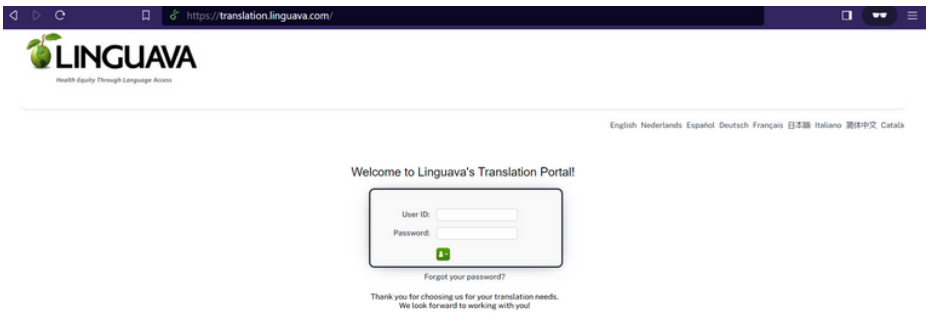
LINGUAVALINK

LINGUAVA'S TRANSLATION PORTAL

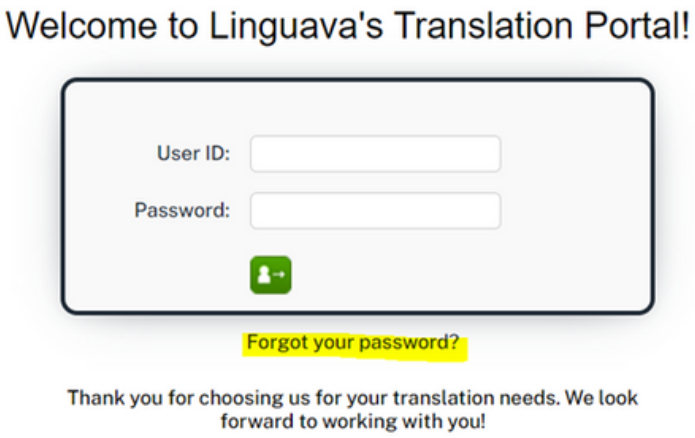
Training Guide

HOW TO LOG INTO THE PORTAL

1. Go to **translation.linguava.com**

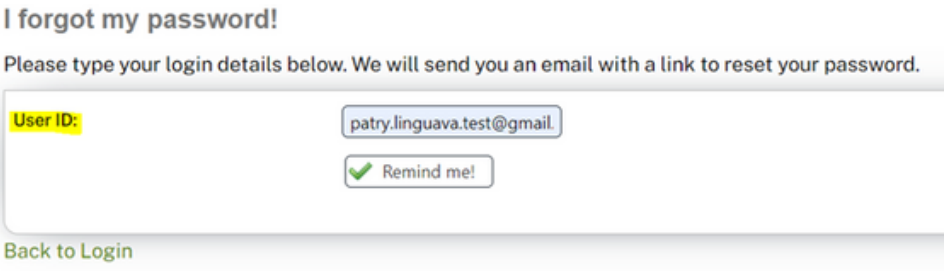


2. Click on **"Forgot your password?"**



3. You will be redirected to a window and asked for your **User ID**.

Use your email address.



4. You will receive an email asking you to use a link to reset your password.

Click on it or paste it in your browser.

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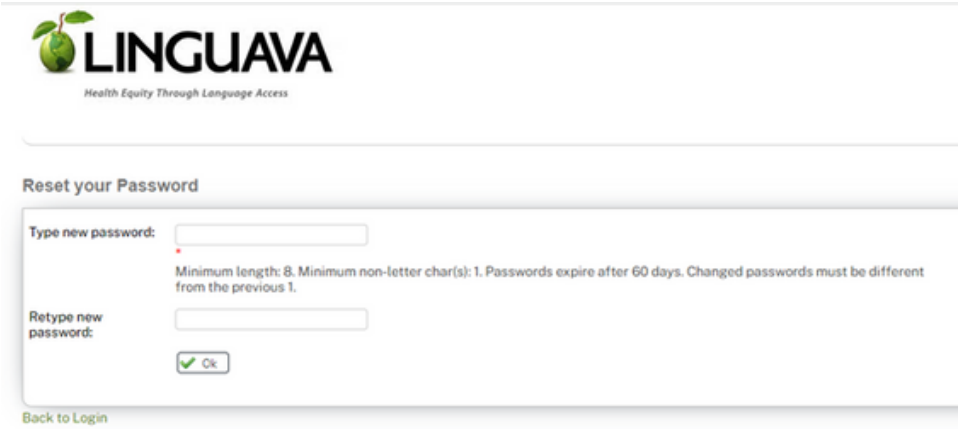
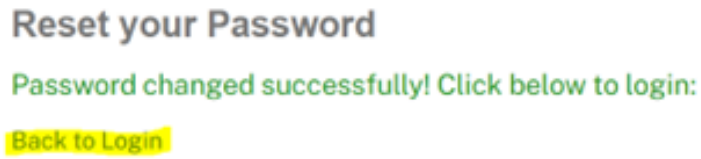
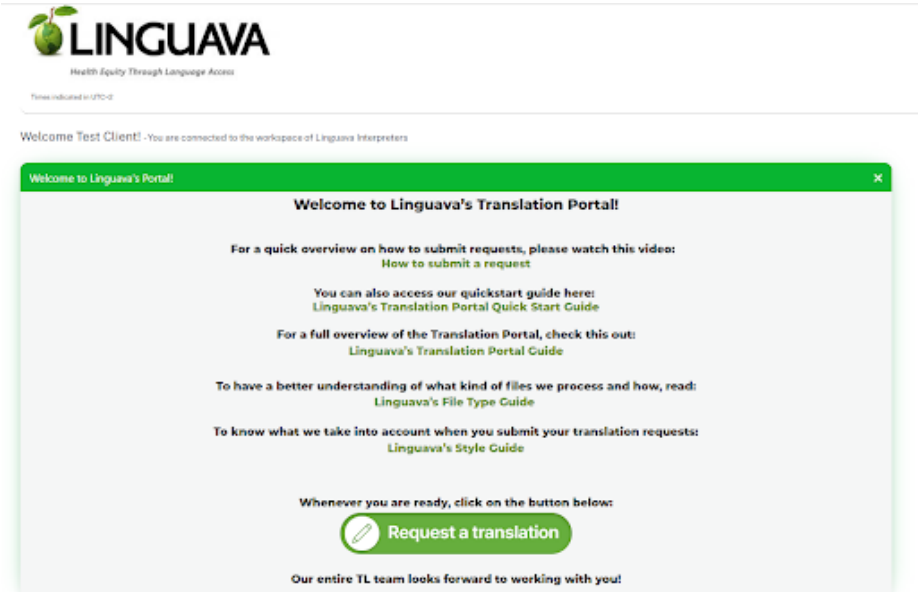
5. Type in your new password and click **OK**.



