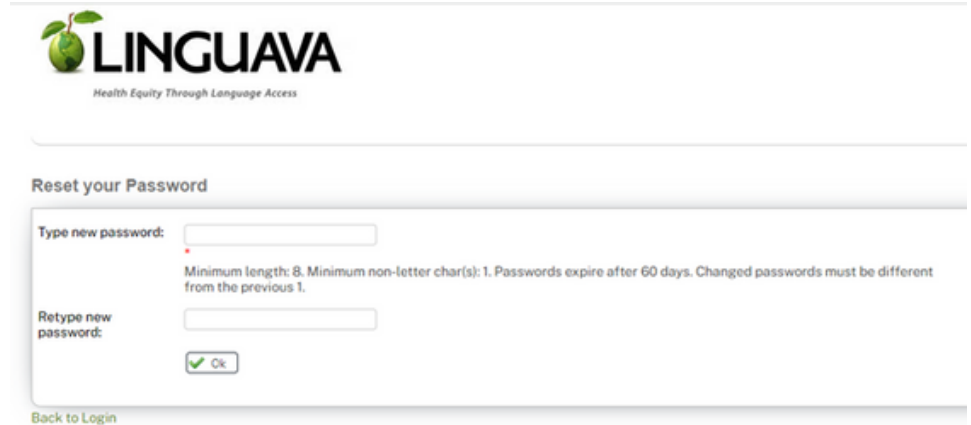


5. Type in your new password and click **OK**.

6. Click **“Back to Login”** and insert your email and the new password to access the portal.

7. You have now accessed your Translation Portal, we have included a video, this QuickStart guide and other useful resources to make sure the information is always accessible.

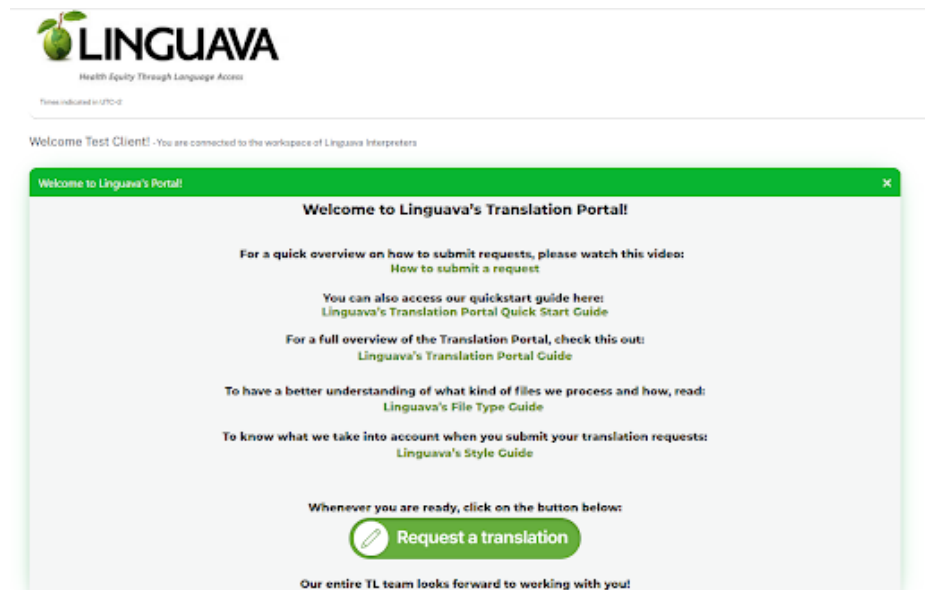


The screenshot shows the 'Reset your Password' form. At the top is the Linguava logo with the tagline 'Health Equity Through Language Access'. Below the logo is the heading 'Reset your Password'. There are two input fields: 'Type new password:' and 'Retype new password:'. A red asterisk is next to the first field. Below the fields is a note: 'Minimum length: 8. Minimum non-letter char(s): 1. Passwords expire after 60 days. Changed passwords must be different from the previous 1.' There is a green checkmark icon and the text 'Ok' next to the second field. At the bottom left is a link 'Back to Login'.

Reset your Password

Password changed successfully! Click below to login:

[Back to Login](#)



The screenshot shows the Linguava Translation Portal dashboard. At the top is the Linguava logo with the tagline 'Health Equity Through Language Access'. Below the logo is the text 'Translating in 170+'. There is a message: 'Welcome Test Client! - You are connected to the workspace of Linguava Interpreters'. Below this is a green header bar with the text 'Welcome to Linguava's Portal!'. The main content area has the heading 'Welcome to Linguava's Translation Portal!' and several links: 'For a quick overview on how to submit requests, please watch this video: How to submit a request', 'You can also access our quickstart guide here: Linguava's Translation Portal Quick Start Guide', 'For a full overview of the Translation Portal, check this out: Linguava's Translation Portal Guide', 'To have a better understanding of what kind of files we process and how, read: Linguava's File Type Guide', and 'To know what we take into account when you submit your translation requests: Linguava's Style Guide'. At the bottom, there is a button 'Request a translation' and the text 'Whenever you are ready, click on the button below:'. At the very bottom, it says 'Our entire TL team looks forward to working with you!'.

HOW TO SUBMIT A REQUEST

1. Click on the **“Request a translation”** icon.
2. You will be taken to the **“New Order”** screen, where you will be able to select between three types of requests:

Quote Request –

You will receive a quote from our team for approval before proceeding with your translation project.

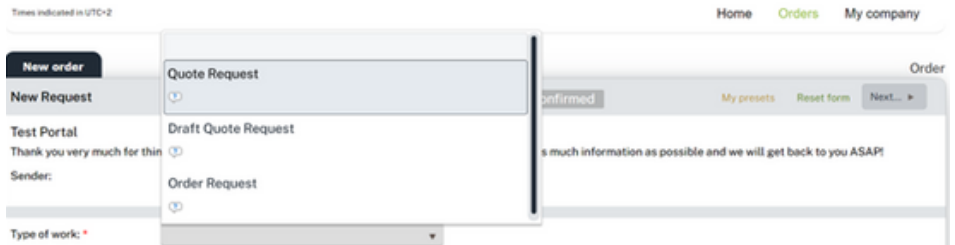
Draft Quote Request –

Receive a quick rough estimate of the cost immediately after uploading your files.

Please note our team will need to review the quote and send you the final proposal.

