



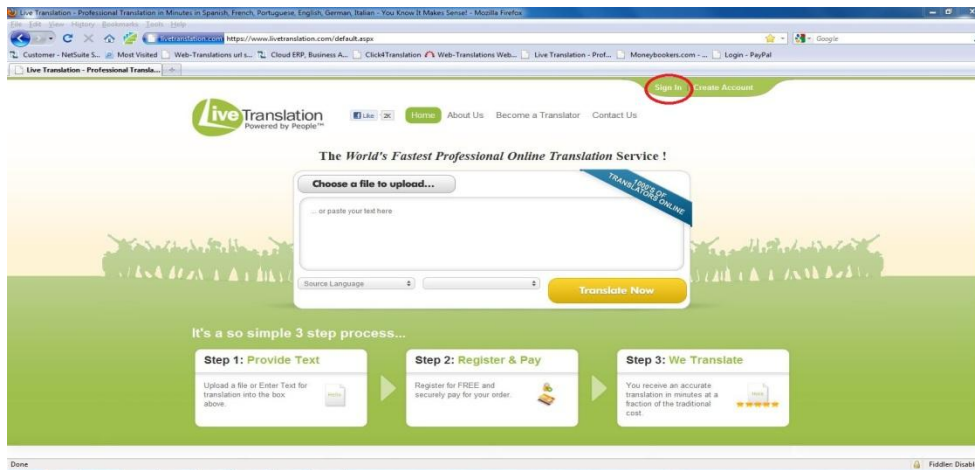
# Translator User Guide

Welcome to Live Translation, the provider of speedy professional translation.

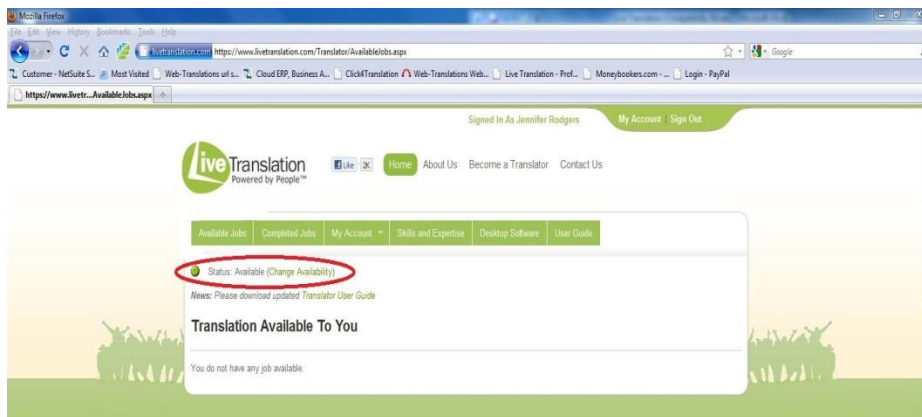
## The Registration Process

To apply to become a Live Translation translator is easy; simply complete the **Become a Translator** page. Your application will be reviewed and you will receive an email informing you of the decision. Once approved, you will be able to log in to the site and you will also begin to receive job alerts via email. Please note that you will not be able to log in whilst your application is pending i.e. until you are approved.

