



WordSynk
NETWORK

WORDSYNK NETWORK

Linguist
User Guide

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INTRODUCTION

WordSynk Network is thebigword Group's latest technology solution. Offering a streamlined approach to delivering language services, this system aims to be a one stop shop for all your projects. The network was designed to house our previously patented tools in a new fresher UI whilst removing the limitations caused by having multiple platforms depending on services.

With the development of this system, accessing open projects, accepting offers and invoicing work has never been more efficient. WordSynk Network seeks to take a greater step forward into making providing services with thebigword Group entirely self-managed.

Set up your personal profile including qualifications and security clearances, then browse available offers freely, viewing only the projects that apply to you. In this document we will walk you through the steps from getting started to invoicing your projects.



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**.

GETTING STARTED

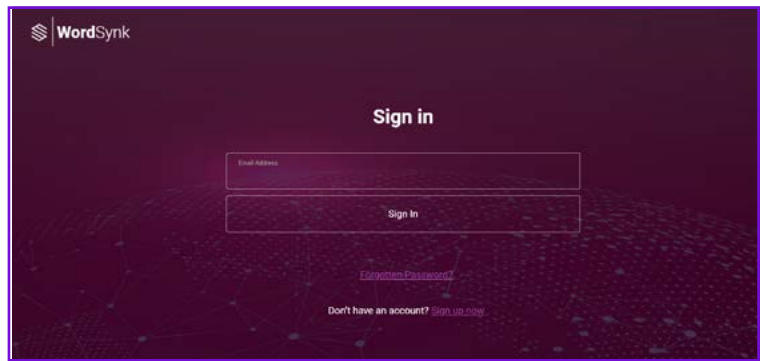
LOG IN TO WORDSYNK

You can log into the network via this URL - <https://network.wordsynk.com> or by accessing via thebigword's corporate website. .

Enter your **email address** and then select **Sign in**.

You will then **receive an email** to your registered email address with a link to validate your email. **Follow the link to set your password.**

This is now your WordSynk password.



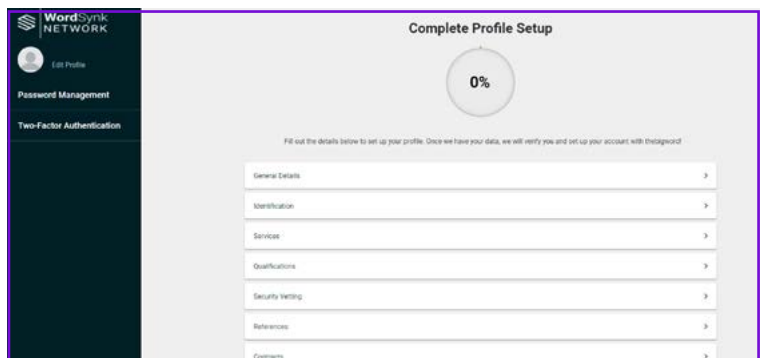
SETTING UP YOUR PROFILE

If you are new to thebigword, upon login to the WordSynk network application, you will land on the Profile Set-Up Page, this is your first step on the road to more efficient working! **If you are an existing linguist, your details will be migrated over from our legacy systems** and you will not need to update this section, although you can edit your profile whenever it is required.

The Profile setup page is an essential step, you will not be able to proceed with using WordSynk until you have successfully completed this stage.

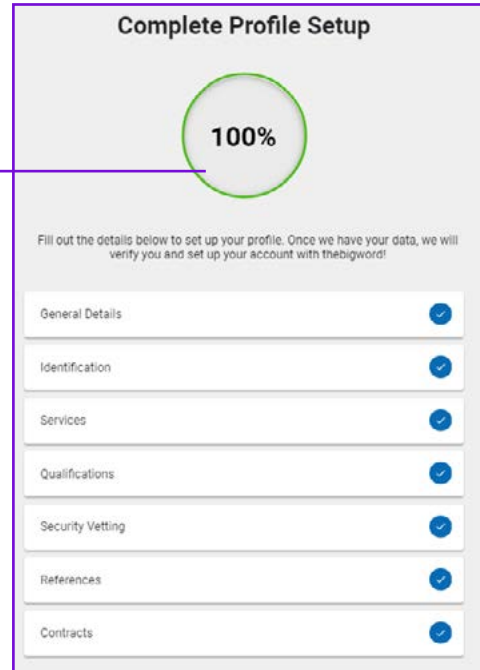
The percentage indicator will inform you of your progress in setting up the profile. **Please follow all of the steps, paying attention to any warnings and alerts that pop-up along the way.**

A check mark will be displayed upon completion of each section providing visibility of which section is completed.



SETTING UP YOUR PROFILE

Once you have completed all the necessary steps your progress tracker will display 100% and you will be able to **move on to the next section** and view your contracts.

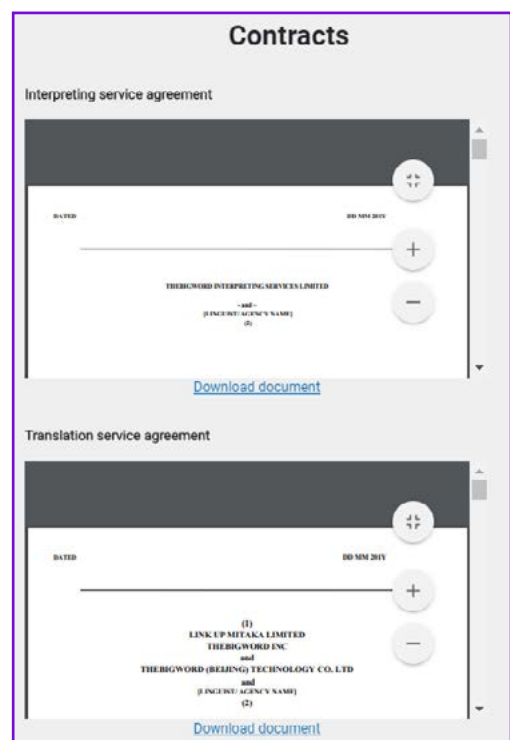


CONTRACTS

The content you will see in this section is driven by the selection of services you have enrolled for in your profile; for example, if you only select interpreting, you will only be able to view the 'Interpreting Service Agreement'.

On this view screen, the **contracts are shown as PDFs on screen**. You may also download these documents and read the service agreements in your own time.

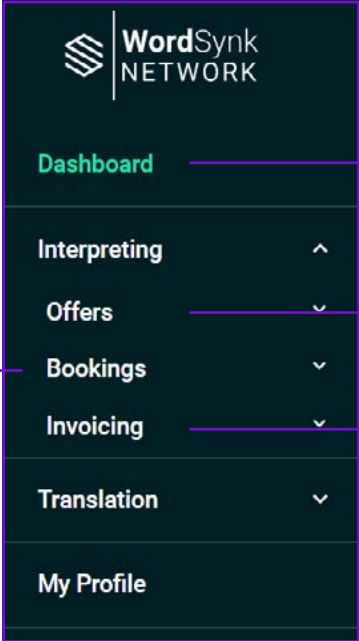
At the end of the contracts page there is a button that reads **"Finish"**, **click this to complete your profile setup**.



NAVIGATION MENU

Below we have highlighted the tabs visible on the left hand menu with a brief explanation of what each tab is for and the sub tabs within each section.