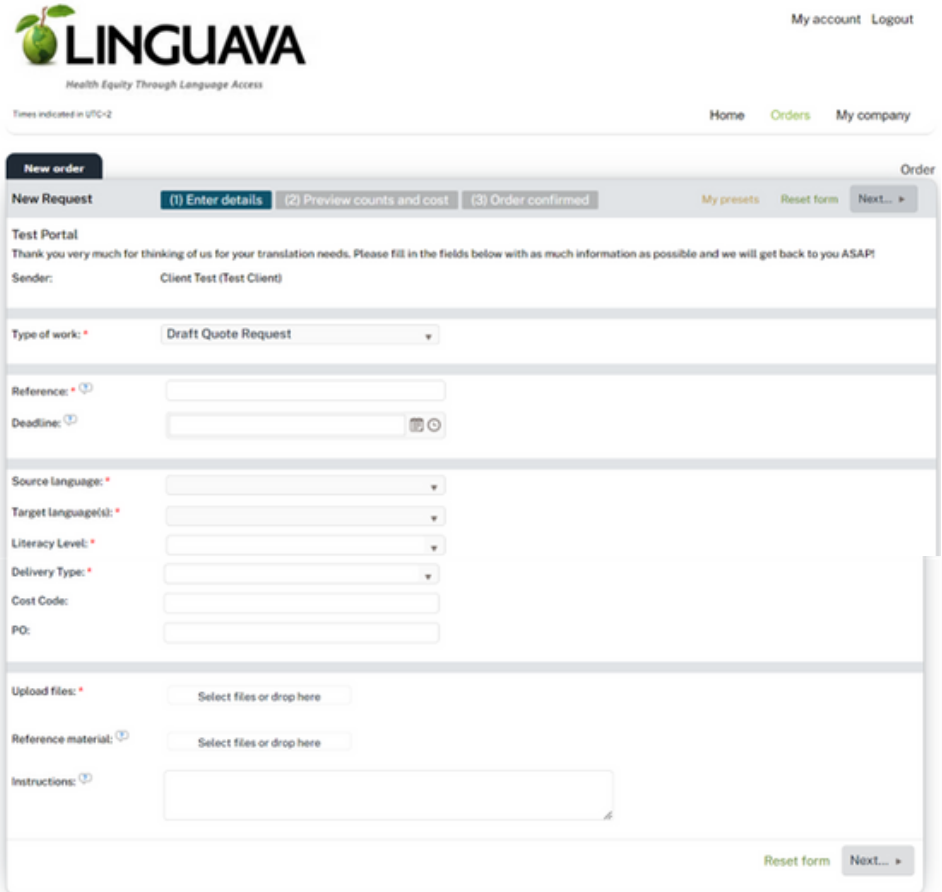
Order Request –
Eliminates the quote approval process.

Upon receiving your files, we will send you a confirmation email when project has been started.



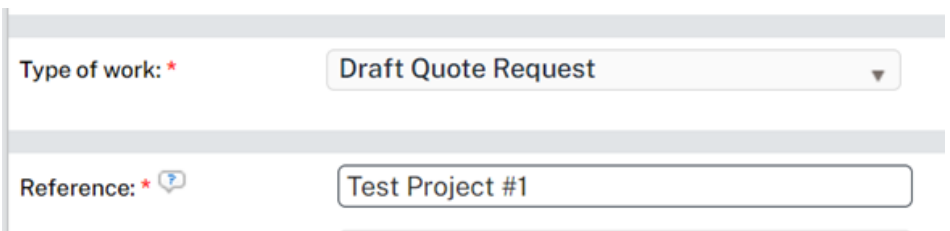
Note that placing an order is the same for quotes, draft quotes, and order requests.

3. Fill in the available fields after selecting your request type.



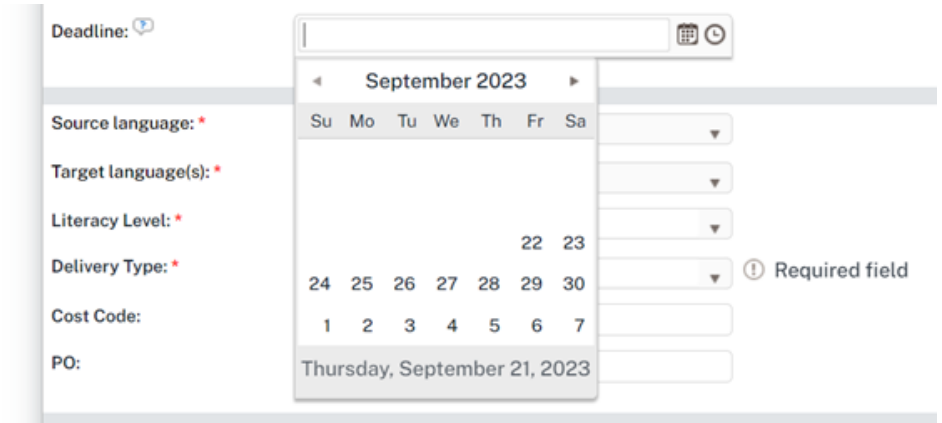
The **Reference** field is intended for you to choose a project name that will help you easily identify your project.

Please note - upon submission of your request, the system will generate an assigned **Order ID** number.

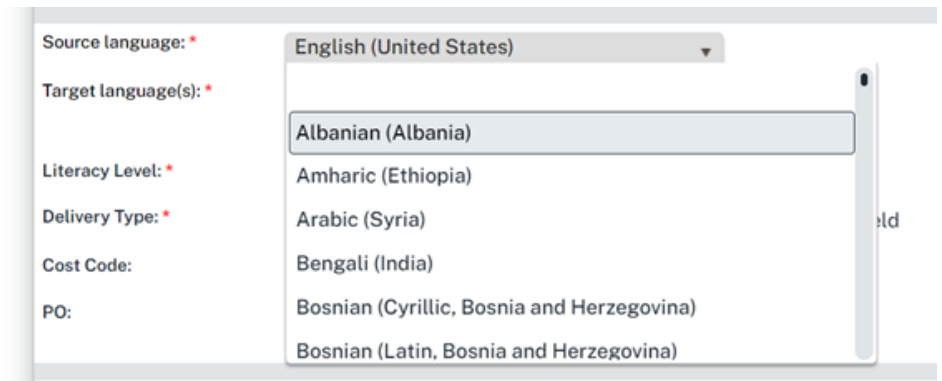


Optional: Select a **Deadline** using the calendar button.

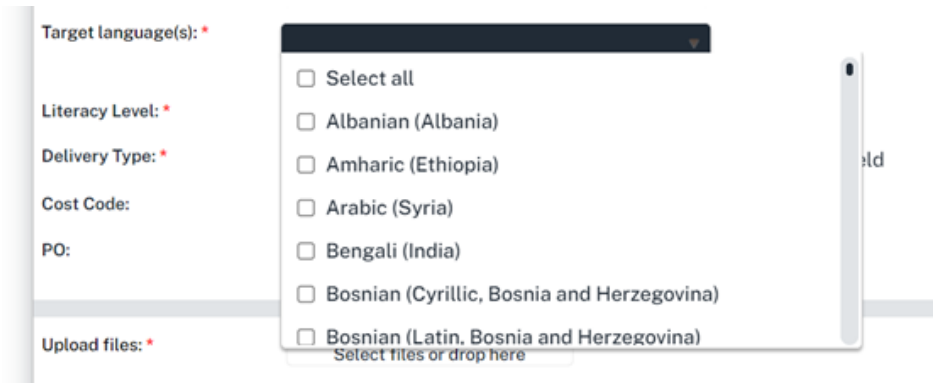
Our team will analyze your files and select the most feasible deadline.



