

Sending a message



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Messages

For all communication related to a project, we use LanguageWire's native communication tool **Messages**.

Messages makes it possible for everyone involved in a project to communicate directly with each other and to keep communication in one easy-to-access place. With Messages, you can write directly to the client, the Project Manager and other language experts who are working on the same project.

You can access Messages when logged in to LanguageWire.

The screenshot displays the LanguageWire Messages interface. On the left is a dark sidebar with navigation options: Dashboard, Projects, Profile, Messages, Tools, and LW Contacts. The main area shows a message thread for a project titled 'Translation' (Message ID: 743385). The thread is titled 'Question' and is for the language pair 'English-United Kingdom' to 'Turkish'. The sender is 'Sarah, Malene Ladefoged Jensen'. The message content includes a question: 'Hi! Should I translate the footer text?' and a response: 'Hi Sarah, You can leave it as it is. Thanks for checking!'. A follow-up message says 'Okay, thanks :-)'.

Project: Translation / Message: 743385

Live Translation

English-United Kingdom → Turkish

Leave Sarah, Malene Ladefoged Jensen

Sarah and Malene Ladefoged Jensen joined
Sarah and Malene Ladefoged Jensen

11 minutes ago
Hi! Should I translate the footer text?

8 minutes ago
Hi Sarah,
You can leave it as it is. Thanks for checking!

5 minutes ago
Okay, thanks :-)
Sent

Write message...

Send + Attach files

Notifications
From all participants

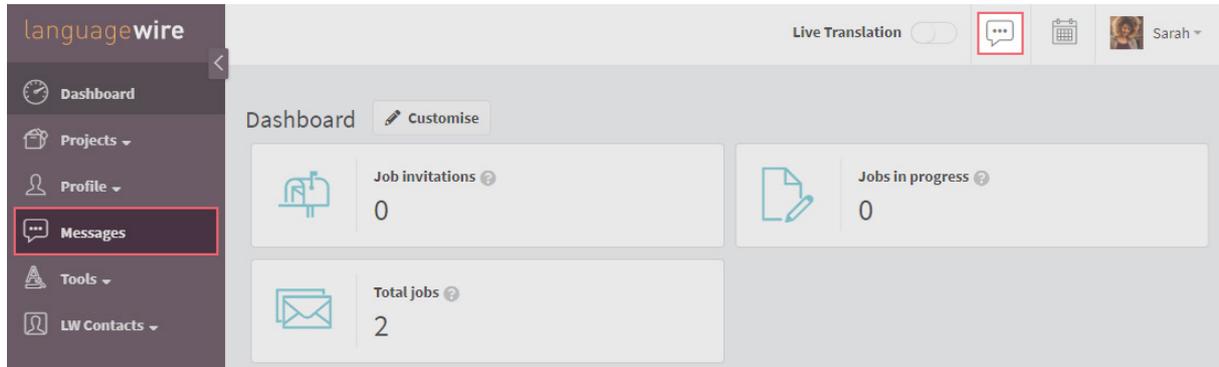
Participants Edit

Project

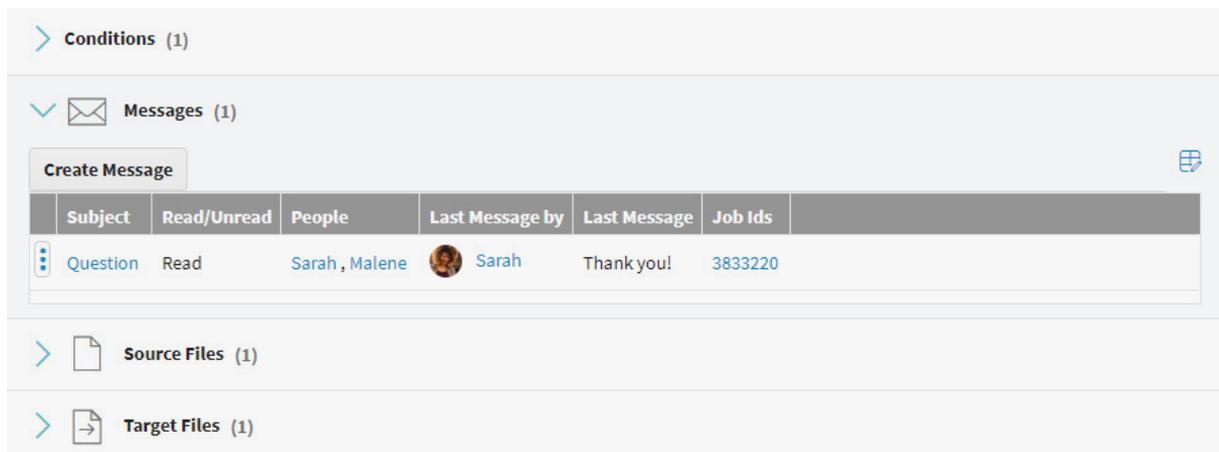
- Project management Malene Ladefoged Je
- English-United Kingdom - Turkish (2/3)
- Project management Malene Ladefoged Je
- Translation, 3833220 Sarah