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.



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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:

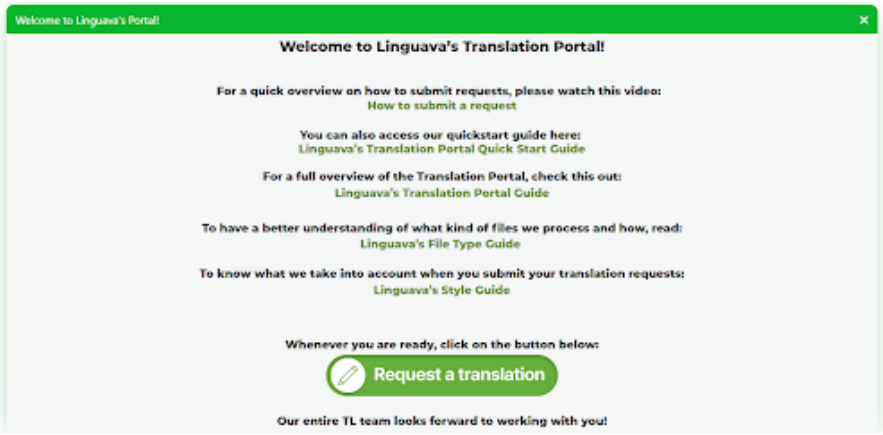
Quote Request –
You will receive a quote from our team for approval before proceeding with your translation project.

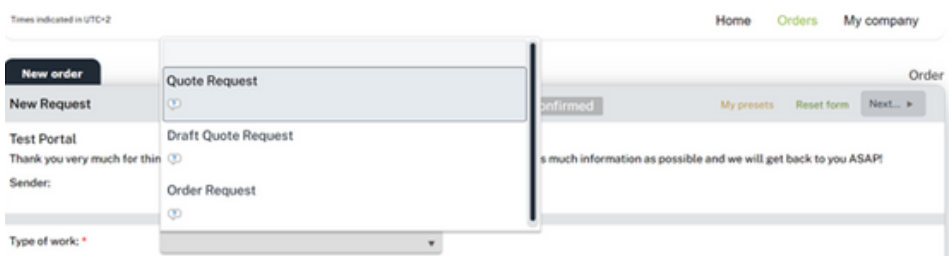
Draft Quote Request –
Receive a quick rough estimate of the cost immediately after uploading your files.

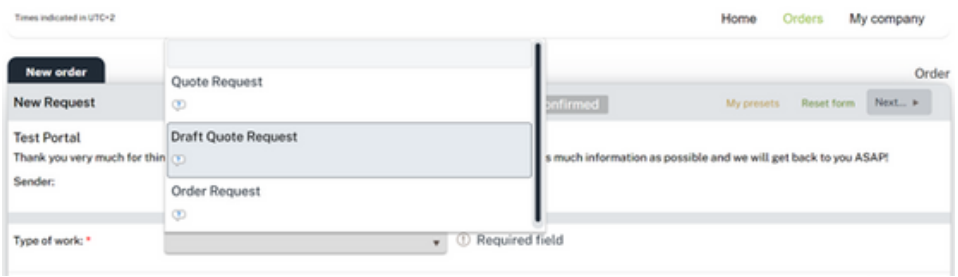
Please note our team will need to review the quote and send you the final proposal.

Order Request –
Eliminates the quote approval process.