Select **Source language**; the language in which your documents are currently written.

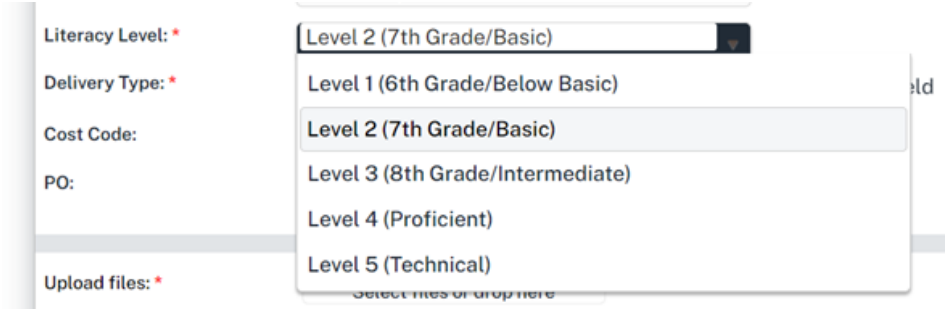


Select **Target language(s)**; the language or languages your documents will be translated to.



Literacy Level - This is your target audience's reading level and ensures that your translated documents are easily understood.

Literacy Level Definitions:



<p>LEVEL 1 6th Grade/ Below Basic</p>	<p>They can read and write at the below-basic level. Read relatively short digital, print or mixed copy to locate a single piece of information.</p>
<p>LEVEL 2 7th Grade/Basic</p>	<p>They have the ability to read and write at a basic level. Find information that may require low-level paraphrasing and drawing low-level inferences.</p>
<p>LEVEL 3 6th Grade/ Intermediate</p>	<p>They can read and write at an intermediate level Identify, interpret or evaluate one or more pieces of information that require inference.</p>
<p>LEVEL 4 Proficient</p>	<p>They can read and write at a proficient level. Perform multiple-step operations to integrate, interpret or synthesize information from complex texts, which may require complex inferences.</p>
<p>LEVEL 5 Technical</p>	<p>They can read and write at a highly technical level. Integrate information across multiple dense texts; construct syntheses, ideas or points of view; or evaluate evidence-based arguments.</p>

Delivery type:

Standard, Rush (Next Day), or Rush (Same Day).

Note that our team will confirm if your selected delivery type is possible.

Optional:

Cost Code and PO numbers

Upload files:

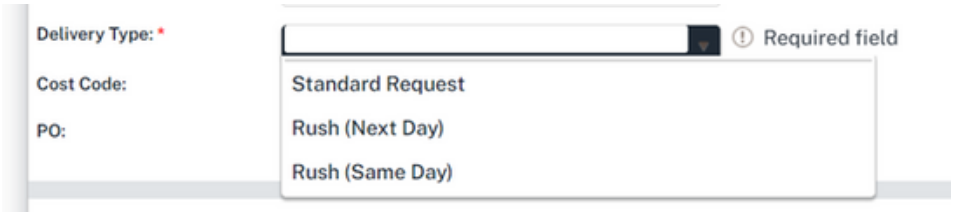
Select or drag and drop files you want translated.

Optional:

Upload or drop any reference materials or instructions for your project.

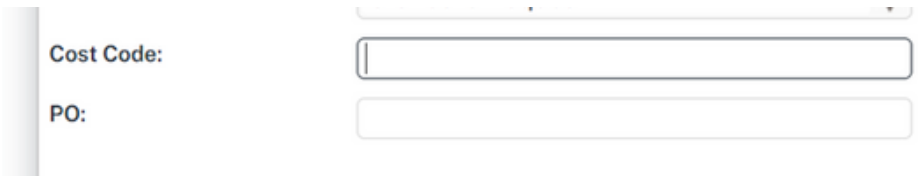
Click "Next..."

Wait for the system to analyze your files.



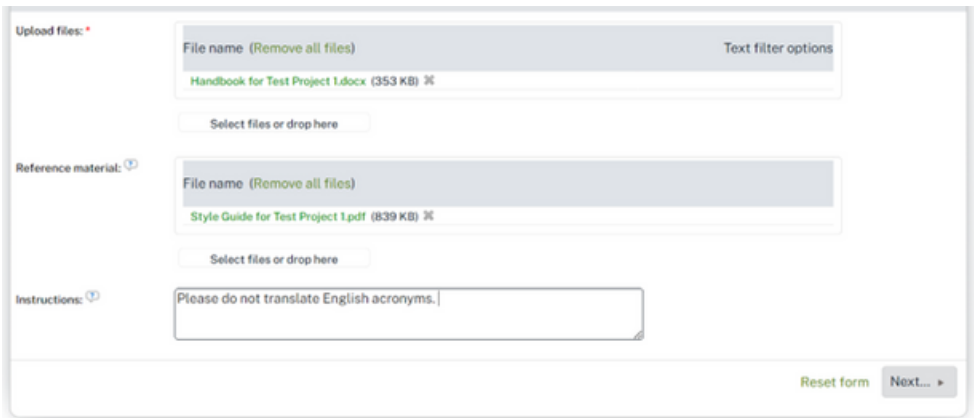
Delivery Type: * Required field

- Standard Request
- Rush (Next Day)
- Rush (Same Day)



Cost Code:

PO:



Upload files: *

File name (Remove all files) Text filter options

Handbook for Test Project 1.docx (353 KB)

Select files or drop here

Reference material:

File name (Remove all files)

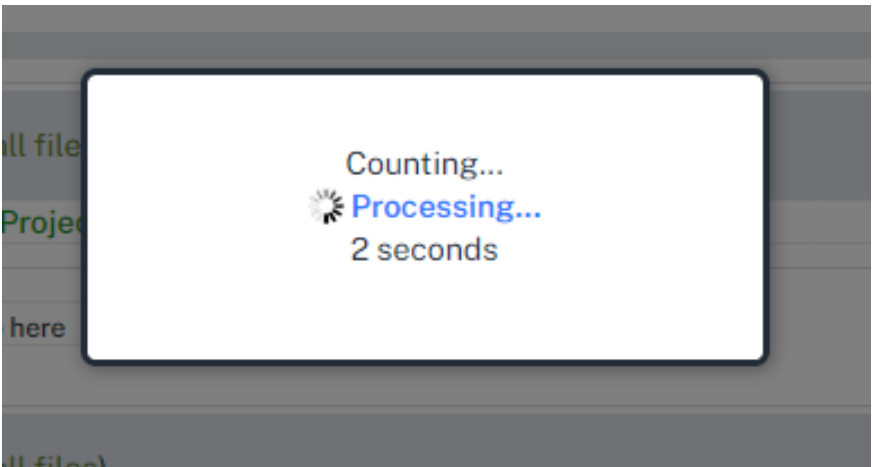
Style Guide for Test Project 1.pdf (839 KB)

Select files or drop here

Instructions:

Please do not translate English acronyms.