Interpreting



The screenshot shows a dark-themed navigation menu for the WordSynk NETWORK. The menu items are: Dashboard (highlighted in green), Interpreting (with an upward arrow), Offers (with a downward arrow), Bookings (with a downward arrow), Invoicing (with a downward arrow), Translation (with a downward arrow), and My Profile. Callout boxes provide details for each item.

The Interpreting tab will open a dropdown displaying: Offers, Current Bookings & Invoicing.

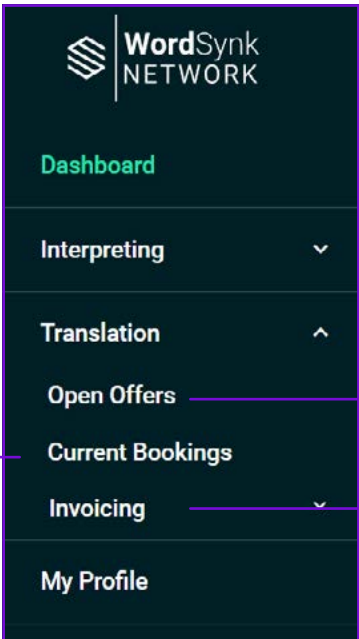
The Bookings tab will show you all of your upcoming and completed bookings.

The Dashboard page displays only the bookings and projects you have accepted.

The Offers page will display the interpreting bookings you are eligible to accept.

The invoicing tab will open the drop down displaying: Awaiting Authorisation, Ready to Invoice, Invoiced and eInvoice Preferences.

Translation



The screenshot shows a dark-themed navigation menu for the WordSynk NETWORK. The menu items are: Dashboard (highlighted in green), Interpreting (with a downward arrow), Translation (with an upward arrow), Open Offers (with a line pointing to a callout), Current Bookings (with a line pointing to a callout), Invoicing (with a downward arrow), and My Profile. Callout boxes provide details for each item.

The Translation tab will open a dropdown displaying: Open Offers, Current Bookings & Invoicing.

The Current Bookings tab will display all of the Translation projects you have accepted.

The Open Offers page will display the translation projects you are eligible to accept.

The invoicing tab will open the drop down displaying: Ready to Invoice and Invoiced.

PASSWORD MANAGEMENT

You can change your WordSynk password at any time by clicking on the password management link displayed under the My Profile tab on the left hand menu.

When selected, the password management tab will redirect you to the change password page.

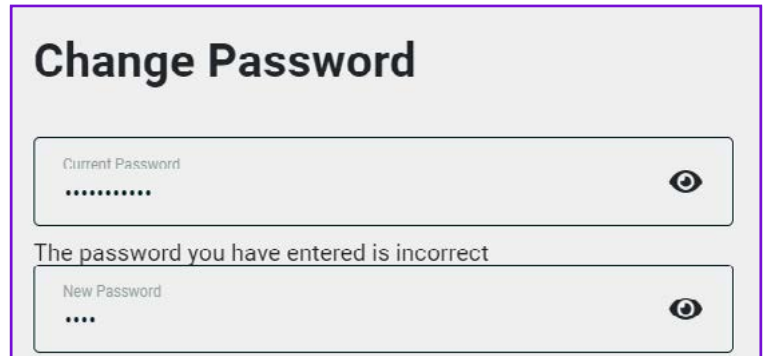
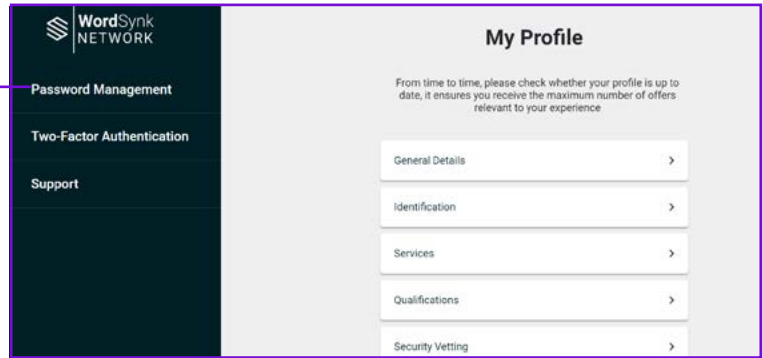
To change the password you'll need to enter following details:

Enter the Current/Existing password

Enter the new password you wish to set and **click on Change Password** button.

The entered password is required to meet minimum validation requirements.

When the password entered does not meet the password minimum validation you will be presented with a message stating "Password must be a minimum of 8 characters in length, contain an uppercase letter, a lowercase letter, a number and a special character".



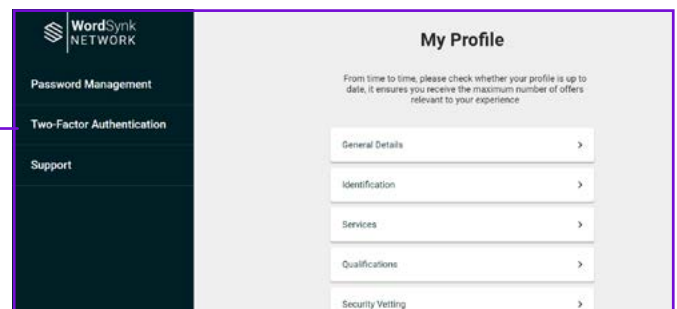
Masking and unmasking option is available for Current password and New password.

TWO-FACTOR AUTHENTICATION

We have included two-factor authentication in the WordSynk system for additional security.

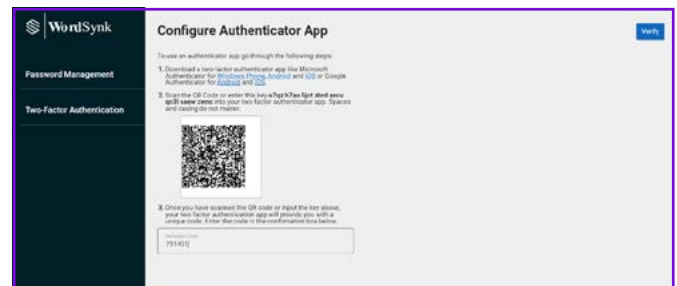
Enable Two-Factor Authentication

Click on the **My Profile** tab on the left hand menu, you will be redirected to the profile setup page where **you will see the Two-Factor Authentication tab** displayed in the left hand menu. Select this option and you will be redirected to the Two-Factor Authentication page.



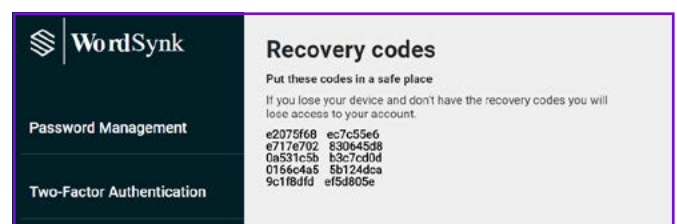
Once enabled, to use Two-Factor authentication, **you will need to install an app on your phone** that supports it. There are multiple to choose **from on the Play store and App Store**, we recommend one of the following: Microsoft Authenticator for Windows Phone, Android and iOS or Google Authenticator for Android and iOS.

Once you have an **app for authentication installed on your device**, you may configure the app with WordSynk.



Scan the QR Code or enter the key on screen into your Two-Factor authenticator app. Spaces and casing do not matter.