Where to find Messages

From the dashboard, you can access Messages by clicking on **Messages** in the menu or by clicking on the icon in the upper right corner.

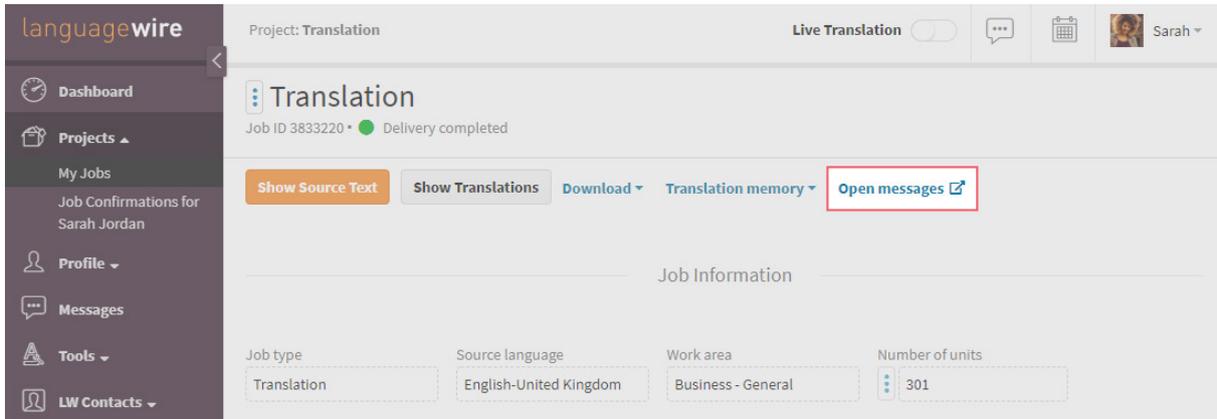


Messages can also be viewed in the Messages section of each job.