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







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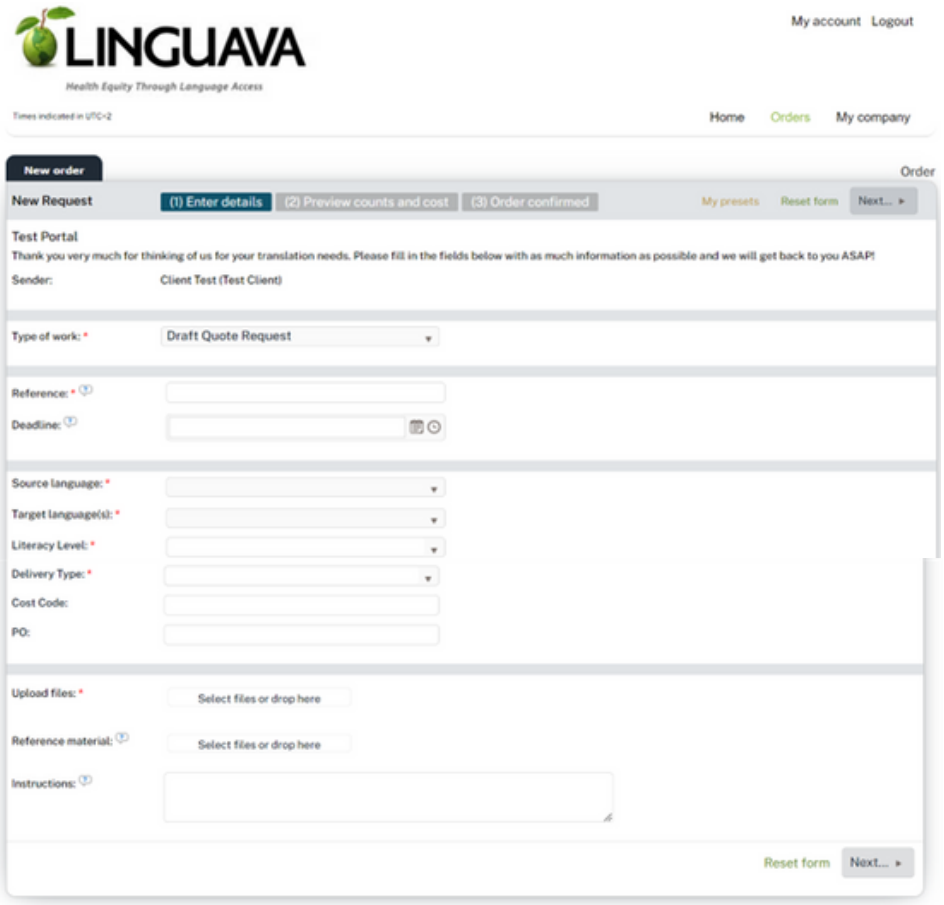
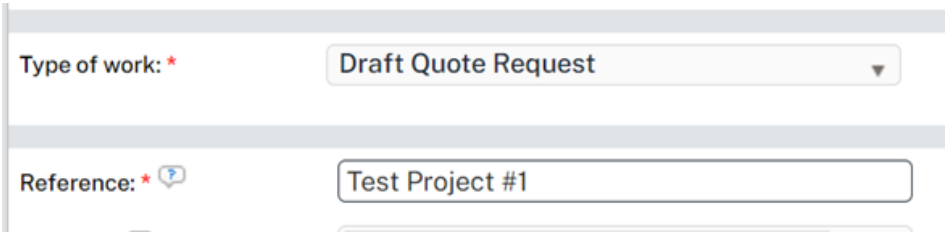
Note that placing an order is the same for quotes, draft quotes, and order requests.

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.



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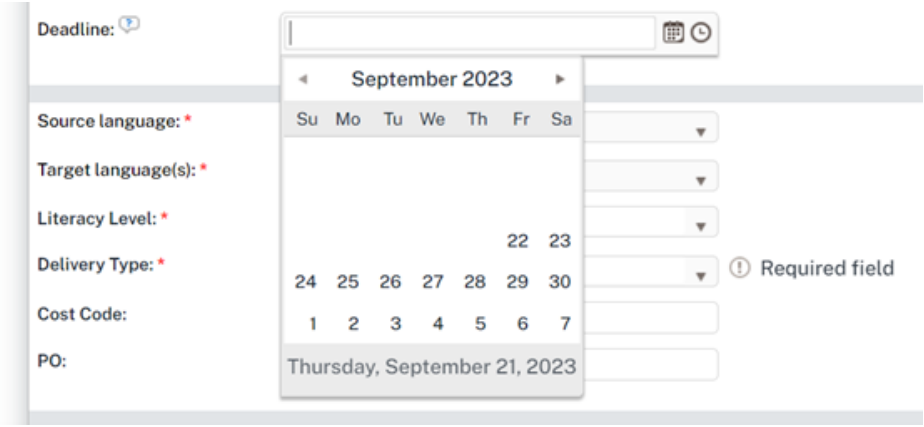
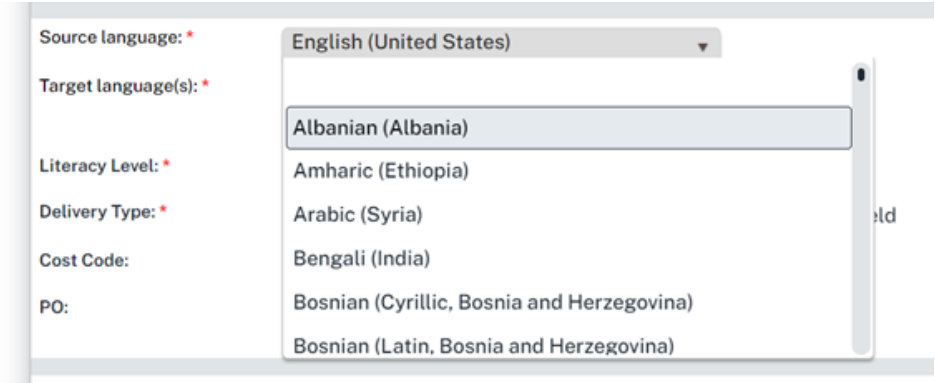
Optional: Select a **Deadline** using the calendar button.

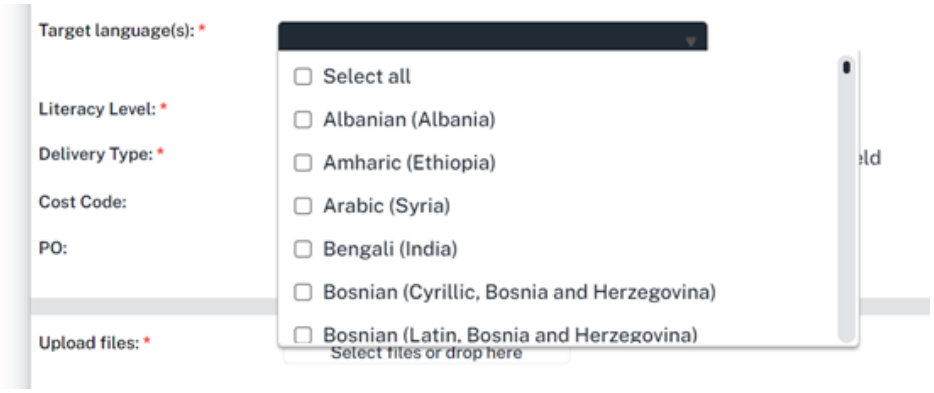
Our team will analyze your files and select the most feasible deadline.