Once you have scanned the QR code or input the key above, your two factor authentication app will provide you with a unique code. **Enter the code in the confirmation box on screen.**



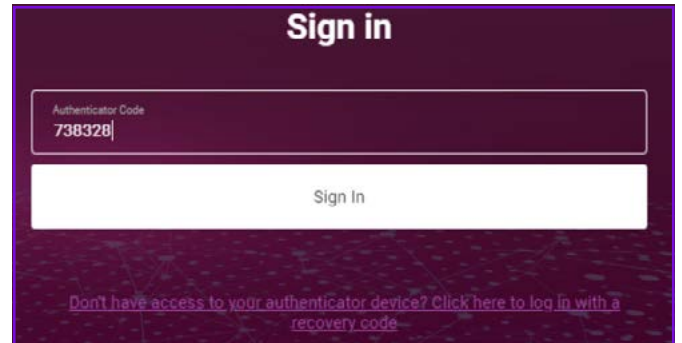
Once the 6 digit code is entered, the system will validate and enable Two-factor Authentication. **Once Two factor authentication is enabled you will be presented with 10 recovery codes, these recovery codes should be saved safely.** If your authenticator app is accidentally deleted or is not available then you can use these recovery codes to login into the WordSynk Network application.

Login with Two-Factor Authentication

Follow the steps described below to login with your authenticator app using Two-Factor Authentication.

In the WordSynk Network login page, enter your credentials – Email address and Password. When you click on the Sign in button, the system will send a Time-based One-Time Password Algorithms (TOTP) to the mobile authenticator app.

The Authenticator app will generate a six digit security code every 30 seconds. You have to enter the code in the WordSynk Network application within that timeframe.



If authenticator device is not available, you can login into the application using a Recovery Code.

You will be presented with the link "*Don't have access to your authenticator device? Click here to log in with a recovery code*". Click on the link and the system will direct you to the "Sign in with recovery code page".

Enter the recovery code and click on the sign in button. The system will validate the entered recovery code and you will be redirected to the application. If the recovery code entered is invalid, then an error message will be displayed

Please Note: Each Recovery Code is unique and for single use only.

You will not be able to access the application without first being authenticated. In the "Sign in with recovery code" page, you will be presented with the option "*Have access to user authenticator device?*"; by clicking on this link you will be redirected to the "Sign in with authenticator code" page.

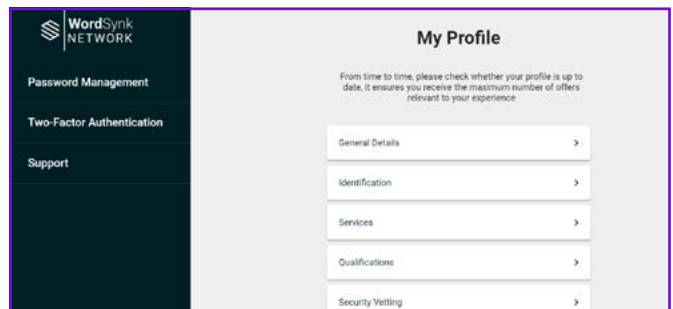
Options for Two-Factor Authentication

If Two-Factor authentication is enabled, click on the “Two-Factor Authentication” tab, and you will be presented with the following options:

Reset Recovery codes, Configure Authenticator App, Reset Authenticator App, Disable 2FA.

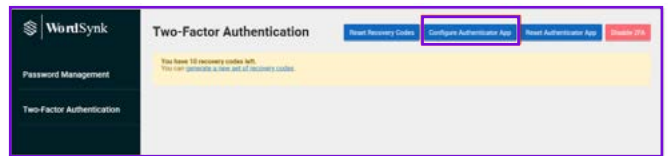
When you click on the link *“Generate a new set of recovery codes”* you will be given 10 new sets of recovery codes on the screen.

These codes should be saved for future purposes and can be used to login into the system when you don't have access to the Authenticator app.

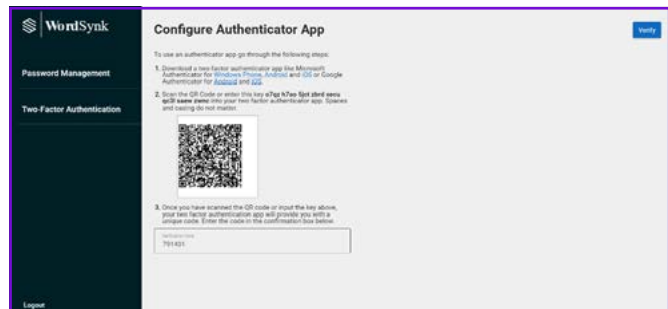


Reconfigure Two-Factor Authentication app

To reconfigure the authenticator app, **click on the “Configure authenticator app” button**; you will be redirected to the configure authenticator app page.



You need to **scan the QR code from your authenticator app** and you will be shown a 6-digit authenticator code.



Enter 6 digit code into the “verification code” field and click on the “Verify” button.

The “Verify” button presents you with 10 recovery codes. These codes should be saved for future reference and can be used when you don't have access to the Authenticator app.

Once you configure Two-Factor Authentication **whenever you login you will need to enter the authentication code displayed on the app** so that you get access to the application.

Disable Two-Factor Authentication

If you wish **to disable Two-Factor authentication**, click My Profile and then click on **Two-Factor authentication on the side menu**; you will be redirected to another page - **click on the “Disable 2FA” button** and you will be given instructions on how to disable the feature.

FORGOTTEN PASSWORD

If you have forgotten your password, you can reset it by clicking on the “*Forgotten password*” link in the WordSynk Network login page.

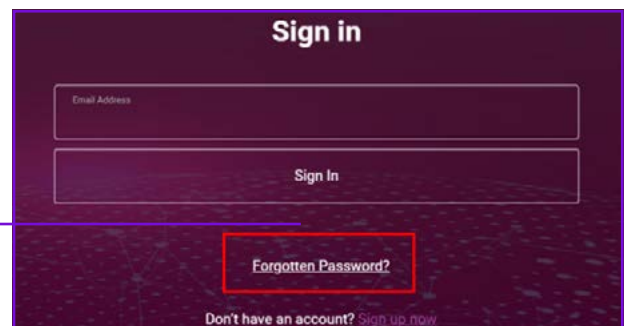
Reset your password

Click on the “*Forgotten Password*” link, you will then be redirected to the “Reset Password” page.

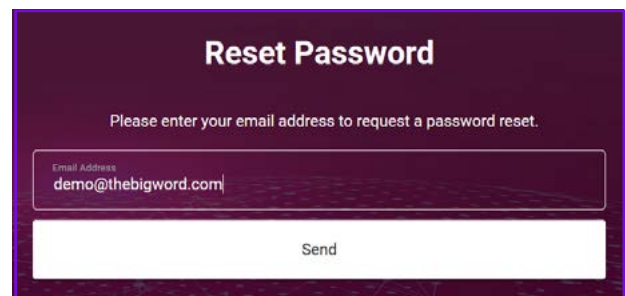
In the “Reset Password” page, enter your registered email address and click on the “Send” button.

You will be presented with a message stating “An email will be sent to the recovery email address and you need to follow the directions in the email to reset the password”.

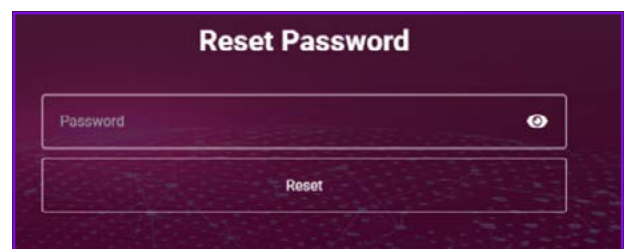
Click on the “*Reset Password*” link sent to your email address, you will be redirected to the “Reset Password” page of WordSynk Network application.