## Logging in via the website



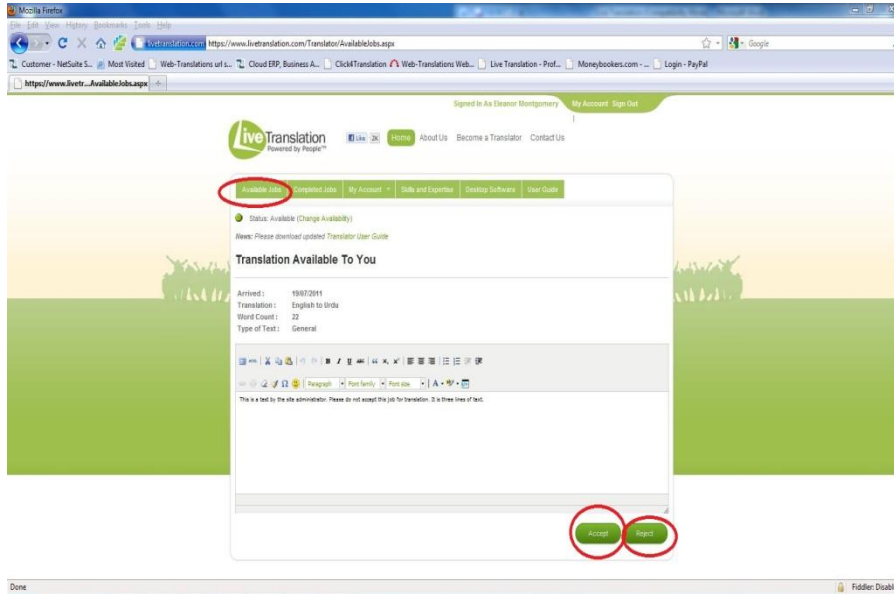
Log in to the service using the 'Sign in' link in the top right hand of the homepage.



Whenever you log-in to the website you can choose to show yourself as 'available' or 'unavailable' for Live Translation projects. You will initially be set as 'available'.

You can remain logged in to the site all day if you wish, however anytime a new order is placed which matches your language combinations, you will receive an email alert direct to your inbox.

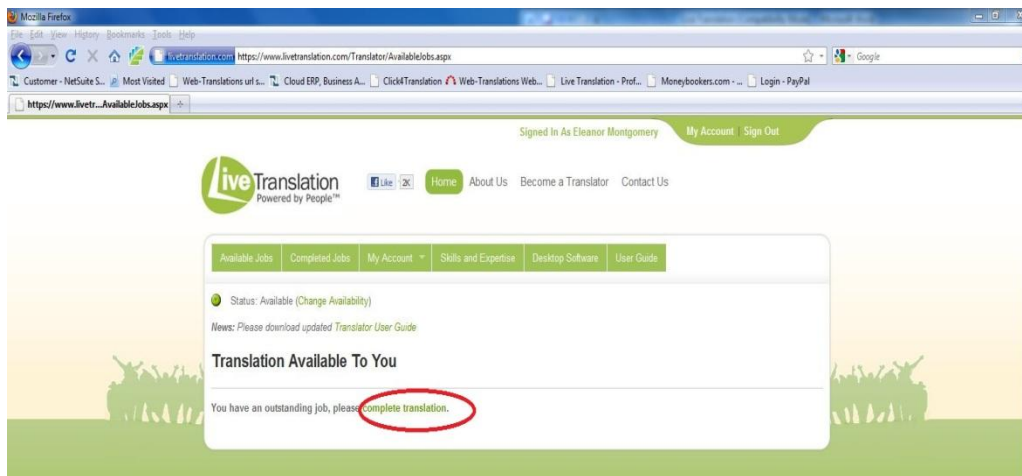
When you receive an email alert, please sign in to the website, click on “Available Jobs” and the text will be there for you to view.