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.



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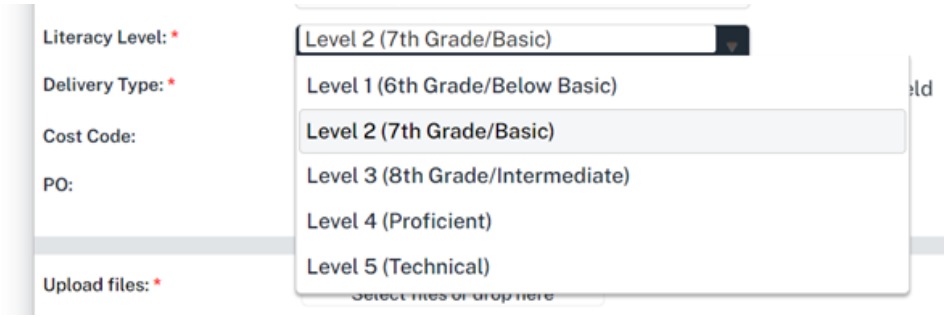
Literacy Level - This is your target audience's reading level and ensures that your translated documents are easily understood.



Literacy Level Definitions:

LEVEL 1 **6th Grade/** **Below Basic**	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.
LEVEL 2 **7th Grade/Basic**	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.
LEVEL 3 **6th Grade/** **Intermediate**	They can read and write at an intermediate level Identify, interpret or evaluate one or more pieces of information that require inference.
LEVEL 4 **Proficient**	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.
LEVEL 5 **Technical**	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.

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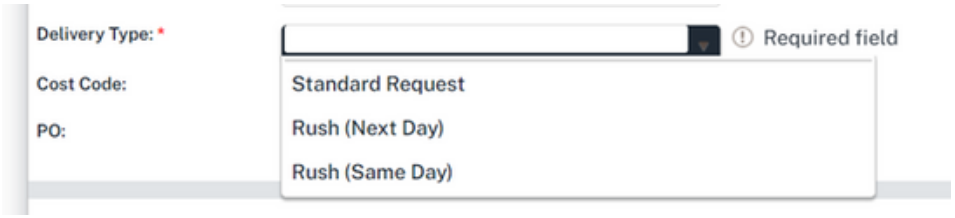
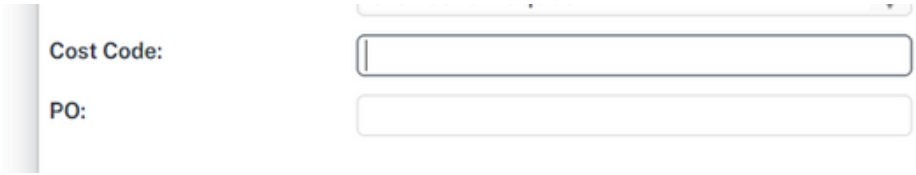
Delivery type:
Standard, Rush (Next Day), or Rush (Same Day).

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



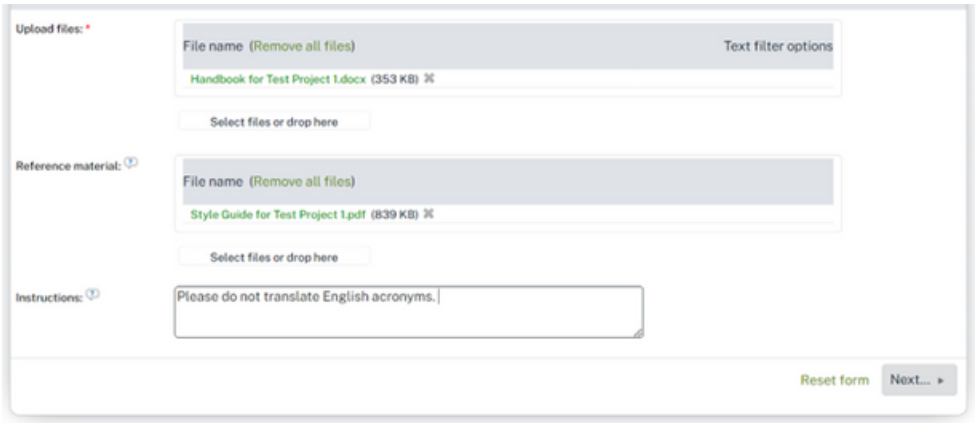
Optional:
Cost Code and PO numbers



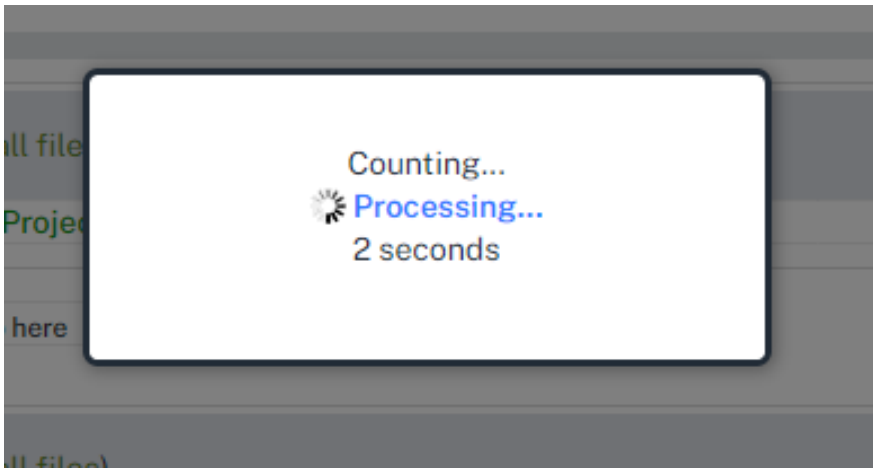
Upload files:
Select or drag and drop files you want translated.