The screenshot shows the 'Sign in' page of the WordSynk Network application. It features a dark blue background with a subtle pattern. At the top, the text 'Sign in' is displayed in white. Below this, there is a white input field labeled 'Email Address'. Underneath the input field is a white button labeled 'Sign In'. At the bottom of the page, there is a red-bordered button labeled 'Forgotten Password?'. Below this button, the text 'Don't have an account? Sign up now' is visible in a smaller font.



The screenshot shows the 'Reset Password' page of the WordSynk Network application. It features a dark blue background with a subtle pattern. At the top, the text 'Reset Password' is displayed in white. Below this, the text 'Please enter your email address to request a password reset.' is shown in white. Underneath, there is a white input field labeled 'Email Address' containing the text 'demo@thebigword.com'. Below the input field is a white button labeled 'Send'.



The screenshot shows the 'Reset Password' page of the WordSynk Network application. It features a dark blue background with a subtle pattern. At the top, the text 'Reset Password' is displayed in white. Below this, there is a white input field labeled 'Password' with a small eye icon to its right. Below the input field is a white button labeled 'Reset'.

PASSWORD EXPIRY

Reset expired password

If you haven't enabled Two Factor Authentication (2FA), the password will last a year. **When your password expires, you will be redirected to "Reset Expired Password" page** when attempting to login.

Enter your current password and a new password in their respective fields visible on screen. There are minimum requirements that your new password will need to meet. Once you've met the new requirements successfully, your new password will be saved.

If you haven't enabled Two Factor Authentication (2FA), the password will last a year. **When your password expires, you will be redirected to "Reset Expired Password" page** when attempting to login.



Password expired for the user chaitanyasrinivas.gandipalli@techwave.net. Please update new password.

Current Password

New Password

Change Password



Reset Expired Password

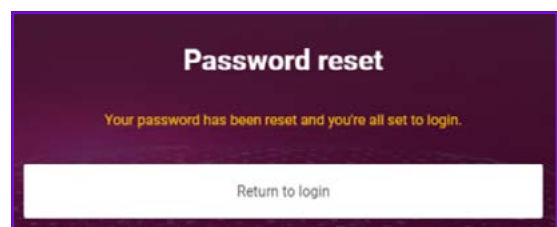
Password expired for the user chaitanyasrinivas.gandipalli@techwave.net. Please update new password.

Current Password

New Password

Password must be a minimum of 8 characters in length, contain an upper-case letter, a lowercase letter, a number and a special character.

Change Password



Password reset

Your password has been reset and you're all set to login.

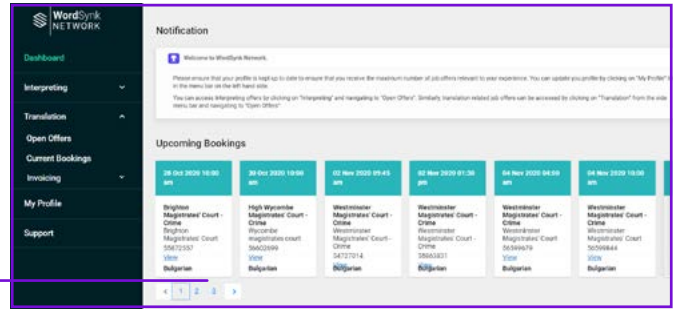
Return to login

INTERPRETING DASHBOARD: UPCOMING BOOKINGS

The dashboard is designed to provide you with a quick view of all of the bookings and projects that you are working on. Only accepted work is displayed here.

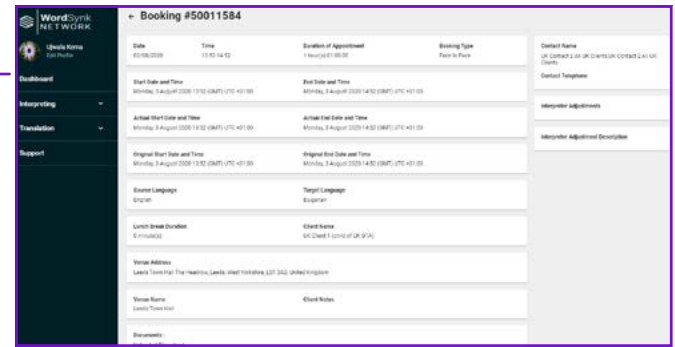
The initial screen that you will be presented with after logging in is the Dashboard page, showing all the bookings for which you have confirmed your acceptance.

To browse through your bookings toggle on the side arrows



To view the full details, **click the "view" button displayed on the booking**. This will open a new page displaying all of the available details for that booking or project.

Each booking is displayed with the following booking details: Booking Number, Start Date and Time, Language, Client name and Venue Name.



INTERPRETING SECTION

In the interpreting section, you will have visibility of all Interpreting offers for which you are eligible. From here you can view the offers, accept or decline, add actual durations for bookings, raise invoices, view invoiced bookings and also configure your invoicing preference settings.

Manage your Interpreting Offers

New interpreting offers are all visible and manageable from the “Offers” page.

Step 1: Click on “Offers”, then from the drop down select “Open Offers”. This will take you to the feed displaying all available interpreting bookings.

Booking Number	Booking Type	Target Language	Start Date and Time	Original Multi-Day Booking	Venue Address	Payment Method	Job Value
562526	Face-to-Face	Bulgarian	22 March 2021 10:00 (UTC+00:00) Duration: 3h	Multiple	Exeter Combined Court, EX1 1SR	Actual Booking	£170.00
562525	Face-to-Face	Bulgarian	22 November 2020 10:00 (UTC+00:00) Duration: 3h	Multiple	Exeter County Court, EX1 1SR	Actual Booking	£200.00
562524	Face-to-Face	Bulgarian	22 November 2020 10:30 (UTC+00:00) Duration: 3h	Multiple	Exeter County Court, EX1 1SR	Actual Booking	£200.00

Step 2: View the booking information. The Offers will be displayed in the Table grid with columns showing important info. Click on the booking number to see further info.

Booking Number	Booking Type	Target Language	Start Date and Time	Original Multi-Day Booking	Venue Address	Payment Method	Job Value
562526	Face-to-Face	Bulgarian	22 March 2021 10:00 (UTC+00:00) Duration: 3h	Multiple	Exeter Combined Court, EX1 1SR	Actual Booking	£170.00
562525	Face-to-Face	Bulgarian	22 November 2020 10:00 (UTC+00:00) Duration: 3h	Multiple	Exeter County Court, EX1 1SR	Actual Booking	£200.00
562524	Face-to-Face	Bulgarian	22 November 2020 10:30 (UTC+00:00) Duration: 3h	Multiple	Exeter County Court, EX1 1SR	Actual Booking	£200.00

Step 3: Check the details of the booking and ensure you are able to fulfill it before accepting.