Reset form Next... >

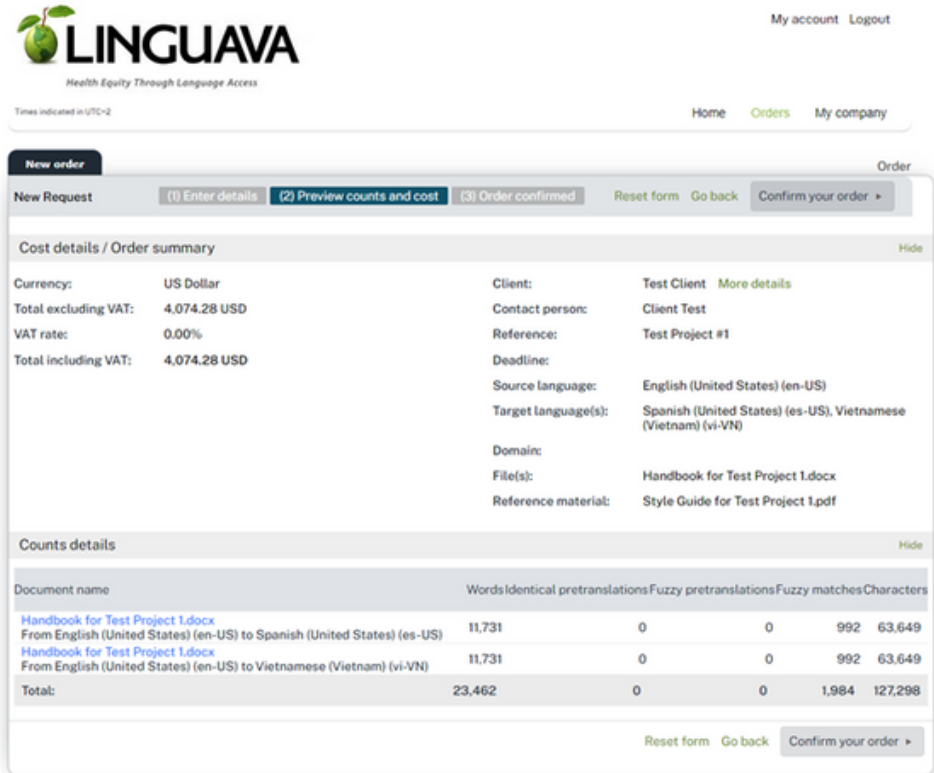


After processing, the word count of your document will be displayed.

Click "Confirm your order" to submit your request.

A confirmation message will appear.

You can go back to your project by clicking on the link provided under "here."



LINGUAVA
 Health Equity Through Language Access

My account Logout

Home Orders My company

New order Order

New Request (1) Enter details (2) Preview counts and cost (3) Order confirmed Reset form Go back Confirm your order >

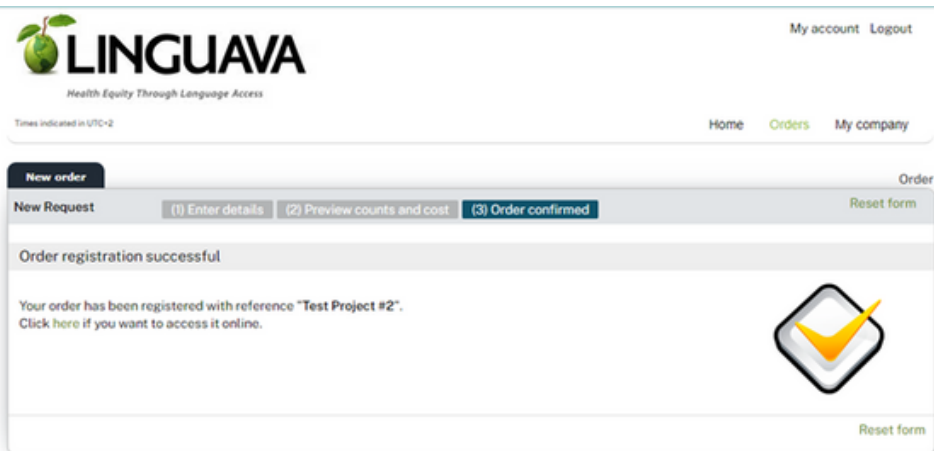
Cost details / Order summary Hide

Currency:	US Dollar	Client:	Test Client More details
Total excluding VAT:	4,074.28 USD	Contact person:	Client Test
VAT rate:	0.00%	Reference:	Test Project #1
Total including VAT:	4,074.28 USD	Deadline:	
		Source language:	English (United States) (en-US)
		Target language(s):	Spanish (United States) (es-US), Vietnamese (Vietnam) (vi-VN)
		Domain:	
		File(s):	Handbook for Test Project 1.docx
		Reference material:	Style Guide for Test Project 1.pdf

Counts details Hide

Document name	Words	Identical pretranslations	Fuzzy pretranslations	Fuzzy matches	Characters
Handbook for Test Project 1.docx From English (United States) (en-US) to Spanish (United States) (es-US)	11,731	0	0	992	63,649
Handbook for Test Project 1.docx From English (United States) (en-US) to Vietnamese (Vietnam) (vi-VN)	11,731	0	0	992	63,649
Total:	23,462	0	0	1,984	127,298

Reset form Go back Confirm your order >



LINGUAVA
 Health Equity Through Language Access

My account Logout


Home Orders My company

New order Order

New Request (1) Enter details (2) Preview counts and cost (3) Order confirmed Reset form

Order registration successful

Your order has been registered with reference "Test Project #2".
 Click here if you want to access it online.

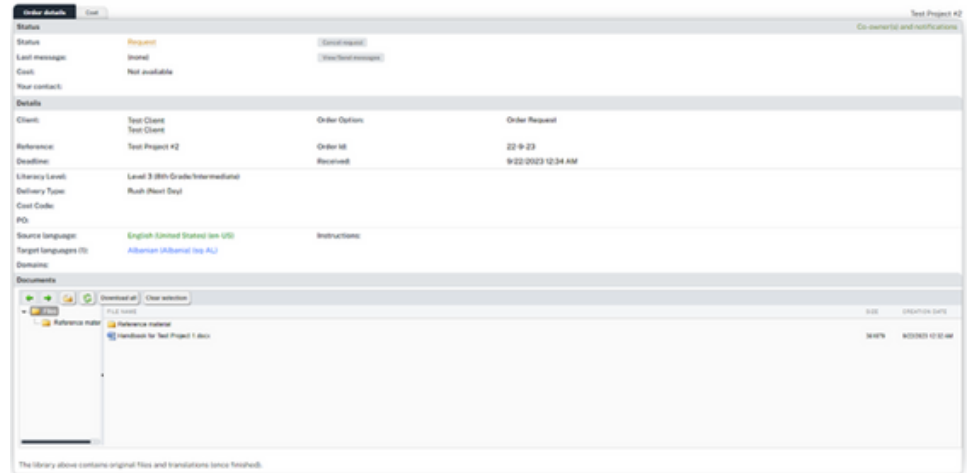


Reset form

You will be able to see all of your project details from the **Order details** tab.