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

Click "Next..."



Wait for the system to analyze your files.



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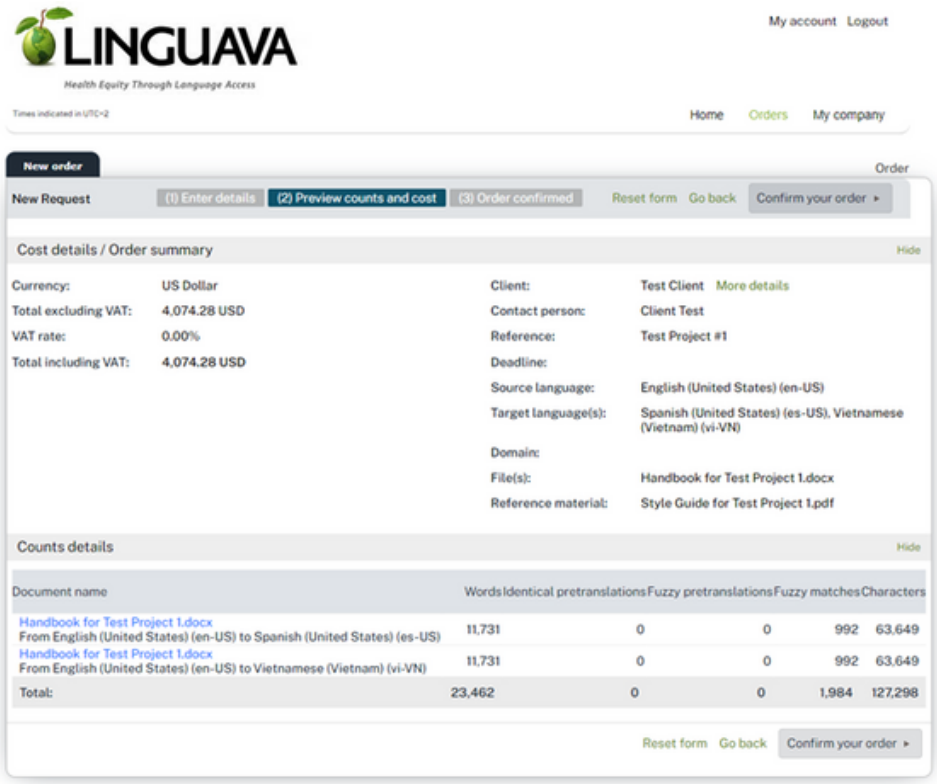
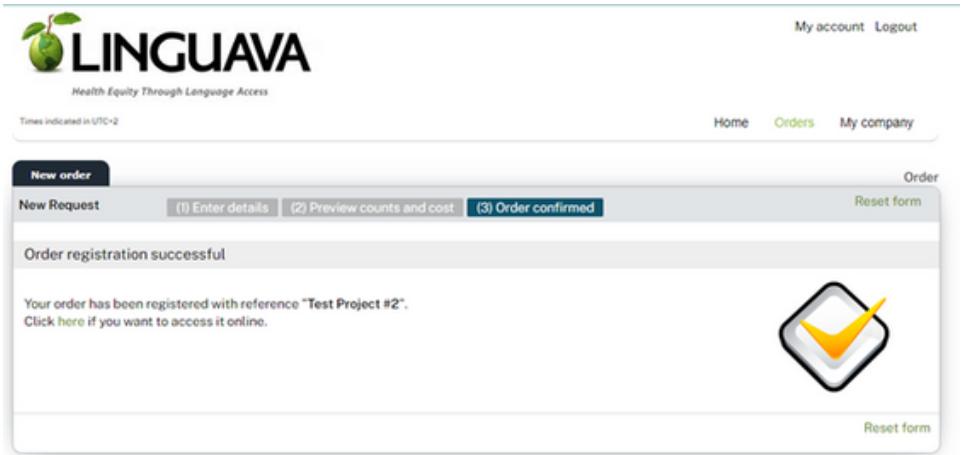
After processing, the word count of your document will be displayed.

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.”



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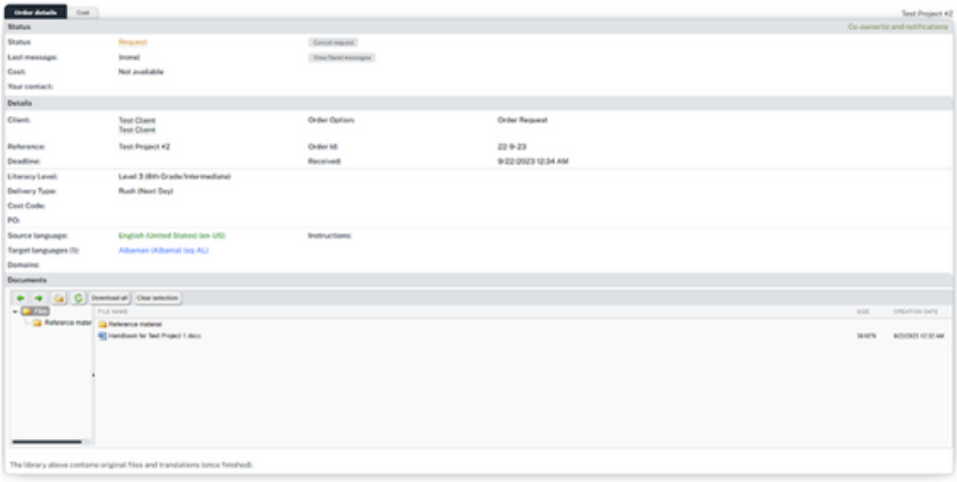
You will be able to see all of your project details from the **Order details** tab.

