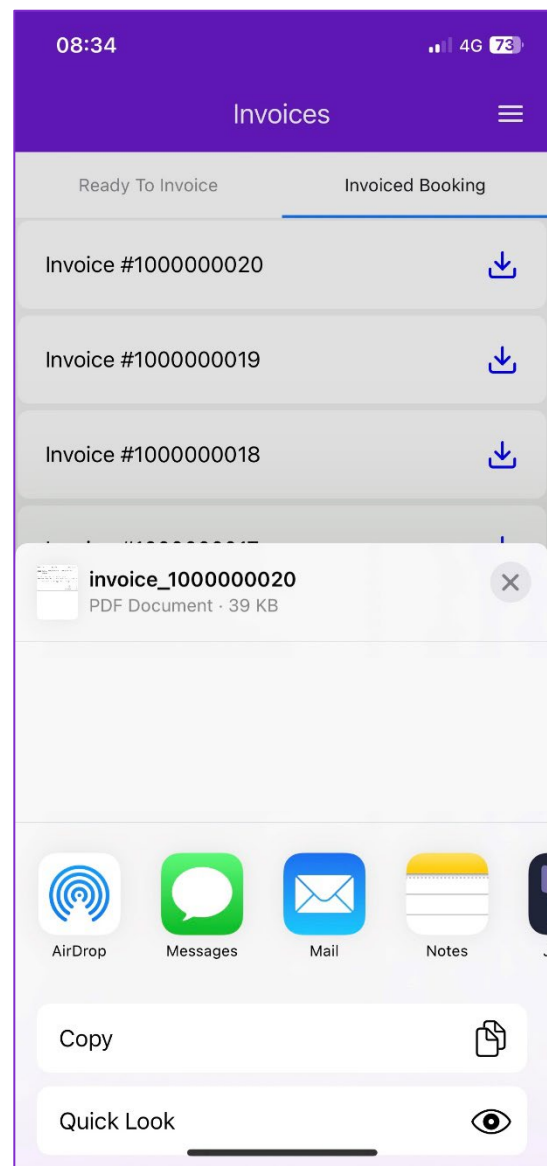
INVOICES

INVOICED BOOKINGS



In '**Invoiced Booking**' in the top right corner, you are able to view the invoices you have submitted.

Select the **download icon** on the right of each invoice to download and save to your device.

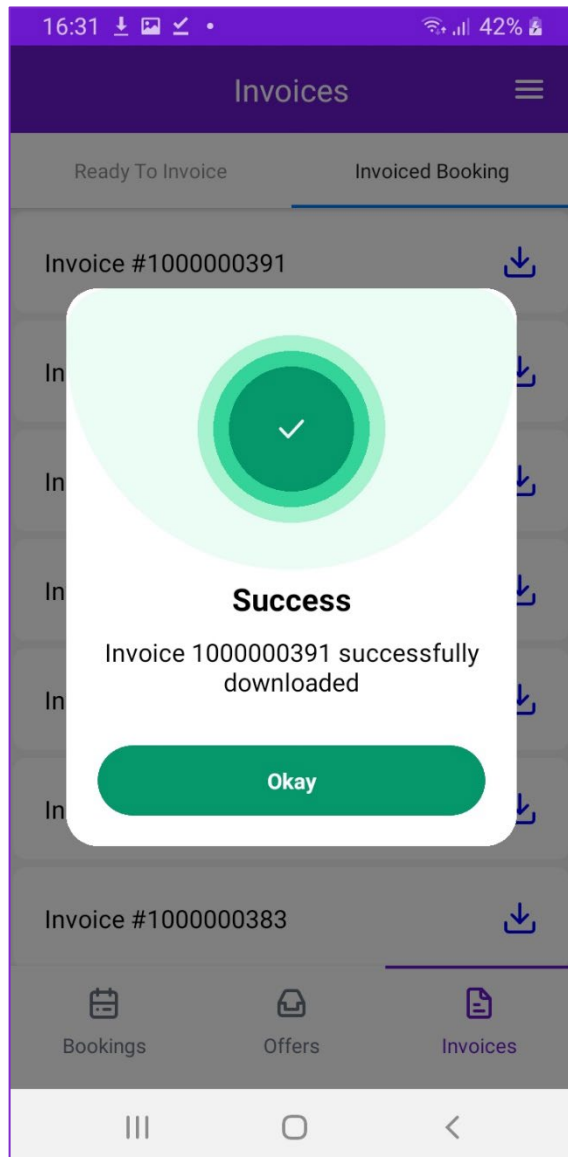


You will be notified that the invoice has been **successfully downloaded**.

You will see a pop-up where you can choose where to download the file and quickly look to see it in more detail. This will depend on your device.

