languagewire

Sending a message

Contents

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.

Where to find Messages

From the dashboard, you can access Messages be clicking on **Messages** in the menu or by clicking on the icon in the upper right corner.
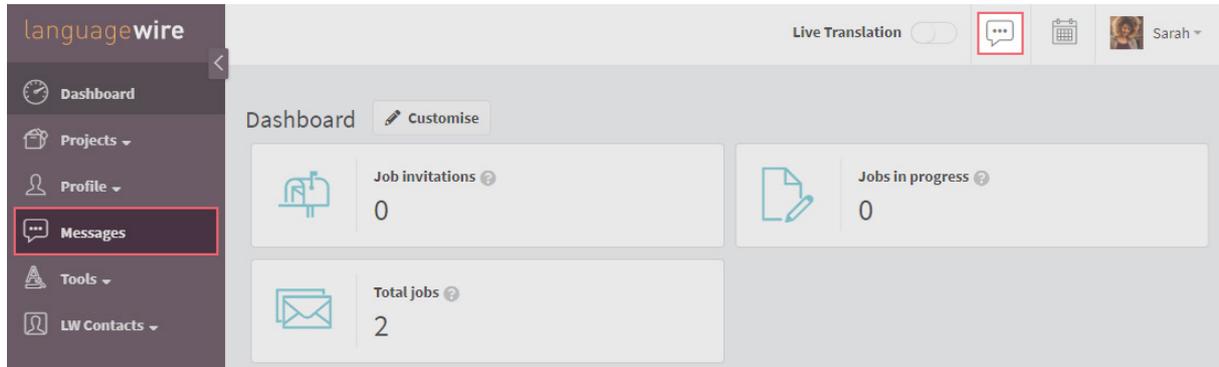
Messages can also be viewed in the Messages section of each job.
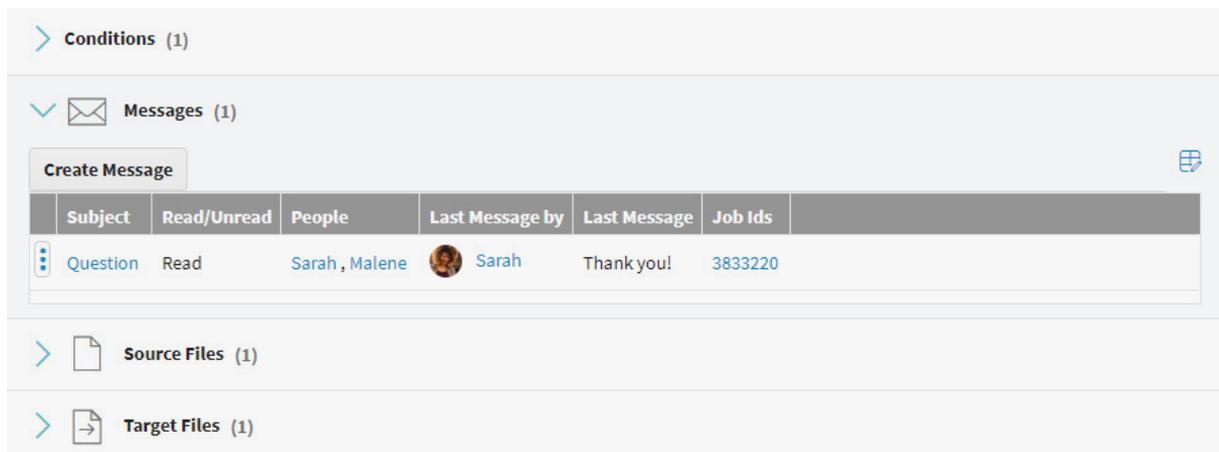
How to create a new message

Click on the particular job for which you wish to send a message and then click on **Open messages** to start a new conversation.
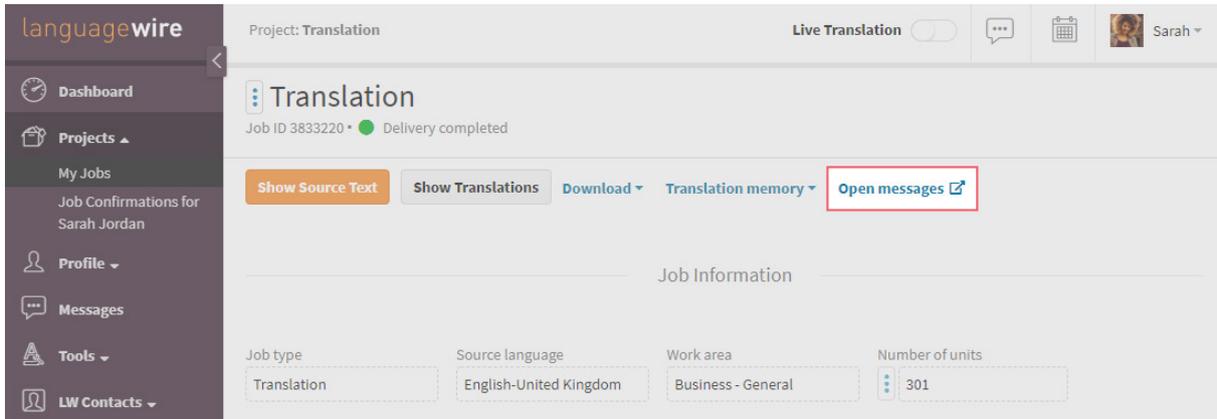
You will then be asked to select participants. Once you have done this, click **OK**. You are now ready to write your Message.
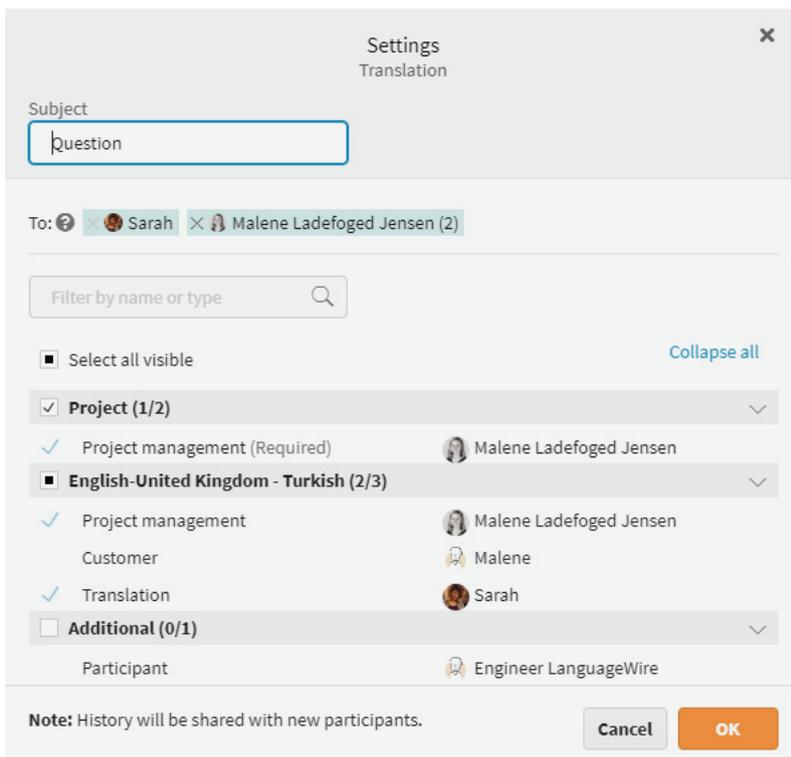
Who to contact

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.

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