Note that you will be provided with the **Order ID** number that we will use to track all of the steps of your project.

You will receive an email with the details of your request.



Client portal - New request - Test Project #1 - Test Client, Test Client



Test Client (via Linguava Interpreters) <noreply@wordbee.com>
to Linguava

Hi Test Client,

Thank you for your request. We will analyze your document(s) and will follow up with you as soon as possible.

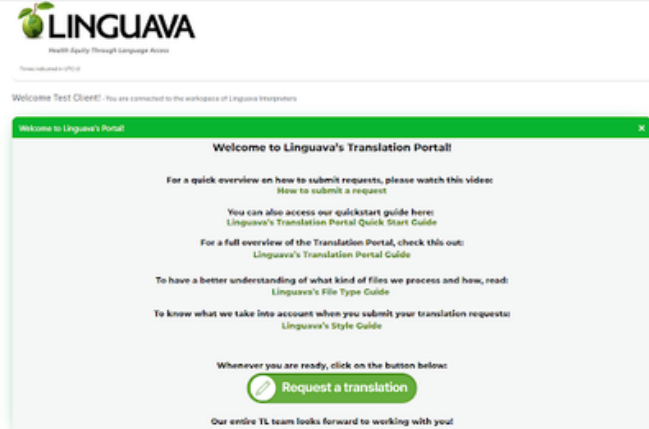
Here are your request's details:

- Reference title: Test Project #1
- Requested deadline:
- Literacy level: Level 3 (8th Grade/Intermediate)
- Request Type: Draft Quote Request
- Delivery Type: Standard Request
- CC
- PO
- Source Files: English (United States) (en-US)
- Target Language(s): Spanish (United States) (es-US), Vietnamese (Vietnam) (vi-VN) Reference Files

We look forward to working with you!

Kindest regards,
TL Team

You can find all projects on the **HOME** screen, either in the **Activity** or **Recent Orders** section.

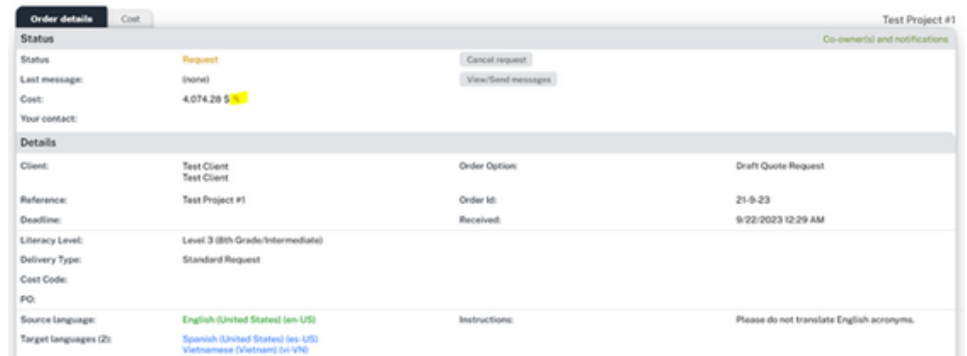
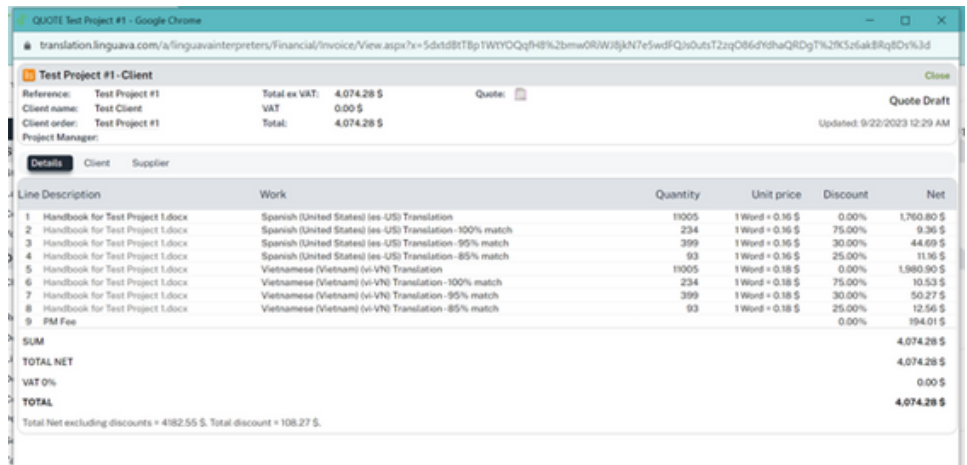


HOW TO SEE AND APPROVE A QUOTE

If the **Draft Quote Request** option was selected, an estimated cost and a draft quote are available on your **Cost** tab.

Click the bulb icon next to the estimated cost for a price breakdown.

A pop-up window will display the detailed price breakdown for each language and service.

QUOTE Test Project #1 - Google Chrome

translacion.linguava.com/a/linguavainterpreters/Financial/invoice/View.aspx?x=5d1d8181p1WYyOqf4F%2bmw0RwJlJN7e5wdFQ%3oOutsT2zqO86dYhaQRDgT%2K5c6akBRq2Dv%3d

Test Project #1 - Client Close

Reference: Test Project #1 Total ex VAT: 4,074.28 \$ Quote: Price breakdown icon

Client name: Test Client VAT: 0.00 \$ Quote Draft

Client order: Test Project #1 Total: 4,074.28 \$ Updated: 9/22/2023 12:29 AM

Project Manager:

Details Client Supplier

Line Description	Work	Quantity	Unit price	Discount	Net
1 Handbook for Test Project 1.docx	Spanish (United States) (es-US) Translation	10005	1 Word + 0.16 \$	0.00%	1,760.80 \$
2 Handbook for Test Project 1.docx	Spanish (United States) (es-US) Translation - 100% match	234	1 Word + 0.16 \$	75.00%	9.36 \$
3 Handbook for Test Project 1.docx	Spanish (United States) (es-US) Translation - 95% match	399	1 Word + 0.16 \$	30.00%	44.69 \$
4 Handbook for Test Project 1.docx	Spanish (United States) (es-US) Translation - 85% match	93	1 Word + 0.16 \$	25.00%	11.96 \$
5 Handbook for Test Project 1.docx	Vietnamese (Vietnam) (vi-VN) Translation	10005	1 Word + 0.18 \$	0.00%	1,980.90 \$
6 Handbook for Test Project 1.docx	Vietnamese (Vietnam) (vi-VN) Translation - 100% match	234	1 Word + 0.18 \$	75.00%	10.53 \$
7 Handbook for Test Project 1.docx	Vietnamese (Vietnam) (vi-VN) Translation - 95% match	399	1 Word + 0.18 \$	30.00%	50.27 \$
8 Handbook for Test Project 1.docx	Vietnamese (Vietnam) (vi-VN) Translation - 85% match	93	1 Word + 0.18 \$	25.00%	12.56 \$
9 PM Fee				0.00%	194.01 \$
SUM					4,074.28 \$
TOTAL NET					4,074.28 \$
VAT 0%					0.00 \$
TOTAL					4,074.28 \$

Total Net excluding discounts = 4182.55 \$, Total discount = 108.27 \$.