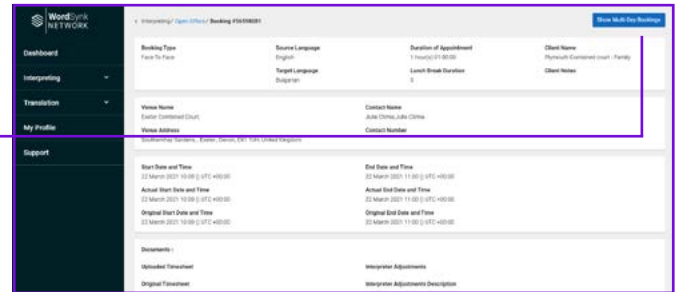
Booking Type	Source Language	Target Language	Duration of Appointment	Client Name	
Face-to-Face	English	Bulgarian	1 hours (30:00)	Exeter Combined Court - Finance	
Venue Name	Venue Address	Contact Name	Contact Number	Client Name	
Exeter Combined Court, Northmore Gardens, Exeter, Devon, EX1 1SR, United Kingdom	Exeter, Devon, EX1 1SR, United Kingdom	Julie Clark, Julie Clark		Exeter Combined Court - Finance	
Start Date and Time	End Date and Time	Actual Start Date and Time	Actual End Date and Time	Original Start Date and Time	Original End Date and Time
22 March 2021 10:00 (UTC+00:00)	22 March 2021 11:00 (UTC+00:00)	22 March 2021 11:00 (UTC+00:00)	22 March 2021 11:00 (UTC+00:00)	22 March 2021 10:00 (UTC+00:00)	22 March 2021 11:00 (UTC+00:00)
Documents	Unpublished Timesheet	Original Timesheet	Interpreter Adjustments	Interpreter Adjustments Description	

Step 4: Once you have reviewed the details shown, either **Accept** or **Decline** the booking using the buttons at the foot of the page.

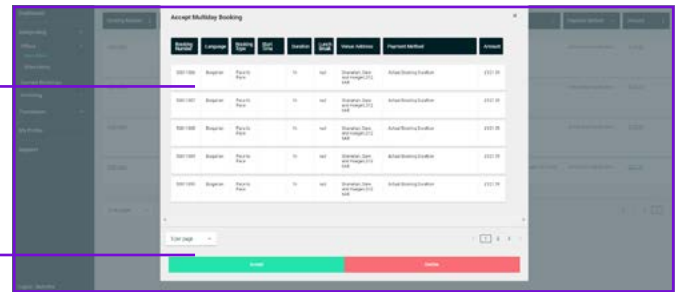
View multi-day offers

Multiday offers from the “Open Offers” page, will be displayed slightly differently to standard single day bookings.

To view multiday bookings from the “Open Offers” page, click on the booking number and then click on the blue **“Show multi-day bookings”** button in the top right hand corner of the screen.



Five separate booked days are shown per page, scroll through all booked days with the navigation arrows.



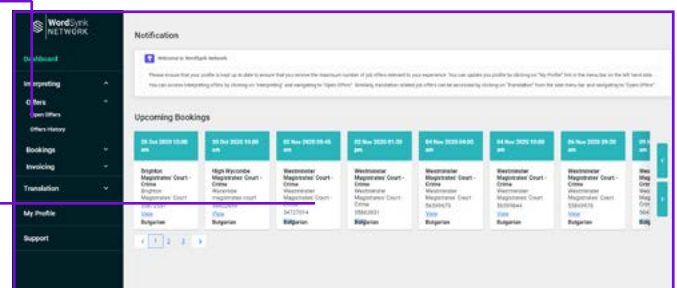
Once you have reviewed all of the booked days, either accept or decline with the buttons at the bottom of the pop up window.

View missed bookings

Any offers that you receive will be time sensitive, and if you do not accept them within a certain time period they will be offered to other interpreters. Any offers that are then accepted by another interpreter will be removed from your Offers screen, however, you will still be able to view them in your Offers History.

Navigate this path on the left hand menu; “Offers” and then “Offer History” in the Interpreting tab.

Here you can view interpreting bookings you have missed out on or declined.



Historical offers will be visible in the Offers History view for 24 hours before being removed completely.

Add/submit Actual Times and Timesheet Cont.

The image below is a closer view of the pop up window opened in the previous step.

Top fields indicate whether the client has submitted a timesheet file for this booking yet and what their given duration is set as.

The second set of fields indicates whether the bigword operations team has submitted a timesheet and the given duration.

The booking timesheet field opens an upload box for you to submit a scan or image of your signed timesheet for validation.

Complete the fields, providing the actual start time and end time of your booking. This will automatically pull the actual duration into the box underneath.

Please always leave the timesheet PIN field blank.

Interpreter Booking Duration Confirmation

Client Booking Duration Confirmation

Booking Timesheet File
No File Uploaded

Booking Duration
No duration submitted.

Operations Booking Duration Confirmation

Booking Timesheet File
No File Uploaded

Booking Duration
No duration submitted.

Interpreter Booking Duration Confirmation

Booking Timesheet File
Upload Timesheet

Booking Duration

Start Date* 10/08/2020 Start Time* 21:00

End Date* 10/08/2020 End Time* 22:00

Duration Of Appointment 01:00:00

Timesheet Pin

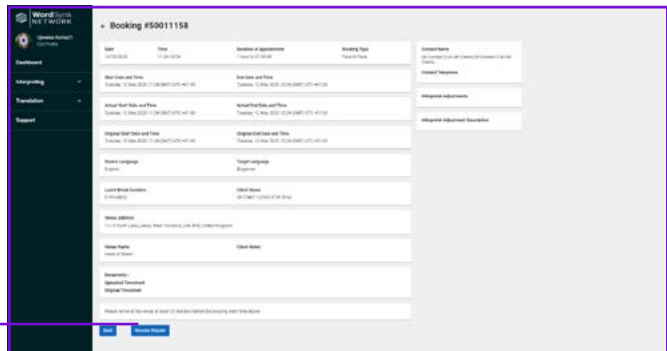
Cancel Confirm Duration

Resolve time and duration disputes

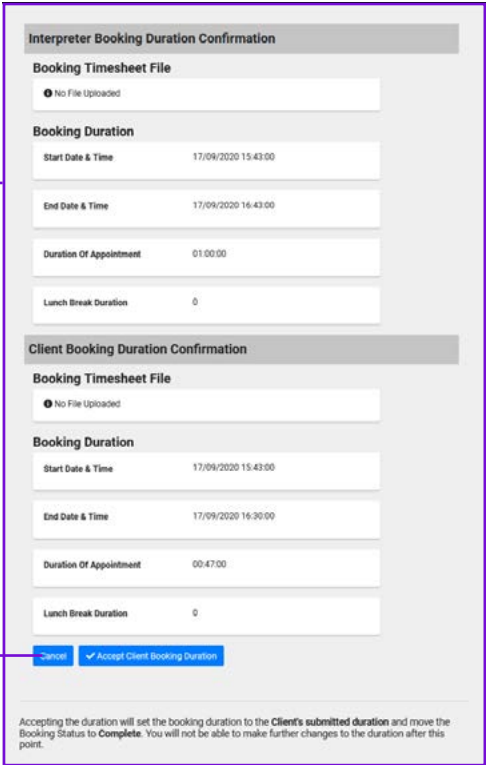
Where there is disagreement between the times submitted by the Client and Interpreter the booking will require resolving. If the times submitted by a Client and an Interpreter do not match, then a **“Resolve Dispute” button will be displayed** for that booking in the Bookings page.

To resolve the dispute either the client is required to accept the interpreter booking duration or the interpreter to accept the Client booking duration.

Step 1: Find your booking in the **“Awaiting Authorisation” view** and **click on the booking number** to redirect to the **“Booking View”** page. There you will find the **Resolve dispute button**, a pop-up window will be presented displaying the times submitted by the client.



Clicking on Resolve dispute button will present a pop-up window.