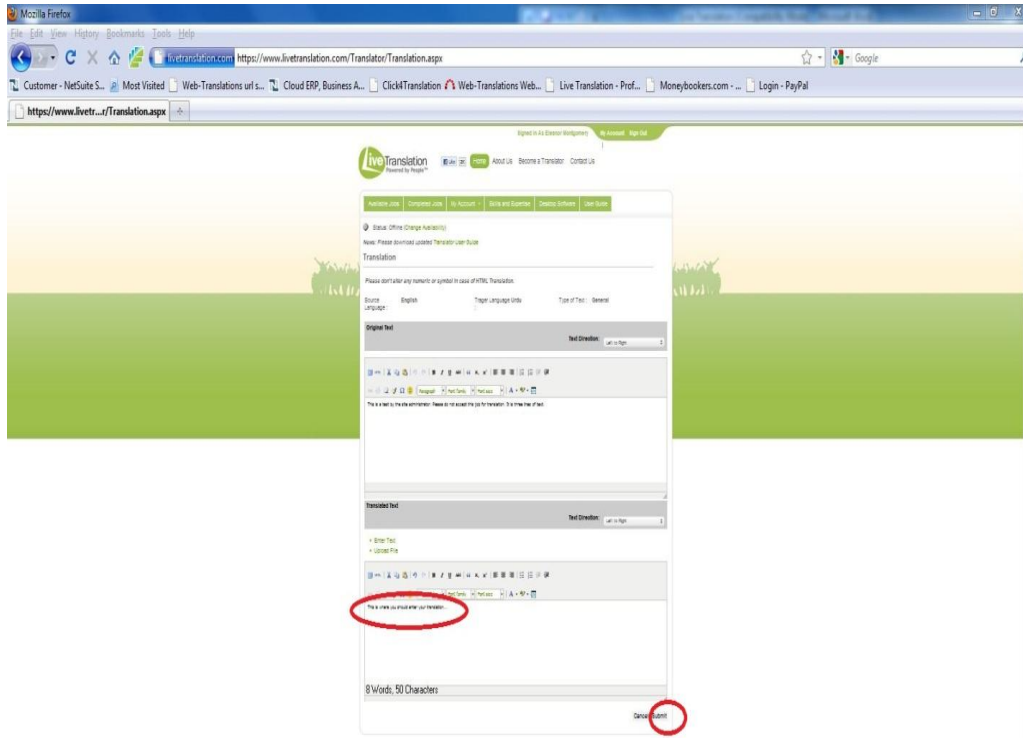
Please promptly review the job and if you are capable of translating the text immediately, then click on accept.

If you are unable to translate the text straight away then please select reject or do not take any action.

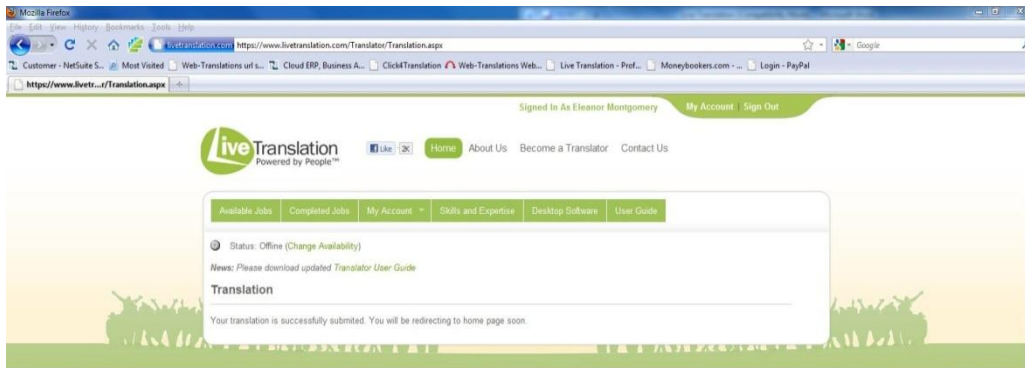
Jobs are allocated on a first come, first served basis so if you log in half an hour after you receive the email alert, it is quite likely that the job will not be there for you to view as another translator will have accepted it already.



When you have accepted a translation project, simply click “complete translation” and you will be taken to a simple online translation interface.



Type the translation into the translation field below the original text field, then once you are confident that the translation is complete and accurate, click "submit".



The project is complete and goes directly to the customer. Please only click submit if you are ready for this to happen.

## Completed Jobs

| ORDER ID   | DATE       | LANGUAGE                         | WORDS | AVE. PRICE PER WORD | PAYMENT | PAYMENT STATUS |
|------------|------------|----------------------------------|-------|---------------------|---------|----------------|
| 1407310073 | 11/05/2011 | German to English                | 3068  | €0.03               | €92.04  | Pending        |
| 1408110081 | 19/05/2011 | English to French                | 15    | €0.03               | €0.45   | Pending        |
| 1408310083 | 20/05/2011 | English to French-France         | 88    | €0.03               | €2.04   | Pending        |
| 1408810088 | 25/05/2011 | English to French                | 53    | €0.03               | €1.59   | Pending        |
| 1409610096 | 02/06/2011 | English to Czech                 | 268   | €0.03               | €8.04   | Pending        |
| 1411010118 | 01/07/2011 | English-United Kingdom to Arabic | 8     | €0.03               | €0.24   | Pending        |
| Summary    |            |                                  | 3480  |                     | €104.40 |                |

This shows a history of all your completed jobs together with their payment status.

