### HOW TO USE MESSAGES

Messages is a communication module in the Languagewire platform. There you can communicate with your colleague that has ordered the translation, the project manager, the project coordinator and the suppliers within the current project.

#### THE MESSAGES MODULE

When you log on to your profile the platform you can see if you have any new messages in the upper right corner.



The messages module can also be reached from this box (a widget) that is also visible in the Dashboard.

| Recent messages 🕑 See all messages                                |          |
|---|----------|
| <b>Example message</b><br>Hi! How are you? Best regards, Kristina |          |
| 🚫 Thu, 14 Mar 2019 10:48  | <b>(</b> |

### HOW TO CREATE A NEW MESSAGE

Click the speech bubble button (or follow the link **See all messages** in the message module) in the upper right corner and you'll reach the **Messages** view.

| language <b>wire</b>                   |   |
|--|---|
| AllOverTheWorl                         | Messages  |
| + New project                          | \[             Filters: \[             Creset to default \[             \]         Clear all \[             \]         Edit             × Last Message Time : Wed 14 Mar 2018 ~ Thu 14 Mar 2019 |
| 🕝 Dashboard                            |   |
| 👚 Projects 🗸                           | Subject Read/Unread People Last Message Job Ids   |
| 🕰 Expert Team                          | ्र व <del>र</del> वर  |
| Jessages                               | Example message 🕒 1 Unread Kristina , Anders 💿 Kristina Hi! How are you? Best regards, Kristina   |
| 🛕 Language Tools 🗸                     | < Page 1 of 1 > 20 V  |
| Finances -                             |   |
| CONTACT                                |   |
| System Account<br>Account manager      |   |
| LanguageWire Online<br>Project manager |   |

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When you click the line for the new message, you'll be taken directly to the message, where you can see the whole conversation thread.

| language <b>wire</b>                           | Project: <b>Test project</b> / Message: <b>692955</b>                                       |  | Q 🔎 | Kristina -                 |  |  |
|--|---|--|-----|----------------------------|--|--|
| 🔍 Search 🗸                                     | Example message   |  |     |                            |  |  |
| 👚 Projects 🔺                                   | English-United Kingdom > Swedish-Sweden , Swedish-Sweden                                    |  |     |                            |  |  |
| Project Management<br>View                     | Kristina Wikander, Anders And   |  |     |                            |  |  |
| Projects<br>Assignments<br>Order Confirmations | Kristina Wikander and Anders And joined<br>Kristina Wikander and Anders And<br>a minute ago | Notifications <b>?</b><br>From all partici |     |                            |  |  |
| Jobs<br><u>A</u> <b>Profile →</b>              | HI!<br>How are you?<br>Best regards, Kristina   | Participants<br>Project                    |     | Edit                       |  |  |
| 💬 Messages                                     | Sent  | Project manage<br>Customer                 |     | stina Wikander<br>ders And |  |  |
| \land Tools 🗸                                  | Hi!<br>The deadline   |  |     |                            |  |  |
| Finances 🗸                                     |   |  |     |                            |  |  |
| 있 LW Contacts 🗸                                | G   | 9  |     |                            |  |  |
| Guides nistration -                            | Send + Attach files   |  |     |                            |  |  |

You can write your reply in the edit pane in the same view.

| language <b>wire</b>                           | Project: Test project / Message: 692955   |                             | Q     | <b>@</b>                     | Kristina * |
|--|---|-----------------------------|-------|------------------------------|------------|
| Q Search →                                     | Example message   | /                           |       |                              |            |
| 🗇 Projects 🔺                                   | English-United Kingdom > Swedish-Sweden , Swedish-Sweden                                |                             |       |                              |            |
| Project Management<br>View                     | Kristina Wikander, Anders Ar  | d                           |       |                              | 0          |
| Projects<br>Assignments<br>Order Confirmations | Kristina Wikander and Anders And Joined<br>Kristina Wikander and Anders Anda minute ago | Notifications 🚱             | ints  | .*                           |            |
| Jobs   | Hi!<br>How are you?<br>Best regards, Kristina   | Participants<br>Project     |       |                              | Edit       |
| 💬 Messages                                     | Sent  | Project managem<br>Customer | ent 🚺 | Kristina Wikan<br>Anders And | der        |
| 🛕 Tools 🗸                                      | Hi!<br>The deadline   |                             |       |                              |            |
| Finances +                                     |   |                             |       |                              |            |
| LW Contacts 🗸                                  | e   |                             |       |                              |            |
| Guides nistration -                            | Send + Attach files   |                             |       |                              |            |