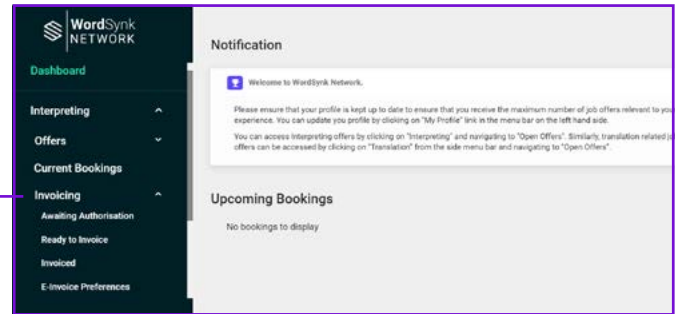


You can resolve the dispute by **clicking on “Accept Client Booking Duration”** button. This will take you back to the previous page with the resolve option removed.

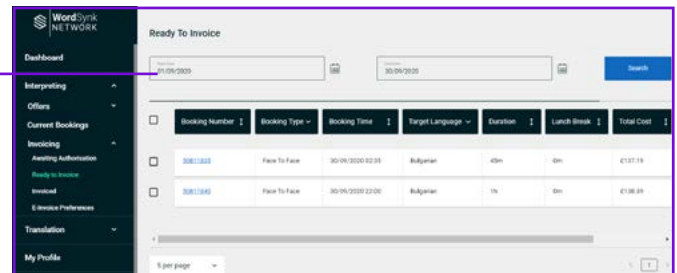
Please note: Accepting the duration will set the booking duration to the Client’s submitted duration and move the Booking Status to Complete. You will not be able to make further changes to the duration after this point.

Ready to invoice

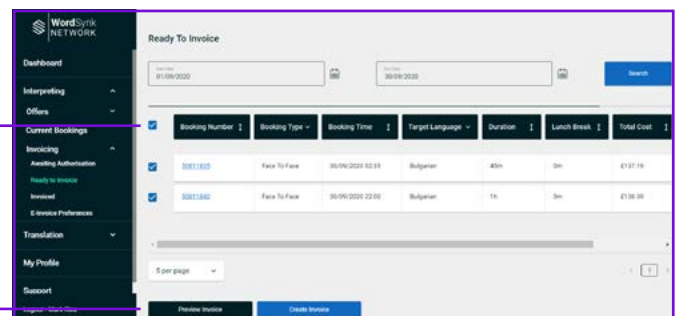
When you're ready to invoice for work completed, **first locate "Invoicing"** from the left-hand menu. **From the drop down select "Ready to Invoice"**



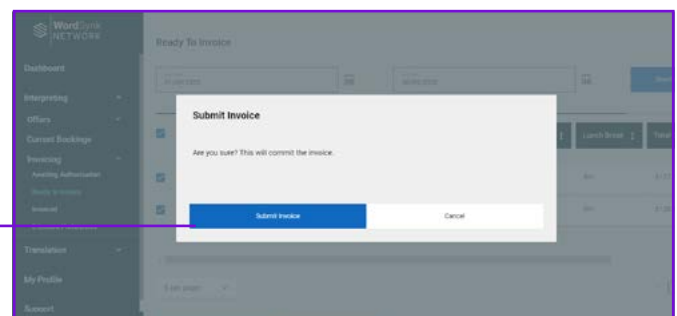
Select start & end date for invoicing period.



Use the tick boxes to **select the specific bookings that you wish to invoice.**

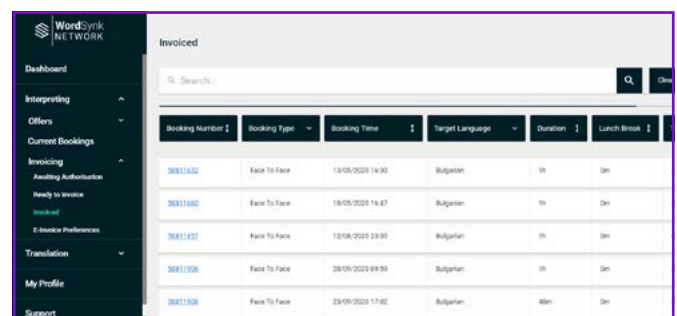


The **"Preview invoice button"** will begin to download the invoice in pdf format. Your total invoice value will be a cumulative value for all bookings selected for invoicing. **It is good practice to preview your invoices and save a copy before submitting them.**



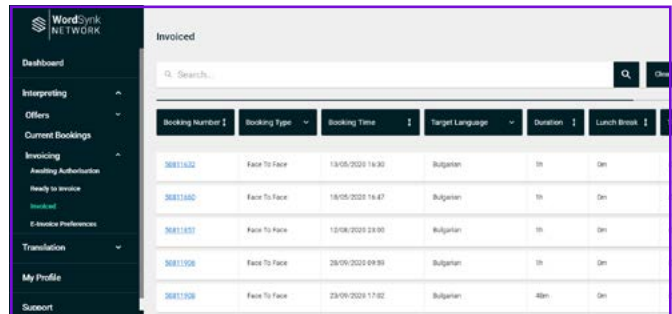
To raise the invoice, **select the booking(s)** you wish to invoice and **click on the "Create Invoice" button**. You will be presented with a confirmation message. **Click the "Submit Invoice" button** on the confirmation message to submit your invoices.

Once an invoice is raised for the selected bookings, **these bookings are no longer visible in the "Ready to Invoice" page** and can be seen instead in the **"Invoiced" page**.



View your invoiced bookings

Locate “Interpreting” and the “Invoicing” on the left hand menu. **Select the “Invoiced” tab.**



Booking Number	Booking Type	Booking Time	Target Language	Duration	Lunch Break
30811632	Face To Face	13/05/2023 16:30	Bulgarian	1h	On
30811650	Face To Face	18/05/2023 16:47	Bulgarian	1h	On
30811637	Face To Face	13/08/2023 23:00	Bulgarian	1h	On
30811928	Face To Face	28/09/2023 09:39	Bulgarian	1h	On
30811928	Face To Face	23/09/2023 17:02	Bulgarian	45m	On

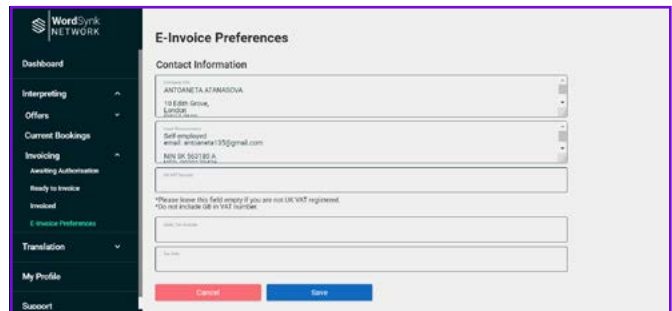
Manage your E-invoice preferences settings

WordSynk gives you the ability to manage your e-invoice preferences. E-invoice Preferences allows you to configure custom information on your invoices which will then be displayed on the generated invoices.

Click on “E-invoice Preferences” from the menu options available at the side menu.

You can customise the information displayed on your invoice:

- Your company information
- Legal requirements
- UK VAT number
- Sales Tax Number
- Tax Rate



E-Invoice Preferences

Contact Information

ANTONETA ATANASOVA
12 Edin Grove,
Sutton

Self employed
email: antoneta13@gmail.com
NIN UK 562785 A
00000000000000000000

*Please leave this field empty if you are not UK VAT registered
*Do not include GB on VAT number.

Cancel Save

Company Info: Any information entered here will be displayed under Invoice From in the invoice.