INVOICES

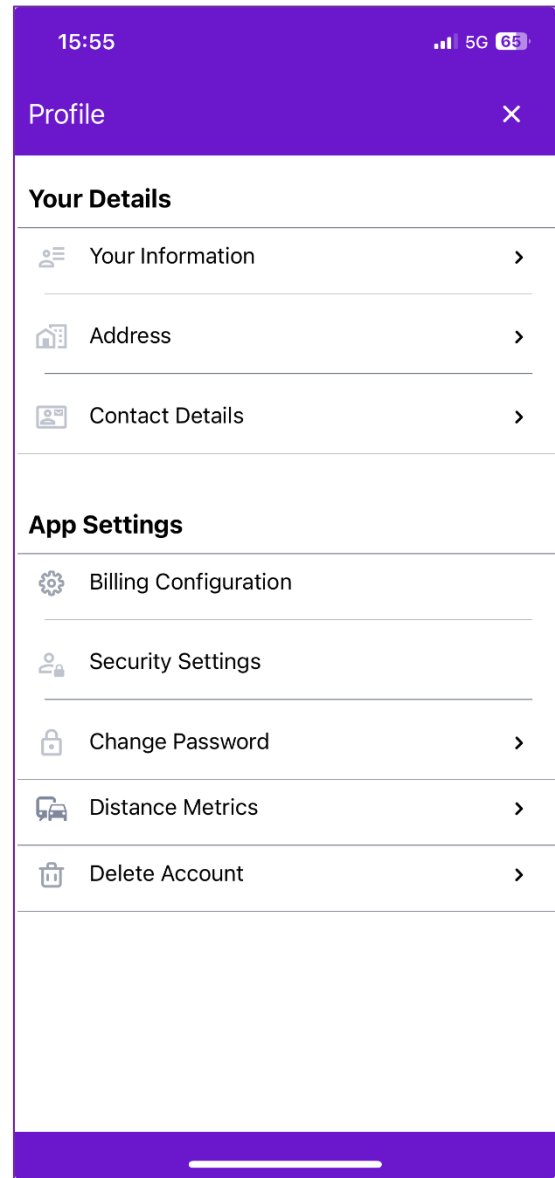
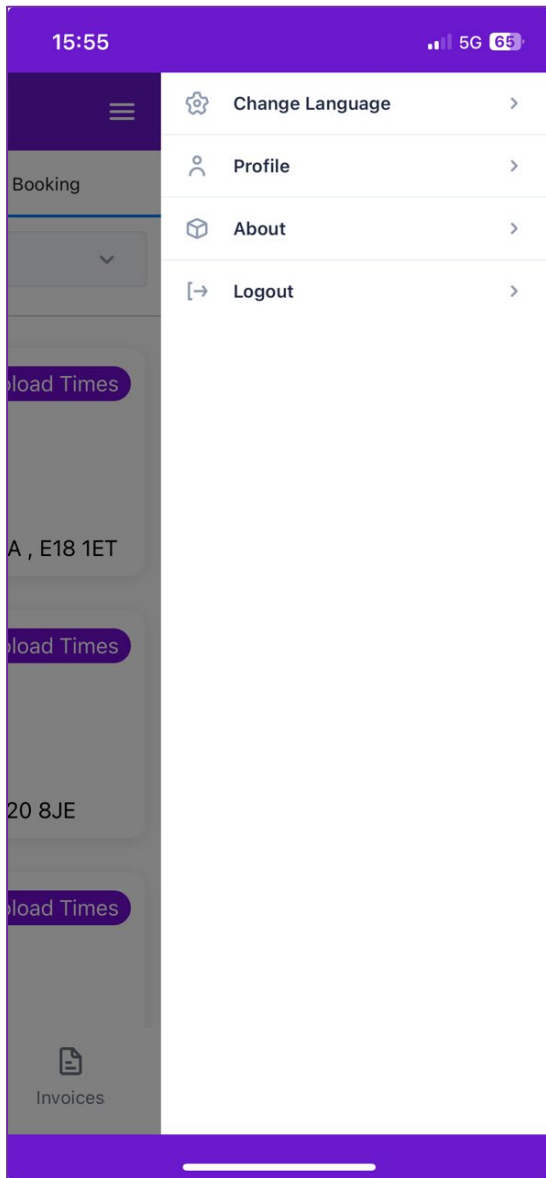
INVOICED BOOKINGS



You will be notified that the invoice has been **successfully downloaded**.

SETTINGS

Select the 3 lines in the top right corner to open more options: change language, profile, an about section, and log out.



In the profile section, you are able to confirm your details are correct. In the [Billing Configuration](#) settings, you can enter your VAT number to correctly process your invoice.

PROFILE

BILLING CONFIGURATION

11:44 📶 📶 39

Profile ×

Billing Configuration

Company Name

Address 1

Address 2

Street

Postcode

City

Country

Billing Configuration allows you to configure and customise information on your invoices which will then be displayed on the generated invoices.