My Acclaro

# Quick-Start Guide

# Contents

Last updated: September, 2023
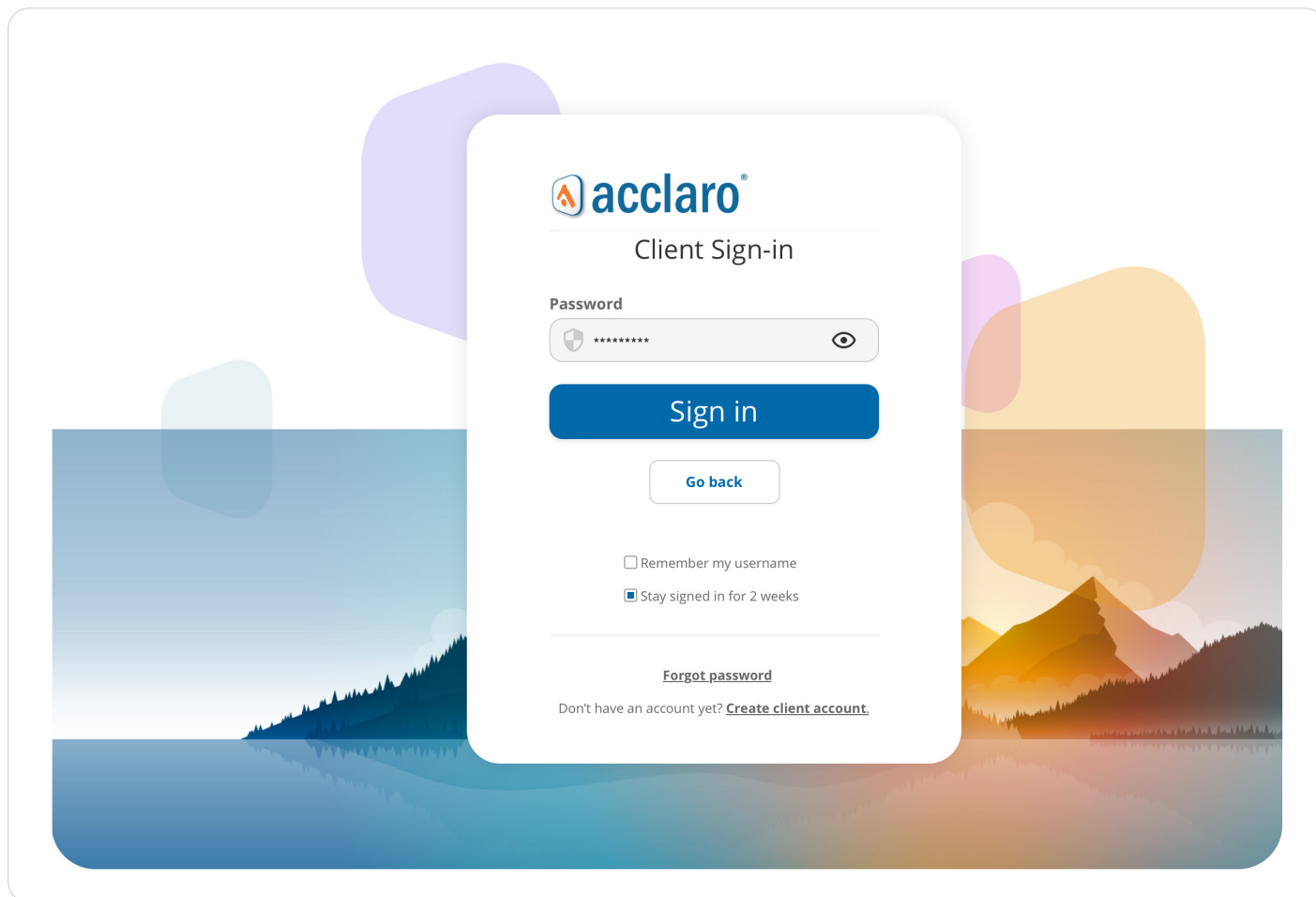
My Acclaro Sign-in Screen

# Sign in

1.  Visit **My Acclaro** and sign in with your username and password.

2.  Forgot your password? Reset it on the **Forgot Password** page.

3.  **Sign Up** for a new account if you don't have one yet, or if you forgot your username.