Legal requirements: The information entered in this text field will not be displayed in the e-invoice. (NI and/or UTR)

TRANSLATION SECTION

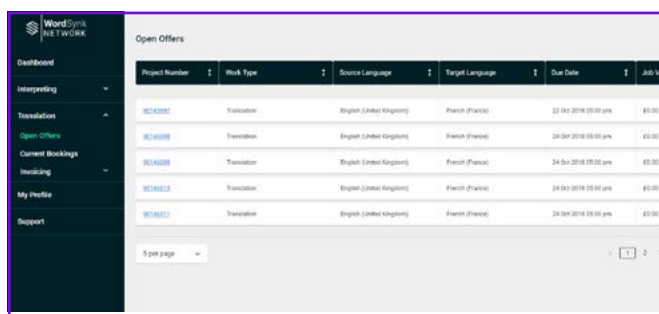
In the Translation Section, you will have visibility of your translation offers, where you will be able to view the projects, review project details, accept or decline, raise invoices, view invoiced projects and also configure your invoicing preference settings.

Manage your Translation Offers

You can manage all your translation projects from the “Open Offers” page.

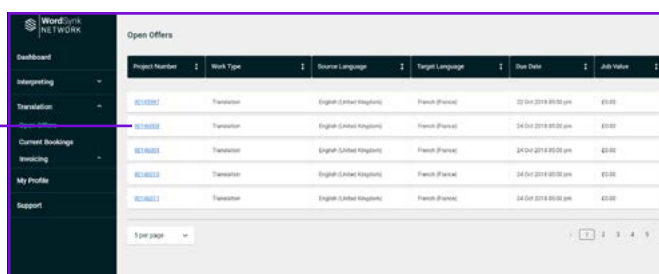
Click the “Open Offers” option from the side menu under the Translation tab.

You can see all the available translation offers in the Open Offers page.



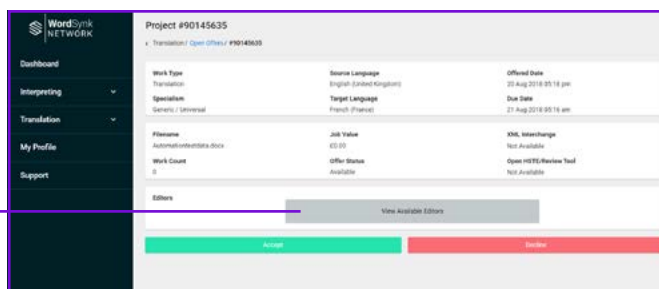
Project Number	Work Type	Source Language	Target Language	Due Date	Job Value
NE143787	Translation	English (United Kingdom)	French (France)	22 Oct 2018 09:00 pm	€0.00
NE143698	Translation	English (United Kingdom)	French (France)	24 Oct 2018 09:00 pm	€0.00
NE143699	Translation	English (United Kingdom)	French (France)	24 Oct 2018 09:00 pm	€0.00
NE143623	Translation	English (United Kingdom)	French (France)	24 Oct 2018 09:00 pm	€0.00
NE143622	Translation	English (United Kingdom)	French (France)	24 Oct 2018 09:00 pm	€0.00

Each Offer will be displayed with high level information. Click the “Project Number” link to open the “Project View”



Project Number	Work Type	Source Language	Target Language	Due Date	Job Value
NE143692	Translation	English (United Kingdom)	French (France)	22 Oct 2018 09:00 pm	€0.00
NE143698	Translation	English (United Kingdom)	French (France)	24 Oct 2018 09:00 pm	€0.00
NE143693	Translation	English (United Kingdom)	French (France)	24 Oct 2018 09:00 pm	€0.00
NE143622	Translation	English (United Kingdom)	French (France)	24 Oct 2018 09:00 pm	€0.00
NE143621	Translation	English (United Kingdom)	French (France)	24 Oct 2018 09:00 pm	€0.00

In this view you can see more details regarding the project and ultimately accept or decline the offer. If a preview is available, this can be accessed under the “Available Editors” section.



Work Type	Source Language	Offered Date
Translation	English (United Kingdom)	22 Aug 2018 05:18 pm
Operational	Target Language	Due Date
Generic / Universal	French (France)	27 Aug 2018 05:18 am
Filename	Job Value	XSL Interchange
Automated\en\fr\data.docx	€0.00	Not Available
Work Count	Offer Status	Open HIRE/Review Tool
0	Available	Not Available

Editors

View Available Editors

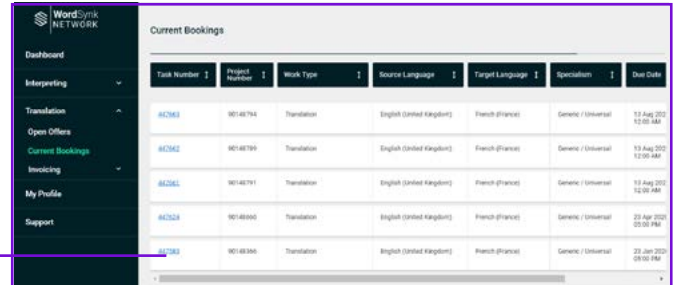
Accept Decline

View your accepted Offers

You can view and manage your accepted translation bookings from the Current Bookings page. Find the link under the bookings tab on the left hand menu.

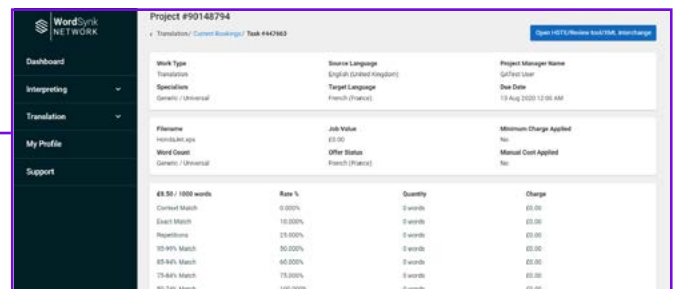
On this page you will see a list of the active assignments you have accepted.

To see more details about a project, click on the task number highlighted in blue.



Task Number	Project Number	Work Type	Source Language	Target Language	Specialism	Due Date
442363	90148794	Translation	English (United Kingdom)	French (France)	Generic / Universal	12 Aug 2023 12:00 AM
442362	90148790	Translation	English (United Kingdom)	French (France)	Generic / Universal	13 Aug 2023 12:00 AM
442361	90148791	Translation	English (United Kingdom)	French (France)	Generic / Universal	13 Aug 2023 12:00 AM
442324	90148300	Translation	English (United Kingdom)	French (France)	Generic / Universal	23 Apr 2023 09:00 PM
442383	90148306	Translation	English (United Kingdom)	French (France)	Generic / Universal	23 Jan 2023 09:00 PM

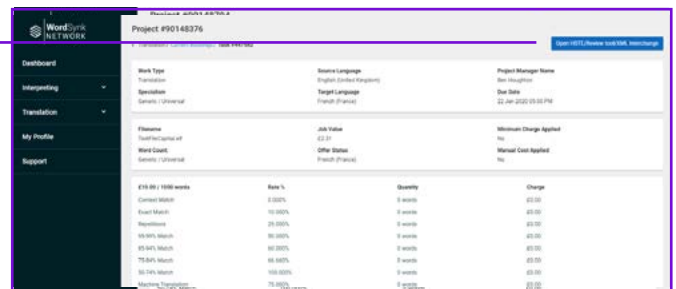
The page that follows will give you all of the available details regarding the project and allow you to access CAT Tools.