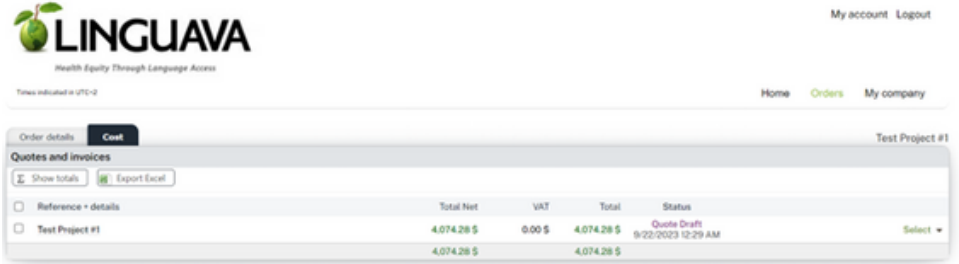
This data is also under the **Cost** tab.

Please note -

Total cost is not final until the Draft Quote Request is reviewed and you receive a proposal.

You will be notified via email when the proposal is ready.


Your Project Manager's message and quote proposal can be viewed under **Order Details**.



The screenshot shows the 'Cost' tab in the client portal. It displays a table of quotes and invoices. The table has columns for Reference + details, Total Net, VAT, Total, and Status. The status for 'Test Project #1' is 'Quote Draft'.

Reference + details	Total Net	VAT	Total	Status
Test Project #1	4,074.28 \$	0.00 \$	4,074.28 \$	Quote Draft
	4,074.28 \$		4,074.28 \$	

Client portal - Proposal sent - Test Project #1 - Test Client, Test Client Inbox x

 **Patricia Muñoz Andres (via Linguava Interpreters)** <noreply@wordbee.com> 3:59 PM (0 minutes ago)
to me ▾

Hello Patricia Muñoz Andres,

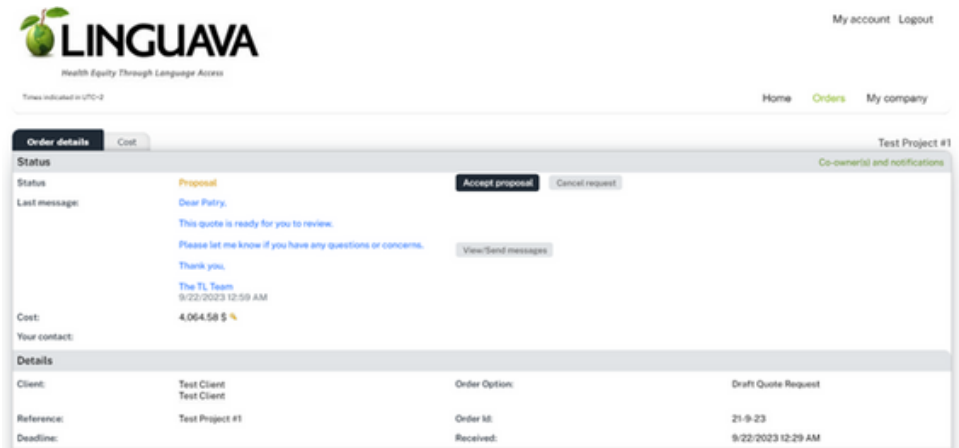
Thank you very much for your request! Your quote is ready for you to review. Please log in to see it: <https://translation.linguava.com>.

Do not hesitate to contact us if you have any questions or there is anything you would like to discuss or have questions about.

If you would like to move forward with the project, please accept this quote through our client portal.

Have a wonderful day!

Kindest regards,



The screenshot shows the 'Order details' tab in the client portal. It displays the status of the order as 'Proposal' and provides a message from the TI Team. The cost is listed as 4,064.58 \$.

Status: Proposal Accept proposal Cancel request

Last message: Dear Patry, This quote is ready for you to review. Please let me know if you have any questions or concerns. Thank you. The TI Team 9/22/2023 12:59 AM View/Send messages

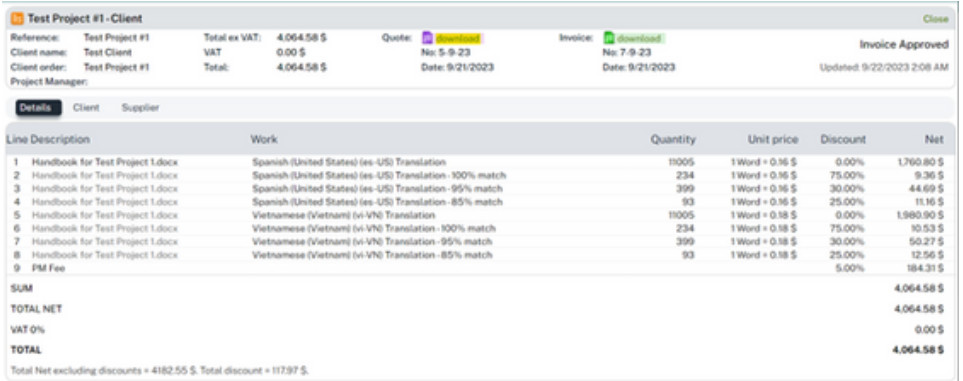
Cost: 4,064.58 \$

Your contact:

Details:

Client:	Test Client Test Client	Order Option:	Draft Quote Request
Reference:	Test Project #1	Order ID:	21-9-23
Deadline:		Received:	9/22/2023 12:29 AM

Download the quote as a pdf by clicking on the purple download icon.