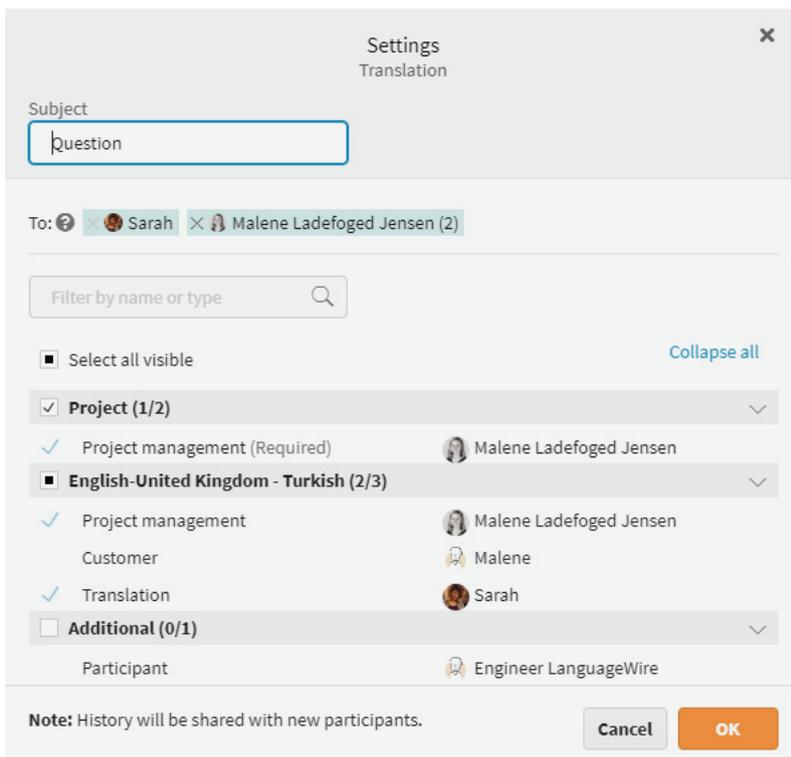


How to create a new message

Click on the particular job for which you wish to send a message and then click on **Open messages** to start a new conversation.



You will then be asked to select participants. Once you have done this, click **OK**. You are now ready to write your Message.



Who to contact

Project Manager: The Project Manager will automatically be included in the conversation. If you have questions related to the deadline, payment or other job-specific questions, please include only the Project Manager.

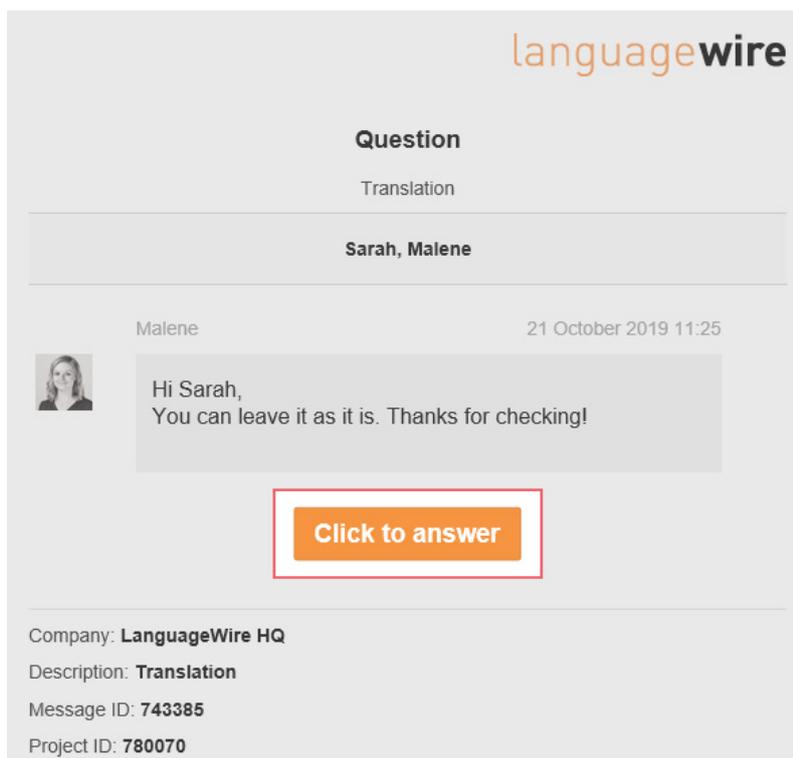
Language experts: If you have a question or a comment for another person who is working on the project, e.g. the language expert who is proofreading your translation, you are welcome to write directly to this person.

Client: If you have a question related to terminology or other company-specific issues, you are welcome to send it directly to the client.

If you are in doubt about who to add to the conversation, please include only the Project Manager. The Project Manager can always add more attendees to the Message or pass the information on to the right people.

How to reply to a message

We send you an email notification when you receive a message. In order to reply, please click on **Click to answer**. This will direct you to LanguageWire where you can reply using Messages.



The screenshot shows the LanguageWire interface. At the top right is the "languagewire" logo. Below it, the word "Question" is centered, followed by "Translation". A grey bar identifies the sender as "Sarah, Malene". The message content shows a reply from "Malene" dated "21 October 2019 11:25" with a profile picture and the text: "Hi Sarah, You can leave it as it is. Thanks for checking!". Below the message is a prominent orange button with the text "Click to answer" in white, which is highlighted with a red rectangular border. At the bottom of the interface, there is a section with the following details: "Company: LanguageWire HQ", "Description: Translation", "Message ID: 743385", and "Project ID: 780070".

DO NOT REPLY TO THE EMAIL,
as it will end up in a mailbox that
is not monitored by the relevant
Project Manager.