Work Type	Source Language	Project Manager Name	
Translation	English (United Kingdom)	Support User	
Specialism	Target Language	Due Date	
Generic / Universal	French (France)	13 Aug 2023 12:00 AM	
Filename	Job Value	Minimum Charge Applied	
WordCount	€3.00	No	
Word Count	Offer Status	Manual Cost Applied	
Generic / Universal	French (France)	No	
€3.00 / 1000 words	Rate %	Quantity	Charge
Correct Match	0.000%	0 words	€3.00
Exact Match	10.000%	0 words	€3.00
Repetitive	25.000%	0 words	€3.00
30-94% Match	30.000%	0 words	€3.00
35-94% Match	60.000%	0 words	€3.00
75-94% Match	75.000%	0 words	€3.00
90-100% Match	100.000%	0 words	€3.00

Clicking on the **“Open HSTE/Review Tool/XML Interchange”** button will pass you through to the TMS portal to retrieve your files for translation - you will not be required to re-enter any login details.

From here you will be able to choose from the various translation tools available to you.



Work Type	Source Language	Project Manager Name	
Translation	English (United Kingdom)	Support User	
Specialism	Target Language	Due Date	
Generic / Universal	French (France)	22 Jan 2023 09:00 PM	
Filename	Job Value	Minimum Charge Applied	
WordCount	€2.50	No	
Word Count	Offer Status	Manual Cost Applied	
Generic / Universal	French (France)	No	
€2.50 / 1000 words	Rate %	Quantity	Charge
Correct Match	0.000%	0 words	€2.50
Exact Match	10.000%	0 words	€2.50
Repetitive	20.000%	0 words	€2.50
30-94% Match	30.000%	0 words	€2.50
35-94% Match	60.000%	0 words	€2.50
75-94% Match	75.000%	0 words	€2.50
90-100% Match	100.000%	0 words	€2.50

Translation Editors

Dependent on the project you have accepted, you will have three options to complete the translation work:

- XML Interchange
- thebigword Review Tool
- HSTE

HSTE is our highly secure translation editor and will require an additional login to access. Some assignments will mandate the use of this tool, although many will give you an option.

Project #90148794			
Work Type	Source Language	Project Manager Name	
Translation	English (United Kingdom)	Carl Post User	
Specialties	Target Language	Due Date	
General > Universal	French (France)	18 Aug 2022 12:00 AM	
Filename	Job Value	Minimum Charge Applied	
Horizbun1.jpg	€3.00	No	
Word Count	Offer Status	Manual Cost Applied	
General > Universal	French (France)	No	
€3.55 / 1000 words	Rate %	Quantity	Charge
Correct Match	0.000%	0 words	€3.00
Exact Match	10.000%	0 words	€3.00
Repetitions	25.000%	0 words	€3.00
95 W% Match	50.000%	0 words	€3.00
90 W% Match	60.000%	0 words	€3.00
75-84% Match	75.000%	0 words	€3.00
50-74% Match	100.000%	0 words	€3.00

Clicking on the “Open HSTE/Review Tool/XML Interchange” button will pass you through to the TMS portal to retrieve your project.

Once you have located your project, you will see which options are available to you.

If you would like to work in our online review tool, click on the “Review Tool” button and you will be taken into the two column online format to complete the work.

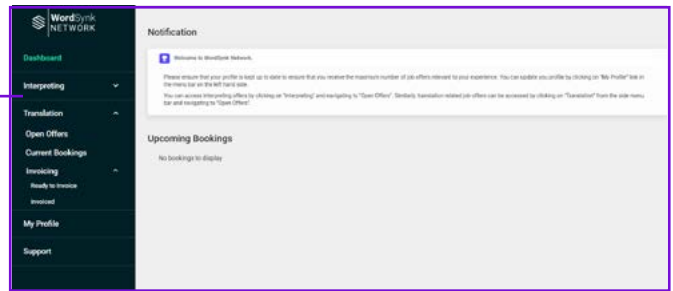
If you wish to work offline, using your own CAT tools, you can download the XML Interchange package, which consists of the source file and project.

[A full HSTE Userguide is available here.](#)

Invoice your Translation work

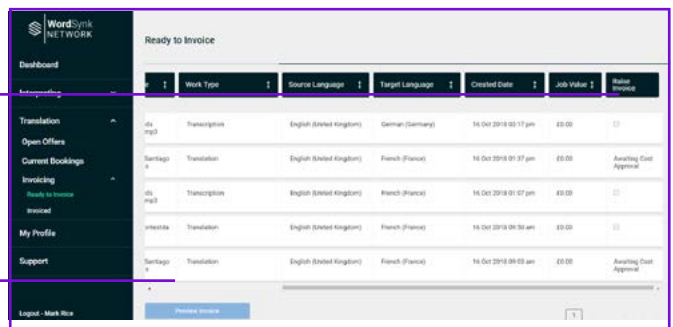
Follow the steps below to invoice your completed translation tasks and find where to review the tasks you have already submitted an invoice for.

Locate **“ready to invoice”** on the left hand menu under the translation invoicing tab.



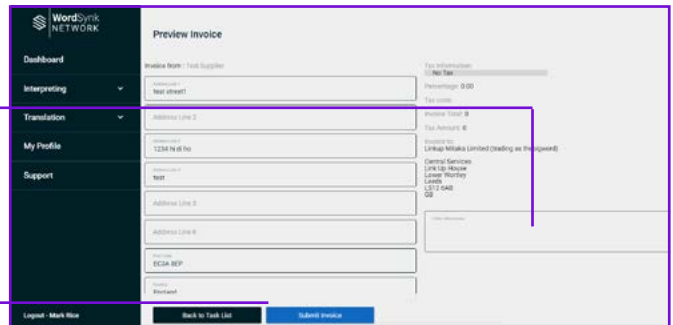
On this page **you will see a list of the completed assignments** ready for invoice.

Any tasks which are awaiting cost authorisation from the Project Manager will not have a tick box available until the cost is approved.



Once you tick the check box, the **‘Preview Invoice’** button will become active.

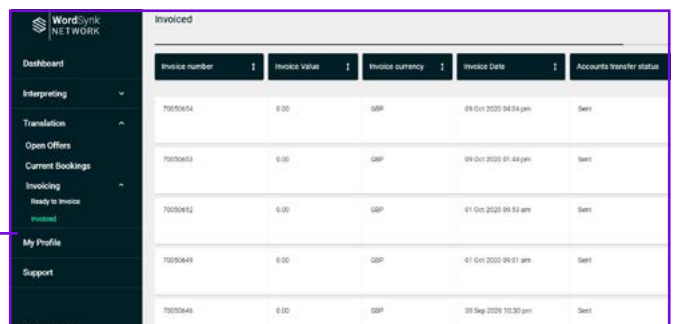
If you want to specify any invoice related references or any other information, please use the ‘Other information’ field



Once you have confirmed the details are correct, you can submit the invoice by clicking on the **‘Submit Invoice’** button.

When you click on the ‘Submit Invoice’ button, **a copy of the invoice will be downloaded.**

To make sure that the invoice has been sent, **click on the ‘Invoiced’** link under “Invoicing” section and look at the ‘Account transfer status’. **On successful submission the status will be shown as ‘Sent’**



SUPPORT AND SERVICES

Should you have any concerns regarding the WordSynk Network that are not addressed in this document, we maintain a dedicated team to provide support to our valued contractors. Please raise any queries you may have with them by raising a ticket through the [Support tab in WordSynk Network](#).