If you want to create a new message, go to the relevant project and open the **Messages** module. Click the **Create Message** button to create a new message.

| Save as Project Template f | ior User 🔫    | Open messages 🗹             | Give feedback    |                      |         |
|----------------------------|---------------|-----------------------------|------------------|----------------------|---------|
| Project name               |               | Desired delivery time       | 0                | Deadline (CET/CE     | EST)    |
| Test project               |               | LanguageWire chooses a date |                  | Fri 8 Feb 2019 14:00 |         |
|                            |               |                             |                  |                      |         |
| Messages (1)               |               |                             |                  |                      |         |
| Create Message             | ad/Unread Peo | ple Last Mo                 | essage by Last N | lessage              | Job Ids |

After you've clicked the Create Message you'll be taken to a box where you can choose the recipients that you want to reach.

(1) Write a title of your message in the **Subject** field.

(2) You can see which recipients are added by default in the **To** field.

(3) Write the name(s) that you want to add in the field with the magnifying glass.

(4) Or choose the names in the list below. The list can be expanded or collapsed when necessary. Click **OK** and you'll be taken to the editor where you can write your message.

**NOTE!** If you add a new recipient to an ongoing conversation, the new recipient will be able to see what has been communicated before he/she entered the conversation.

| <b>A</b>  | Settings ×<br>rest project               |  |  |  |  |
|---|--|--|--|--|--|
| To: 😧 🖂 Anders And 🖂 🕼 Kristina Wik                           | ander 🔀 🍭 Engineer LanguageWire Language |  |  |  |  |
| Filter by name or type Q 3 4                                  |  |  |  |  |  |
| Select all visible  | Expand all                               |  |  |  |  |
| ✓ Project (2/2)   | ~  |  |  |  |  |
| <ul> <li>Project management (Required)</li> </ul>             | 🚯 Kristina Wikander                      |  |  |  |  |
| ✓ Customer  | 💫 Anders And                             |  |  |  |  |
| English-United Kingdom - Swedish-S                            | weden (0/5) $\sim$                       |  |  |  |  |
| Project management  | 👩 Kristina Wikander                      |  |  |  |  |
| Customer  | 😣 Anders And                             |  |  |  |  |
| Translation   | 😡 (ѕто                                   |  |  |  |  |
| Validation  | 💫 (STO                                   |  |  |  |  |
| Validation Implementation                                     | 😡 (STO                                   |  |  |  |  |
| English-United Kingdom - Swedish-Sweden (0/4)                 |  |  |  |  |  |
| ✓ Additional (1/1)  | ~  |  |  |  |  |
| <ul> <li>Participant</li> </ul>                               | 🖗 Engineer LanguageWire Language         |  |  |  |  |
|   |  |  |  |  |  |
| Note: History will be shared with new participants. Cancel OK |  |  |  |  |  |



### **TO LEAVE A CONVERSATION**

If you want to leave the conversation in a thread, open it and click **Leave** (to the left). Follow the instructions and then you've left the conversation. You may not return to a message that you have left without the support of a Languagewire project manager.

| Project | : Test pro                                    | ject / Message: 692955                |                         |  |
|---------|---|---------------------------------------|-------------------------|--|
|         |   |                                       |                         | Example message 🖋  |
| Leave   |   |                                       |                         | English-United Kingdom  Swedish-Sweden, Swedish-Sweden Kristina Wikander, Anders And |
| Leave   |   |                                       |                         | Kristina Wikander and Anders And joined<br>Kristina Wikander and Anders And          |
|         |   | Kristina Wikander, Project management | 14 March 2019 10:48 CET | T  |
|         | Hi!<br>How are you?<br>Best regards, Kristina |                                       |                         |  |
|         |   | How are you?                          |                         |  |

