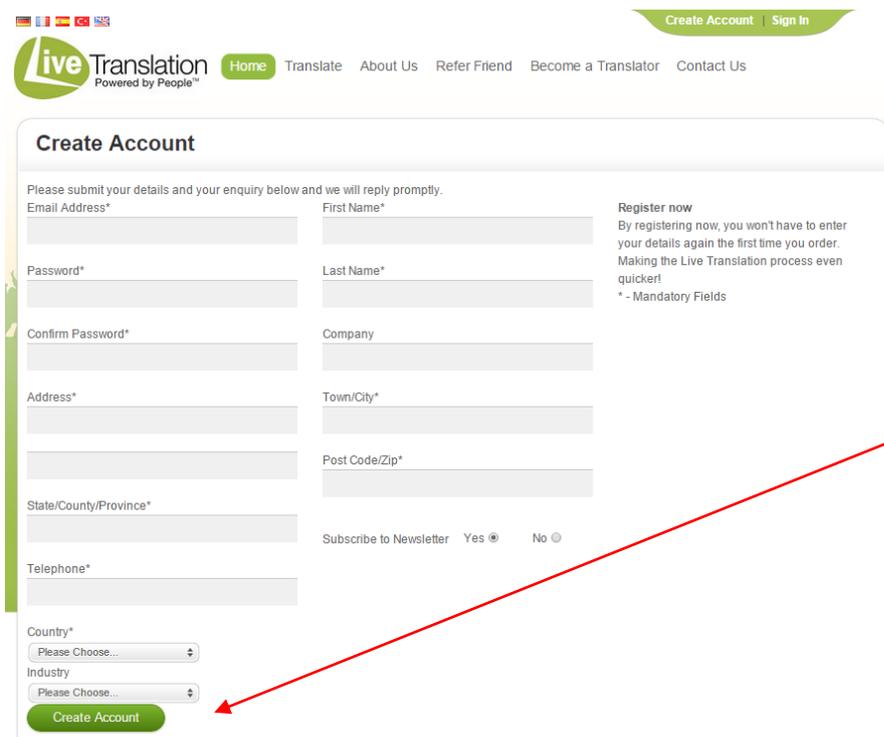# Customer User Guide

Welcome to Live Translation, the real alternative to speedy yet inaccurate automated computer translations.

Creating an account

An account is necessary to purchase translation. Click **Create Account** in top right hand corner.
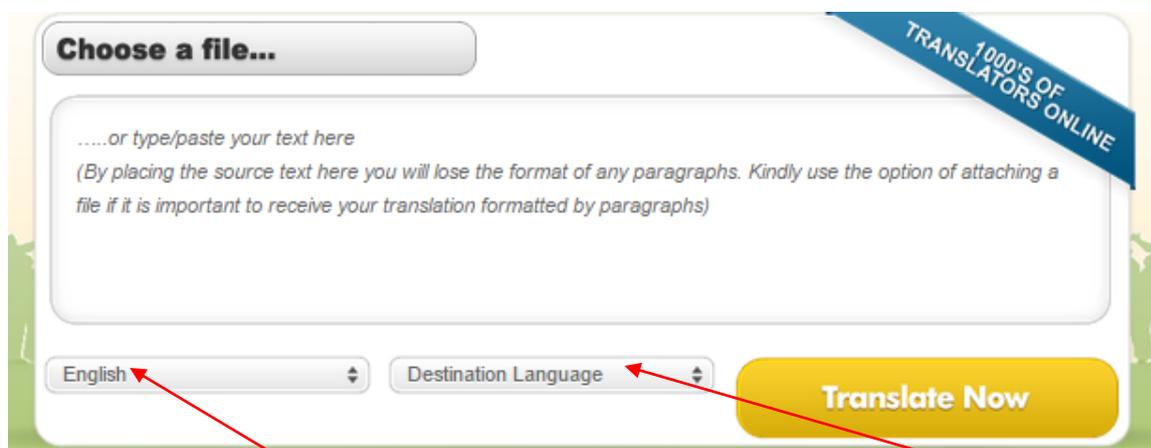

Fill in the necessary details then click the **Create Account** button.

Getting a quote

Simply type your text into the box or click **Choose a file…**, click on the relevant document you wish to have translated, and then click **Open**.

The site accepts .doc, .docx, .txt, .master, .aspx , .html , .xml files.
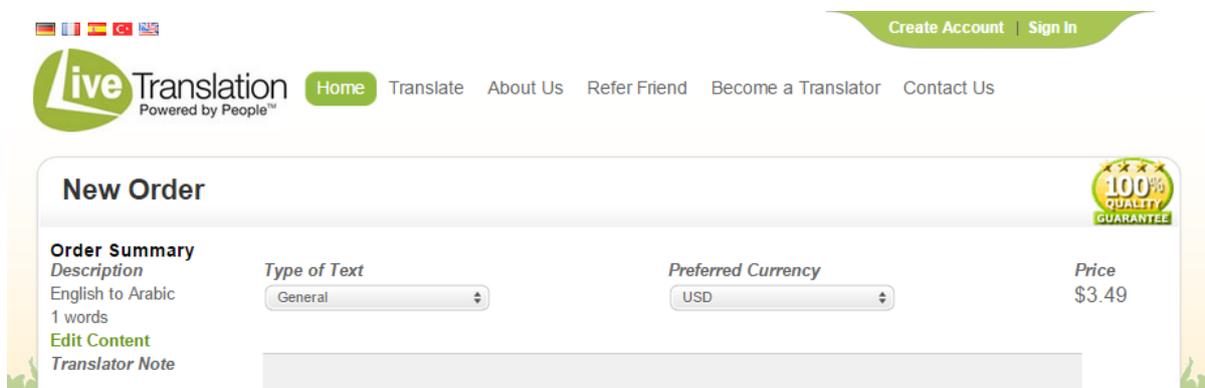

Then select the **source language** (the default source language is English) and the **destination language** (the language that you wish to receive back as your translation).

Finally, click on **Translate Now**.

Verifying your order

This is the **New Order** page which will appear.

If your text is specialised and will require a translator with specific knowledge in a particular field (e.g. medical or engineering terminology) please change the **Type of Text** using the drop-down menu.

You may also edit the currency (GBP, USD, EUR) using the dropdown menu for **Preferred Currency**. Customers from the UK can only pay in GBP, and will be charged VAT. Customers from outside the UK can pay in any currency, and will not be charged VAT.

If you have any further description or contextual details which you think will be important to help the translator, then please type in a brief note in the **Translator Note** box.

Once you are happy with the details please log in or create a new account.

Payment

You will be presented with 2 options for payment: Moneybookers/Skrill or PayPal.

If you have purchased Translation Credit, this will also appear as an option. Please click select this option if you wish to use translation credit to pay for your translation.

You can buy prepaid translation credit in bulk of 1000 words for $100 / £65 / €90 by choosing the Translation Credit option on the Home page of your Live Translation profile.

Moneybookers/Skrill requires an account. If you do not have one, you can create one or use PayPal instead, which does not require an account.

Once you have placed your order you will receive a *email*.

When your order has been completed by one of our translators, you will receive an email informing you of this.

The *Order Completed email* will contain a link to your translated document.

Alternatively please log in to the site, and click *My Orders* then view your translated file.

If you encounter any difficulties viewing the translated work, then please do try a different browser (Mozilla FireFox, Internet Explorer, Google Chrome).

If you are still unable to view it then please email customerservice@livetranslation.com.

Live Translation

15 Queen Square
Leeds
LS2 8AJ
United Kingdom

+44 113 815 0460