

Download

Download the MyMasterWord app through the App Store or Google Play Store, or visit mymasterword.com on your desktop computer.

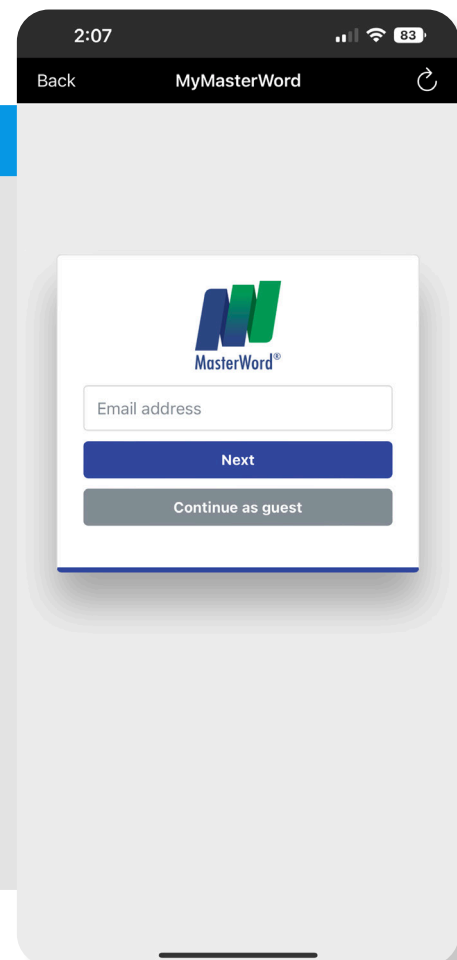
Tap "Open", or locate the app in your app library to open the app.

Log In

Log in using your organization email, then tap "Next" and enter your password or employee ID to log in.

You can also tap "Continue as guest" if you want to quickly request an interpreting or translation service.

Don't have a login? Contact your group administrator or email masterword@masterword.com to get your login details.



Select a Service

After logging in, select a service from the list of available options.

These options include requesting in-person interpreting, over-the-phone interpreting, video on-demand and video remote interpreting, and document translation.

Below the service options, any pending quotes and recent workorders are shown, along with a section to contact MasterWord.

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- Request In-Person Interpreter (IPI)
- Request Over-the-Phone Interpreter (OPI)
- Request Video On Demand
- Request Video Remote Interpreter (VRI)
- Request Document Translation

Quotes Pending Approval

No quotes pending approval at this time.

Recent Items

Search for [Translation](#) or [Interpretation](#) Service Requests

[Contact Masterword](#)

Requesting VRI

To request video remote interpreting, tap the option from the dashboard menu, then fill out all of the required fields, including the language pairs, service type and when the interpretation is needed.

If applicable, be sure to enter your contract number when filling out the service request, then tap "Submit" at the bottom of the form once all the fields are completed.

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Home / New Request
/ In-Person Interpretation (IPI)

New Interpretation Request

Language Pairs

From*:
Please select
English
+

Service Type*:
Consecutive

Assignment Type*:
Please select

☒ Virtual Meeting
Virtual Meeting Platform

☐ Please request in-person interpretation

Contract#
[Dropdown]

Department/Location PO
[Text Field]

Additional Links
[Text Field]

Test
[Text Field]

Scope of work
During **consecutive** interpreting, the interpreter allows the speaker to utter a full thought, then transmits the message in the other language. This type of interpreting requires that each person pause often to allow the interpreter to relay the message. No special equipment is required.

Submit

The screenshot shows a mobile app interface for MasterWord. At the top, the status bar shows the time 2:08, signal strength, Wi-Fi, and battery at 83%. The app header has a 'Back' button, the text 'MyMasterWord', and a refresh icon. Below the header is the MasterWord logo and a menu icon. The main content area has a breadcrumb trail: 'Home / New Request / Over-the-Phone Interpretation (OPI)'. The title 'Over-the-Phone Interpretation (OPI)' is prominently displayed. Below the title, a box contains the following text: 'Over 200+ languages available 24/7.', 'To connect to an interpreter enter your phone number and select language,', 'Enter your phone number:' followed by a text input field, 'Select Language:' followed by a dropdown menu with 'Please select' as the current selection, 'Department/Location PO' followed by a text input field, and 'Non English Speaker' followed by a text input field. At the bottom of this box is a blue button labeled 'Call me now'. Below the box, it says 'Or you can call +1-281-529-2000 .'. The bottom of the screen shows a home indicator bar.

Requesting OPI

To request over-the-phone interpreting, tap the option from the dashboard menu, then enter the phone number that will be used for the interpreting service, along with the language to be interpreted and any other information that is helpful to your interpreter.

After selecting one of the 200+ on-demand languages available, tap “Call me now” to start the service, or dial 281.529.2000 to make your request through the automated phone system.

Need Help?

Having login issues or need a special service request? Contact MasterWord at 281.589.0810, or email masterword@masterword.com, and your request will be responded to as soon as possible.



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