4.  Use our **feedback form** if you'd like to share thoughts and ideas with Acclaro.

5.  For help with My Acclaro, email **support@acclaro.com** or contact your project manager directly.

# Dashboard

After signing in, the **My Acclaro Dashboard** provides an overview of your orders with Acclaro. The widgets on the dashboard offer insights into current and past translation projects. Filters are available to adjust the display of data in the widgets. Some widgets allow you to download the data as a spreadsheet for advanced analysis and reporting.
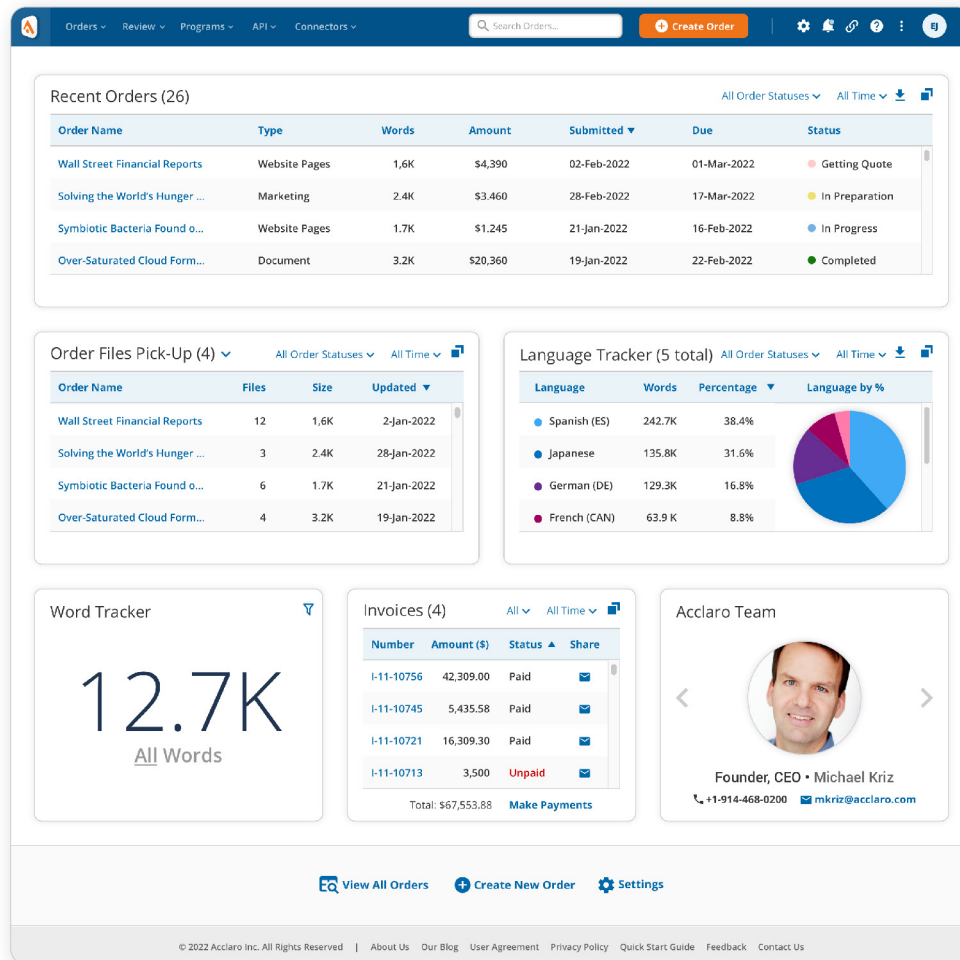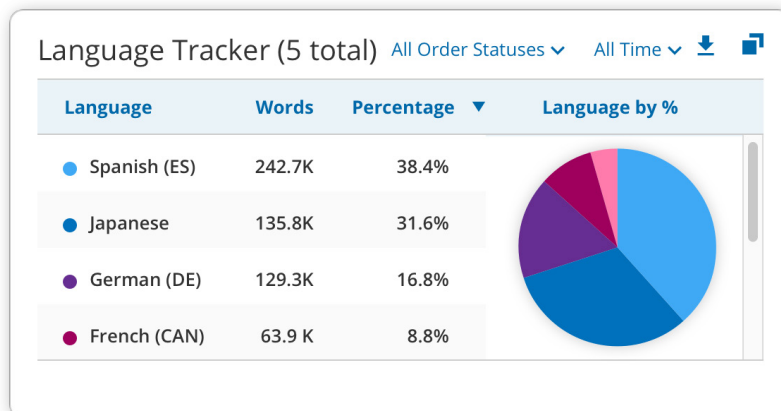


My Acclaro Dashboard

# Widget Overview

## Recent Orders

| Recent Orders (26) | | | | | All Order Statuses ⌄  All Time ⌄ ⬇ ⧉ |
|---|---|---|---|---|---|
| **Order Name** | **Type** | **Words** | **Amount** | **Submitted ▼** | **Due** | **Status** |
| Wall Street Financial Reports | Website Pages | 1,6K | $4,390 | 02-Feb-2022 | 01-Mar-2022 | ● Getting Quote |
| Solving the World's Hunger ... | Marketing | 2.4K | $3.460 | 28-Feb-2022 | 17-Mar-2022 | ● In Preparation |
| Symbiotic Bacteria Found o... | Website Pages | 1.7K | $1.245 | 21-Jan-2022 | 16-Feb-2022 | ● In Progress |
| Over-Saturated Cloud Form... | Document | 3.2K | $20,360 | 19-Jan-2022 | 22-Feb-2022 | ● Completed |

The **Recent Orders** widget displays information about your orders, including order name, due date and status. Click an order name for detailed information about that order.