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

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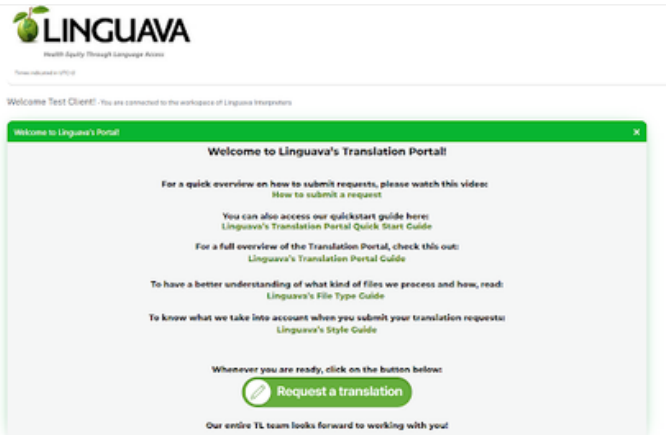
You can find all projects on the **HOME** screen, either in the **Activity** or **Recent Orders** section.

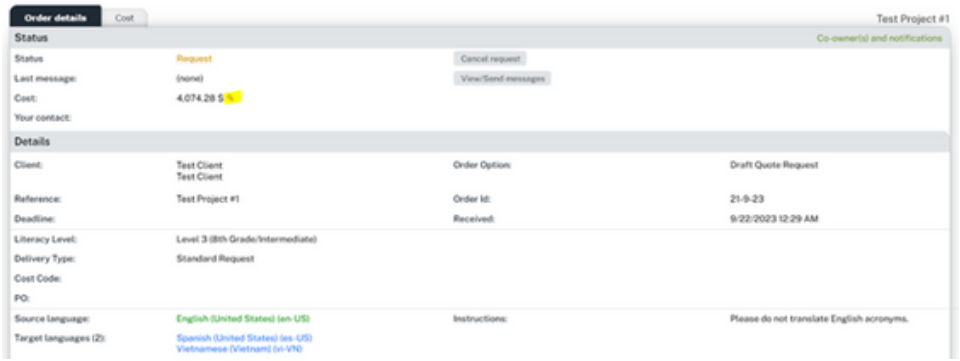


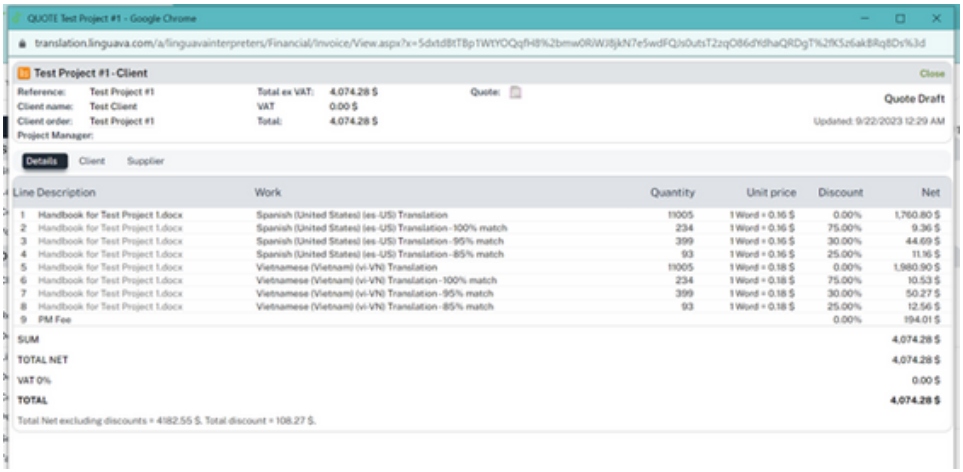
HOW TO SEE AND APPROVE A QUOTE

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.





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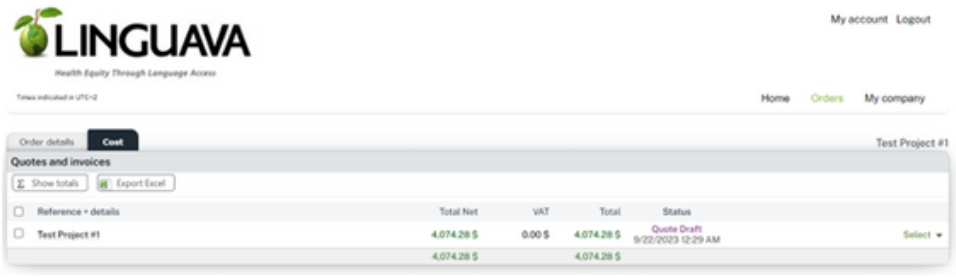
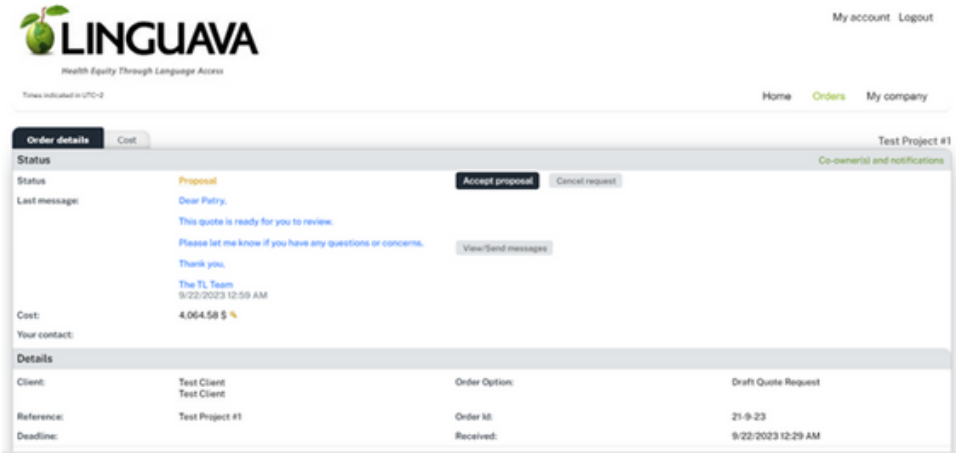
This data is also under the **Cost** tab.