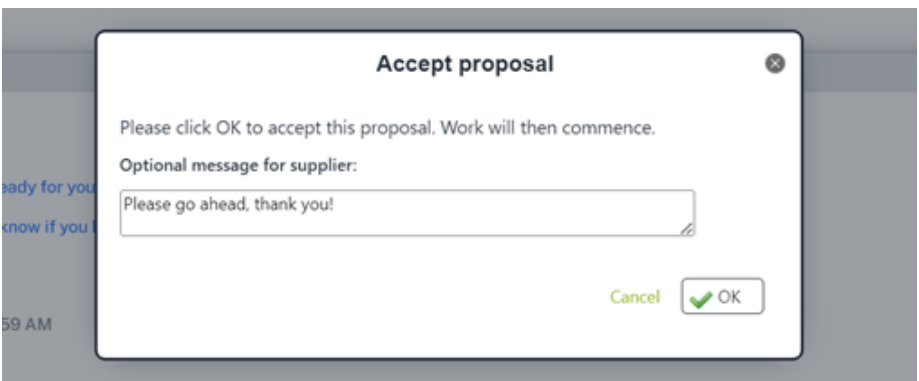


Line Description	Work	Quantity	Unit price	Discount	Net
1 Handbook for Test Project 1.docx	Spanish (United States) (es-US) Translation	11005	1 Word = 0.16 \$	0.00%	1,760.80 \$
2 Handbook for Test Project 1.docx	Spanish (United States) (es-US) Translation - 100% match	234	1 Word = 0.16 \$	75.00%	9.36 \$
3 Handbook for Test Project 1.docx	Spanish (United States) (es-US) Translation - 95% match	399	1 Word = 0.16 \$	30.00%	44.69 \$
4 Handbook for Test Project 1.docx	Spanish (United States) (es-US) Translation - 85% match	93	1 Word = 0.16 \$	25.00%	11.16 \$
5 Handbook for Test Project 1.docx	Vietnamese (Vietnam) (vi-VN) Translation	11005	1 Word = 0.18 \$	0.00%	1,980.90 \$
6 Handbook for Test Project 1.docx	Vietnamese (Vietnam) (vi-VN) Translation - 100% match	234	1 Word = 0.18 \$	75.00%	10.53 \$
7 Handbook for Test Project 1.docx	Vietnamese (Vietnam) (vi-VN) Translation - 95% match	399	1 Word = 0.18 \$	30.00%	50.27 \$
8 Handbook for Test Project 1.docx	Vietnamese (Vietnam) (vi-VN) Translation - 85% match	93	1 Word = 0.18 \$	25.00%	12.56 \$
9 FM Fee				5.00%	184.31 \$
SUM					4,064.58 \$
TOTAL NET					4,064.58 \$
VAT 0%					0.00 \$
TOTAL					4,064.58 \$

Total Net excluding discounts = 4182.55 \$, Total discount = 117.97 \$.

When you are ready, click on **Accept Proposal**.

Optional: Include a message for our team.



Accept proposal

Please click OK to accept this proposal. Work will then commence.

Optional message for supplier:

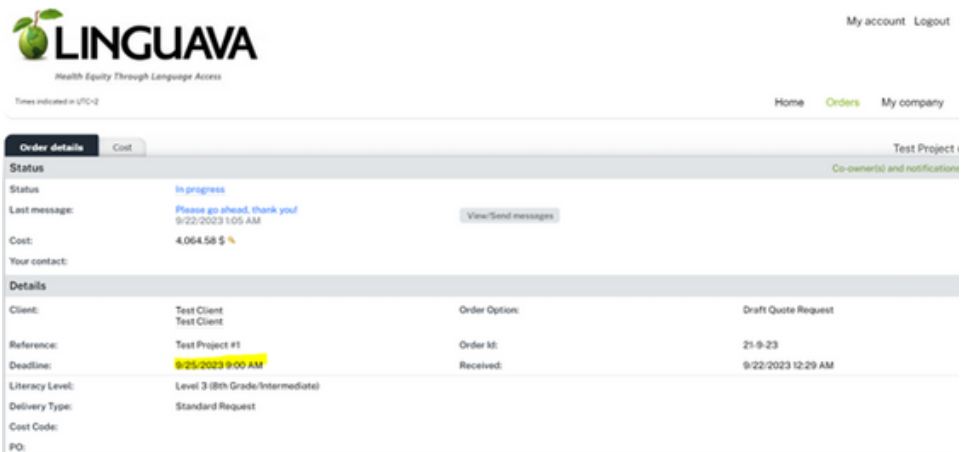
Please go ahead, thank you!

Cancel

The status of your request will change to **In Progress**.

Please note: this does not mean your project is up and running just yet.

You will receive an email AND see the **final delivery date and time** under your **Order details** when your project is in progress.



LINGUAVA
 Health Equity Through Language Access

My account Logout

Home Orders My company

Times indicated in UTC-2

Order details Cost

Status: **In progress**

Last message: Please go ahead, thank you! 9/22/2023 1:05 AM

Cost: 4,064.58 \$ %

Your contact:

Details

Client:	Test Client	Order Option:	Draft Quote Request
Reference:	Test Project #1	Order ID:	21-9-23
Deadline:	9/25/2023 9:00 AM	Received:	9/22/2023 12:29 AM
Literacy Level:	Level 3 (8th Grade/Intermediate)		
Delivery Type:	Standard Request		
Cost Code:			
PO:			

Message the team at any time:
 Go to **Order Details** tab and click on **View/Send Messages**

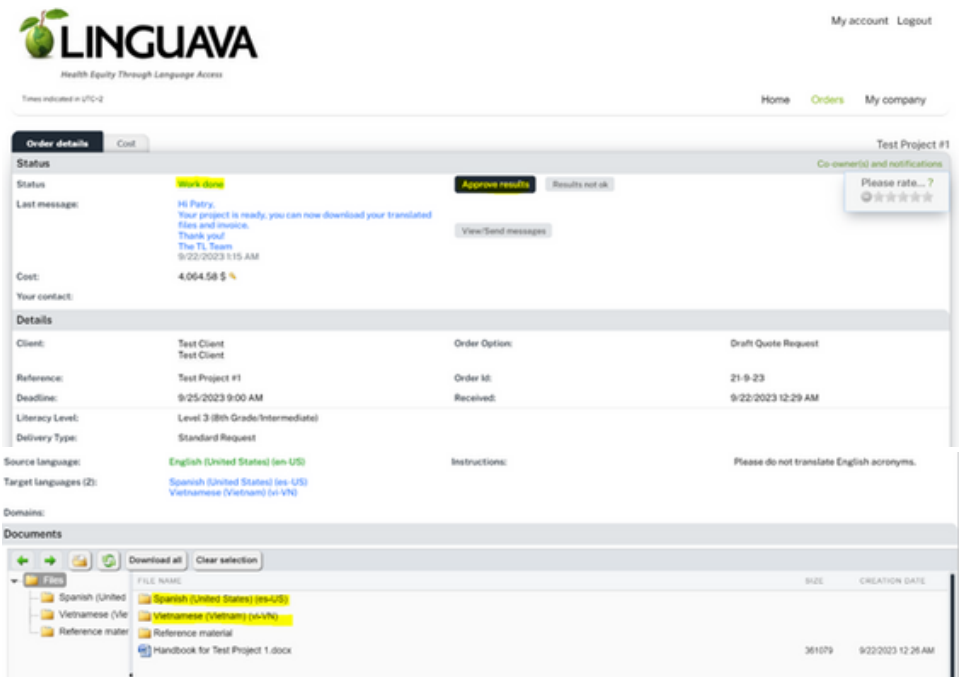
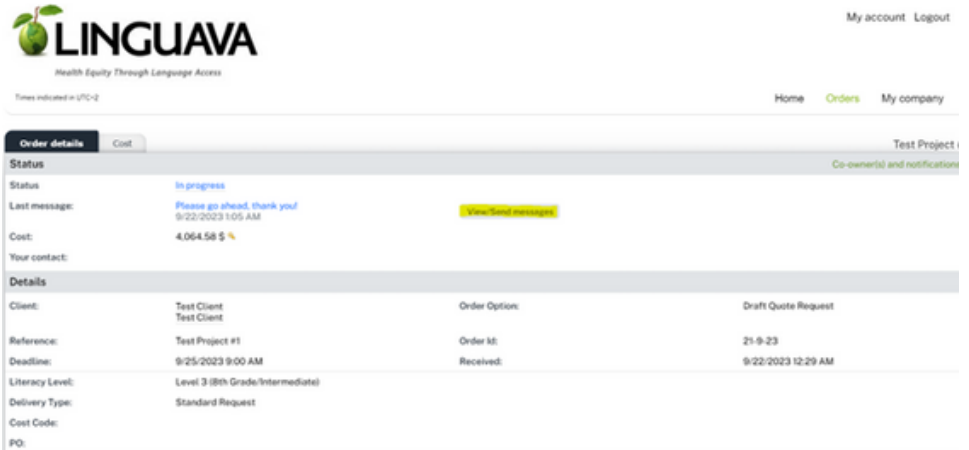
Upon Project Completion:

