

FAQ's WordSynk Network Interpreter App

How do I log into the new WordSynk Network Interpreter 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.

What clients will be migrating to the new system in phase 1?

The clients who will be migrating in phase 1 will be Maximus UK, British Transport Police, London Borough of Barnet, Ingeus Head Office, Warrington & Halton Hospitals NHS Foundation Trust, London Borough of Lambeth, Buckinghamshire Healthcare NHS Trust, The Robert Ogden School, Salvation Army, Nuffield Health, Surrey Heartlands, Cleveland Clinic, Hillingdon Council, London North West Healthcare NHS Trust.

What will happen to the bookings that I have already accepted?

All **future** bookings from **9th February 2026** for the above clients will be migrated to the new WordSynk Network Interpreter application.

Any **past** bookings (invoiced or pending invoice) will remain in the old WordSynk Network application.

Going forward, you will need to use **both systems** whilst we are in the transition phase. Further communication will be sent to advise when systems are fully migrated.

Will I need to still access the legacy system?

During the migration, interpreters may need to use both the legacy & the new WordSynk Network Interpreter App at the same time. This is due to clients being migrated in phases. We are in process of migrating all our clients and will update you as soon as possible.

How can I find my bookings that I have already accepted in the WordSynk Network Interpreter app?

As you log into the WordSynk Network Interpreter app 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.

How can I invoice my bookings, that I have already completed in the current application?

Only future bookings will be migrated into the new WordSynk Network Interpreter App. Any historic completed bookings, that have yet to be invoiced, will **NOT** be migrated. Interpreters will need to use the legacy app to invoice these bookings.

What do I do if I have a problem with the WordSynk Network Interpreter App?

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

Will all of my bookings be visible in the WordSynk Network Interpreter App?

You will be able to access all of your bookings from the **9th February 2026**.

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.

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

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

[WordSynk Network Interpreter - for iOS](#)



[WordSynk Network Interpreter - for Android](#)



I don't have a smart phone and I only use a laptop/PC how can I receive my offers?

The following devices are supported.

iOS:

Minimum: iOS 15.1+

Recommended: iOS 26

Android:

Minimum: Android 7+

Recommended: Android 16

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

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.

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

You can check your details under the Billing Configuration.

What if I have an existing booking?

For any non-MoJ users with an existing booking, our team may contact you via phone, ahead of time, to inform you of your new job reference number in the WordSynk Network Interpreter App.