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**.



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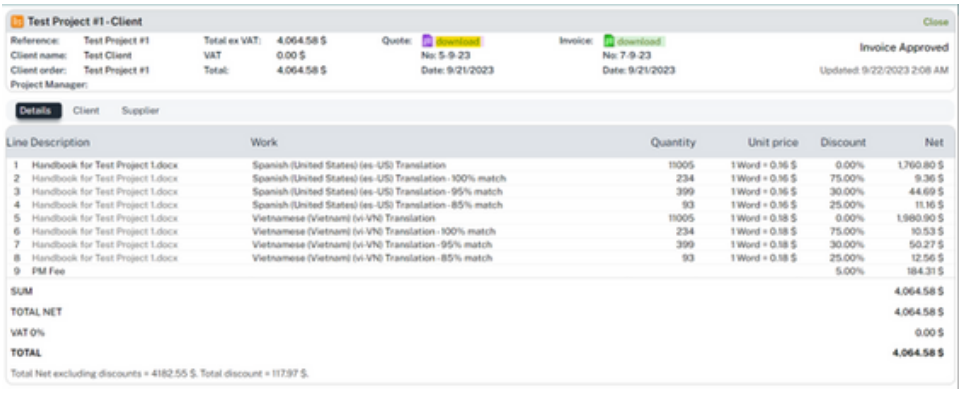
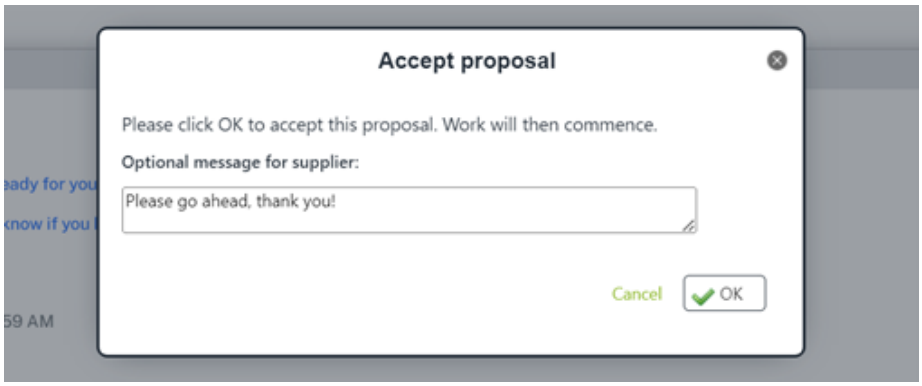
Download the quote as a pdf by clicking on the purple download icon.



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

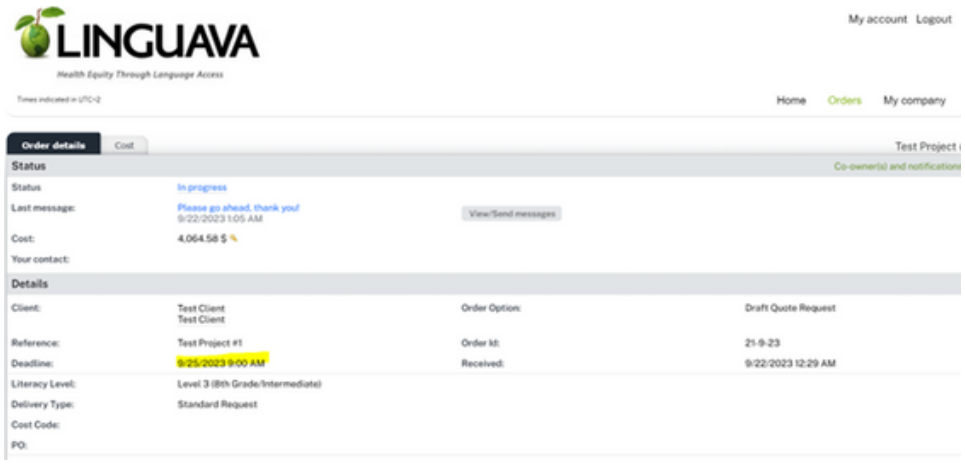
Optional: Include a message for our team.



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.