## My Account

My Account > Account Details – This page lets you modify your personal details such as payment preferences and address. If you have not yet completed a translation job you can change your preferred payment currency here. **Please note:** once you have selected a payment currency it cannot be changed.

## Language Skills

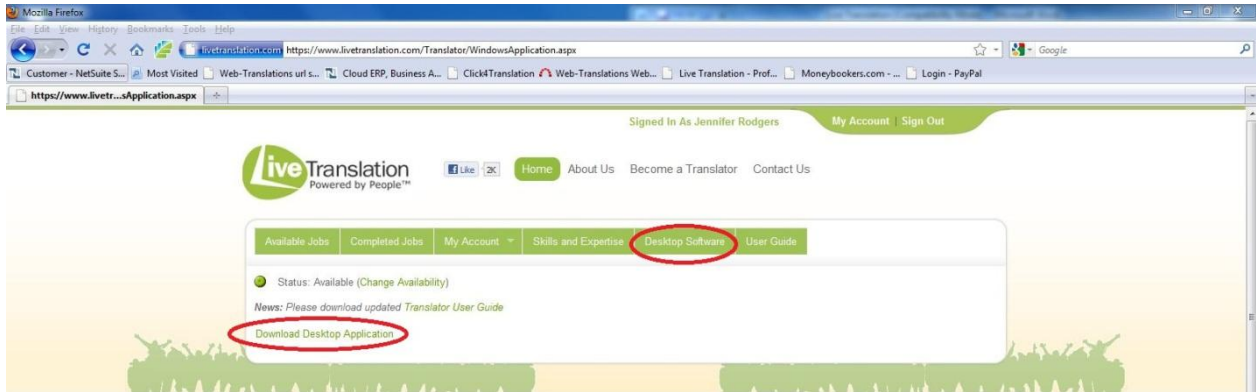
This screen shows your language and translation skills you have chosen during the registration. If they are incorrect or you would like to add any new skills, please send an email to [translatorsupport@livetranslation.com](mailto:translatorsupport@livetranslation.com) and we will be happy to modify these for you.

## Affiliate Code

The Live Translator Affiliate program is a unique partnership program that allows you to add code onto your own web pages. It places a Live Translation text box on your web page which displays your availability. If a customer orders a translation in your languages then this is automatically assigned to you. If they order a different language you receive a 10% commission. If you have any questions about this program or have implemented the code and would like to share your experiences, please contact us at [translatorsupport@livetranslation.com](mailto:translatorsupport@livetranslation.com)

## Desktop Software

We have recently launched Live Translation Desktop Alerter – a small desktop application to make it even easier for you to work with Live Translation. This is the page where you can download it.



Click on download and follow the prompts to install the application on to your computer.

Using this application is in many ways like having an Instant Messenger running on your computer; the application regularly checks whether any new jobs have been allocated to you and provides an interface for you to enter and submit your text.

The login screen has the option to remember your password – making signing in even easier as you will only have to click the sign in button once after your initial use of the application.

Your username and login are the same as for the website.