- You will be notified via email
- Status of your request is changed to **Work Done**.
- Final translated files available under the target language(s) folders.
- Click on **Download all** for multiple files, or right-click each file and select **download as zip folder**.

SELECT:
APPROVE RESULTS OR
RESULTS NOT OK

If you choose *Results not ok*, please provide detailed feedback.

Please note the project status will revert back to **in progress** and our team will get back to you ASAP.



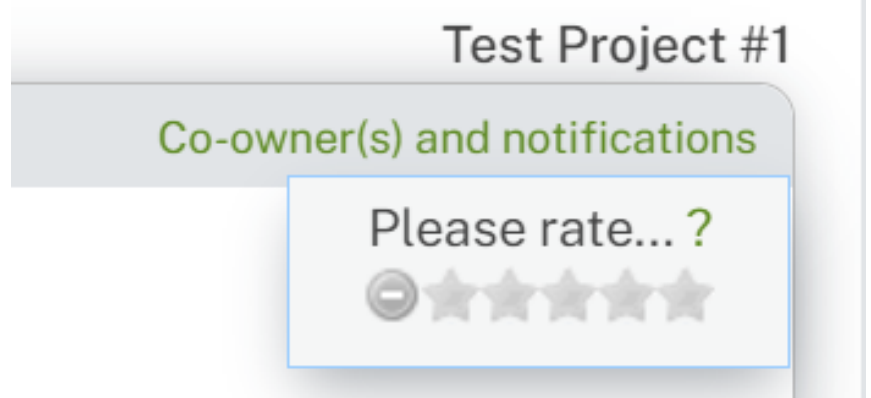
Use the rating available on the top right corner to evaluate our services.

Click on the **Cost** tab to find the quote changed to **Invoice Approved**.

See details by clicking on **Select** or you download the invoice by clicking on the **green download icon**.

Your project is completed.

You will receive a final email and a change of status to **Closed**.

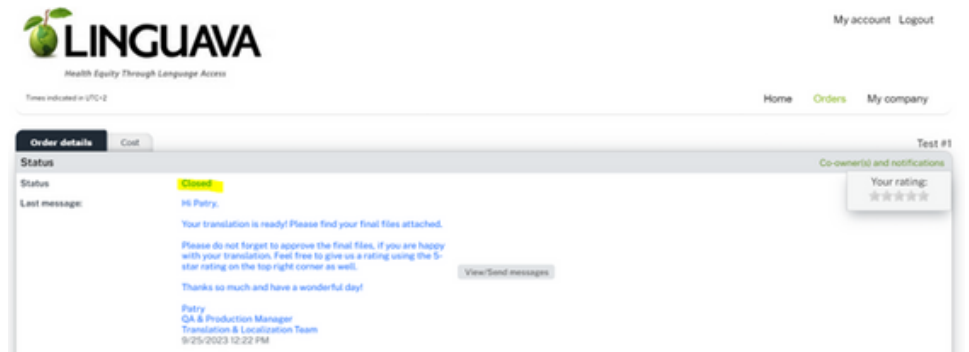


Test Project #1 - Client Close

Reference: Test Project #1 Total ex VAT: 4,064.58 \$ Quote: Invoice: Invoice Approved
 Client name: Test Client VAT: 0.00 \$ No: 5-9-23 Date: 9/21/2023
 Client order: Test Project #1 Total: 4,064.58 \$ Date: 9/21/2023 Updated 9/22/2023 2:08 AM
 Project Manager:

Line	Description	Work	Quantity	Unit price	Discount	Net
1	Handbook for Test Project 1.docx	Spanish (United States) (es-US) Translation	1005	1 Word = 0.16 \$	0.00%	1,700.80 \$
2	Handbook for Test Project 1.docx	Spanish (United States) (es-US) Translation - 100% match	234	1 Word = 0.16 \$	75.00%	9.36 \$
3	Handbook for Test Project 1.docx	Spanish (United States) (es-US) Translation - 95% match	399	1 Word = 0.16 \$	30.00%	44.69 \$
4	Handbook for Test Project 1.docx	Spanish (United States) (es-US) Translation - 85% match	93	1 Word = 0.16 \$	25.00%	11.10 \$
5	Handbook for Test Project 1.docx	Vietnamese (Vietnam) (vi-VN) Translation	1005	1 Word = 0.18 \$	0.00%	1,800.90 \$
6	Handbook for Test Project 1.docx	Vietnamese (Vietnam) (vi-VN) Translation - 100% match	234	1 Word = 0.18 \$	75.00%	10.53 \$
7	Handbook for Test Project 1.docx	Vietnamese (Vietnam) (vi-VN) Translation - 95% match	399	1 Word = 0.18 \$	30.00%	50.27 \$
8	Handbook for Test Project 1.docx	Vietnamese (Vietnam) (vi-VN) Translation - 85% match	93	1 Word = 0.18 \$	25.00%	12.56 \$
9	PM Fee				5.00%	184.31 \$
SUM						4,064.58 \$
TOTAL NET						4,064.58 \$
VAT 0%						0.00 \$
TOTAL						4,064.58 \$

Total Net excluding discounts = 4182.55 \$, Total discount = 117.97 \$.



Thank you for using our Translation Portal, we look forward to working with you!