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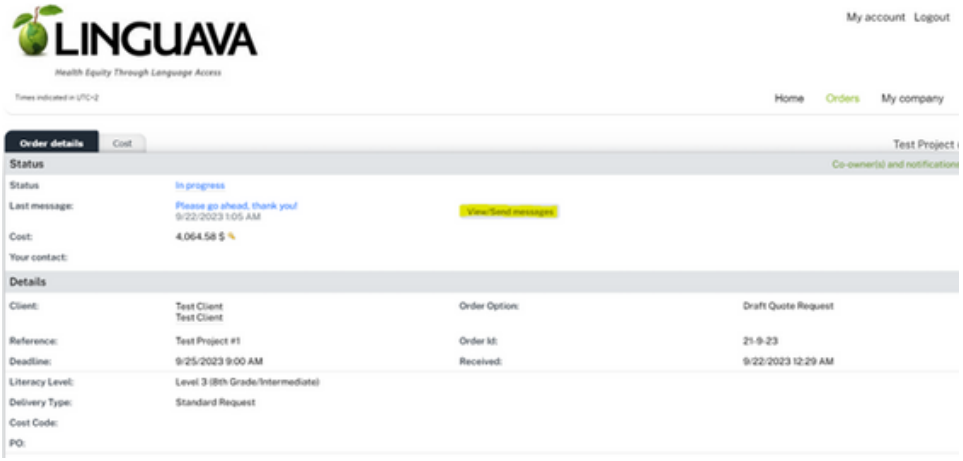
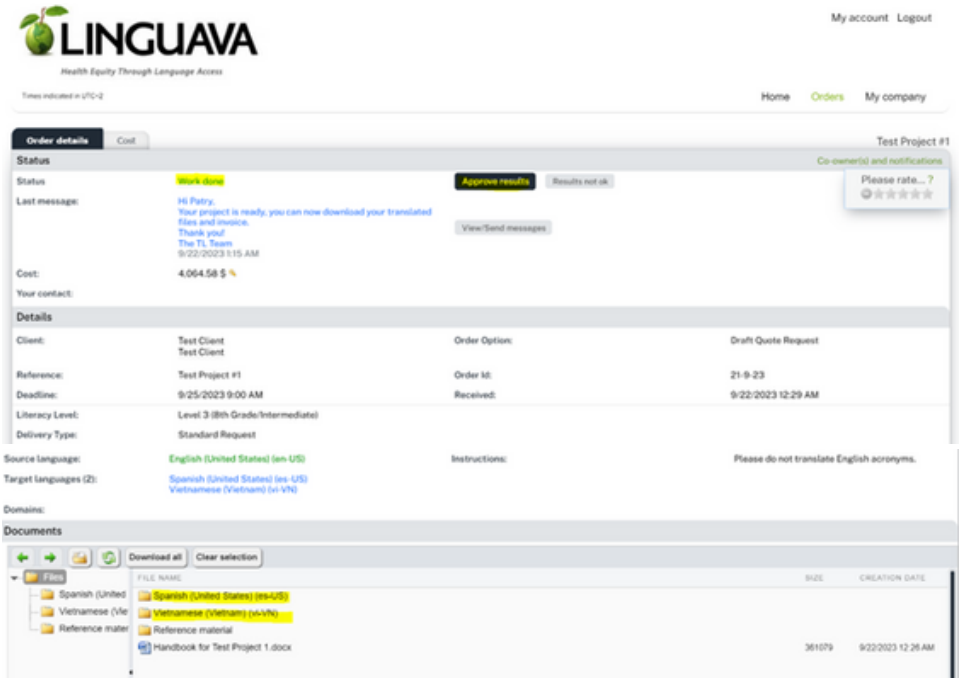
Message the team at any time:
Go to **Order Details** tab and click on **View/Send Messages**



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.

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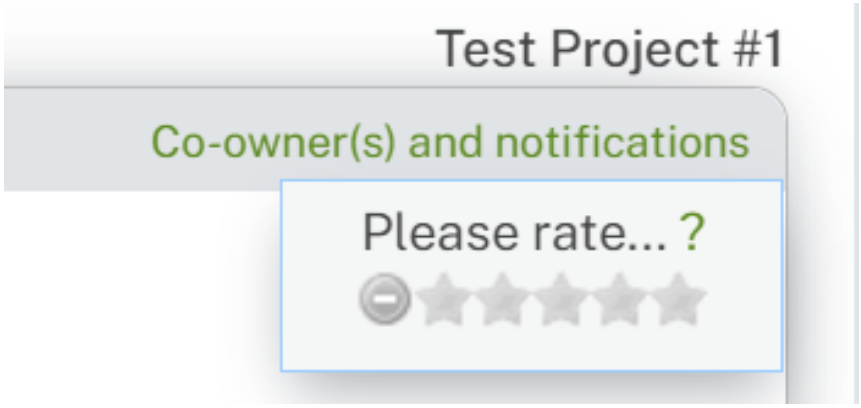
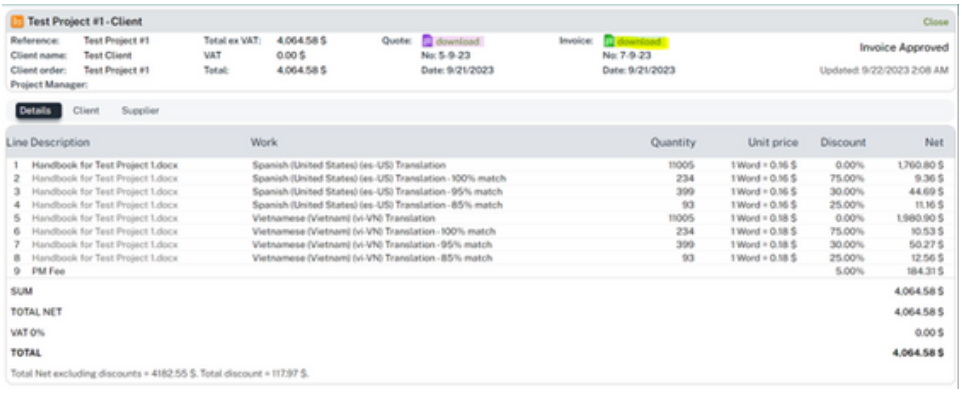
Use the rating available on the top right corner to evaluate our services.



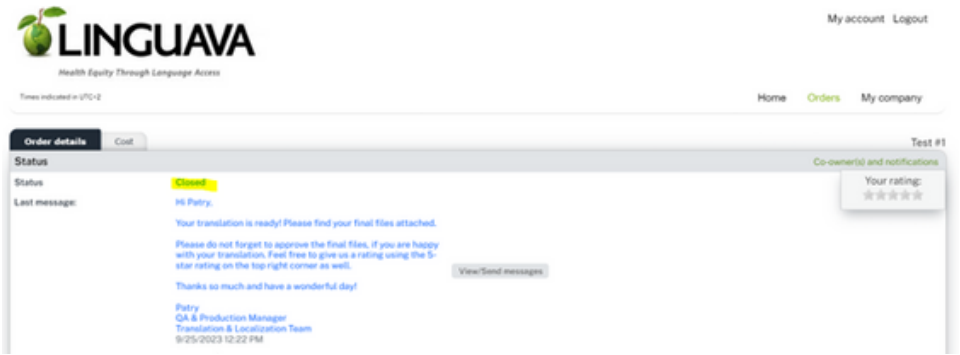
Click on the **Cost** tab to find the quote changed to **Invoice Approved.**

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**.



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

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