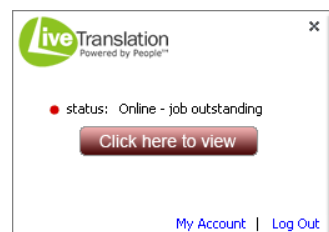
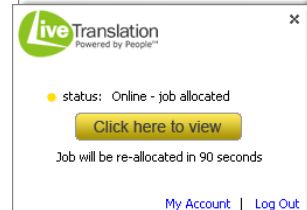
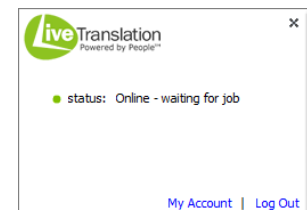
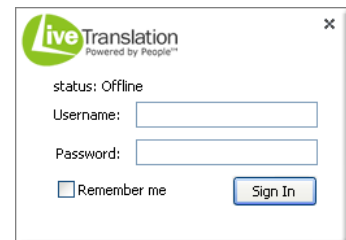
When in use, the application shows you are logged in and waiting for any translation jobs.

You should click on Log Out if you are going to be away from your PC.

When a job is allocated to you the Desktop Alerter will turn yellow and the job will remain allocated to you for the next 90 seconds.

If you don't accept or reject the job, it will go to the next available translator in the queue.

When you are working on a job or have a job outstanding, the Desktop Alerter will turn red and prompt you to take action.



## Rates

Per word rates for **Classical** language pairs:

|                          |
|--------------------------|
| <b>For general texts</b> |
| \$0.05                   |
| £0.03                    |
| €0.04                    |

|                              |
|------------------------------|
| <b>For specialized texts</b> |
| \$0.09                       |
| £0.06                        |
| €0.08                        |

Per word rates for **Exclusive** language pairs:

|                          |
|--------------------------|
| <b>For general texts</b> |
| \$0.08                   |
| £0.05                    |
| €0.07                    |

|                              |
|------------------------------|
| <b>For specialized texts</b> |
| \$0.11                       |
| £0.07                        |
| €0.10                        |

## Classical language pairs:

All language pairs not included in the Exclusive language pairs section below.

## Exclusive language pairs:

Catalan > English  
Danish > English  
Dutch > English  
English > Catalan  
English > Danish  
English > Dutch  
English > Finnish  
English > French (Canada)  
English > Icelandic  
English > Norwegian  
English > Swedish  
English > Welsh  
Farsi > English  
Finnish > English  
French (Canada) > English  
Guarani > English  
Icelandic > English  
Norwegian > English  
Punjabi > English  
Swedish > English  
Tagalog > English  
Tamil > English  
Vietnamese > English  
Welsh > English

## Payment

We have worked within the translation industry for some years now and can understand how freelance translators can get frustrated at finance departments holding onto payment for as long as possible.

Live Translation is all about fast turnaround and paying our translators is no different.

Our system allows you to request payment as soon as you have completed a job or build up a balance which you can request payment from at anytime. This then goes into the system for verifying and then payment is made.

We try to pay as promptly as we can.

For all translators our only methods of payment are PayPal or Skrill as these are the most cost effective ways of making smaller payments. To allow timely payment to occur, please ensure you have given us your correct ID email address, specifying whether it is for a PayPal or Skrill account.

You can select which currency you wish to be paid in but once a payment has been completed this cannot be changed.

## FAQs

Can I just use the desktop application to make myself available for jobs?

Yes, you can only use the Desktop Alerter – it will log you on to our system and assign you a job whenever possible. When you click on the link will you be taken to the website to accept/reject the translation.

What to do if I have a payment query?

The best way to contact us is to write to [translatorsupport@livettranslation.com](mailto:translatorsupport@livettranslation.com) and we will do our best to help you. Due to high workloads, sometimes we have to vary our payment days.

Can I change any personal details e.g. postal address or email?

Your email address is a unique field in our database, so you cannot change that. All your other personal details are editable by you on the [My Account > Account Details](#) page.

Can I change my language combination(s)?

Yes, by letting us know what exactly you would like to add or edit in an email to [translatorsupport@livettranslation.com](mailto:translatorsupport@livettranslation.com)

## Feedback

We want this service to work for both our customers and translators. We have a program of constant investment in our technology, service and infrastructure and would welcome your feedback on what we can do to make the service better for everyone.

Live Translation

15 Queen Square  
Leeds  
LS2 8AJ  
United Kingdom

[info@livettranslation.com](mailto:info@livettranslation.com)

+44 113 815 0460