## Language Tracker

| Language Tracker (5 total) | All Order Statuses ⌄   All Time ⌄ ⬇ ⧉ | | |
|---|---|---|---|
| **Language** | **Words** | **Percentage ▼** | **Language by %** |
| ● Spanish (ES) | 242.7K | 38.4% | |
| ● Japanese | 135.8K | 31.6% | |
| ● German (DE) | 129.3K | 16.8% | |
| ● French (CAN) | 63.9 K | 8.8% | |

The **Language Tracker** shows a breakdown of the target languages used for your orders.

# Order / Reference Files Pick Up

| Order Files Pick-Up (4) ⌄ | All Order Statuses ⌄ | All Time ⌄ |
|---|---|---|

| Order Name | Files | Size | Updated ▼ |
|---|---|---|---|
| Wall Street Financial Reports | 12 | 1,6K | 2-Jan-2022 |
| Solving the World's Hunger ... | 3 | 2.4K | 28-Jan-2022 |
| Symbiotic Bacteria Found o... | 6 | 1.7K | 21-Jan-2022 |
| Over-Saturated Cloud Form... | 4 | 3.2K | 19-Jan-2022 |

The **Order / Reference Files Pick Up** widget allows you to download completed translation files, translation memories, glossaries, style guides and contracts.

## Invoices (4)  All ⌄  All Time ⌄

| Number | Amount ($) | Status ▲ | Share |
|---|---|---|---|
| I-11-10756 | 42,309.00 | Paid | ✉ |
| I-11-10745 | 5,435.58 | Paid | ✉ |
| I-11-10721 | 16,309.30 | Paid | ✉ |
| I-11-10713 | 3,500 | Unpaid | ✉ |

Total: $67,553.88  **Make Payments**

# Invoices

Links to paid and unpaid invoice zip file downloads. If an invoice is overdue, the text 'Unpaid' will display in red.

**Note:** you may not have access to Invoices information if you don't have approval from your Account Manager colleague.

Word Tracker

# 12.7K

<u>All</u> Words

## Word Tracker

The **Word Tracker** calculates the total words and costs for each language Acclaro has completed translations for.

Acclaro Team

**Founder, CEO • Michael Kriz**

📞 **+1-914-468-0200**    ✉ **mkriz@acclaro.com**

## My Acclaro Team

The **My Acclaro Team** widget provides contact information for key Acclaro team members supporting your project, including your account and project managers. Click an Acclaro team member's image to expand their 'Profile Card'.

# Create New Orders

Use the **Create New Order** form to submit new orders to Acclaro. If you require a quote before work can begin, you can request one before work is started.

If you have mutually agreed business contracts in place with Acclaro, you can submit orders for immediate translation work. Required information fields are indicated with *asterisks.

## Order Details



Provide a name for your order and select a requested due date for order completion. Select the order type, enter a new or existing PO number, and add tags so you can easily search for your order later.

Select whether your order requires a quote before work can start. If your order requires a quote, you can have it approved automatically if the final quote falls below a certain amount.

# Upload Files
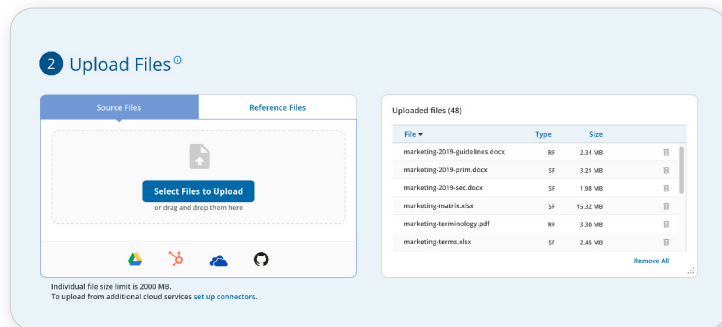


Drag and drop source and reference files in the respective upload boxes to add them to your order. You can also use the **Upload File(s)** button to select files from your device or network.

You can attach files to your order from third-party cloud services such as Box, Dropbox, Zendesk or HubSpot. To use these services, you'll need to activate the connectors for them.

# Select Languages
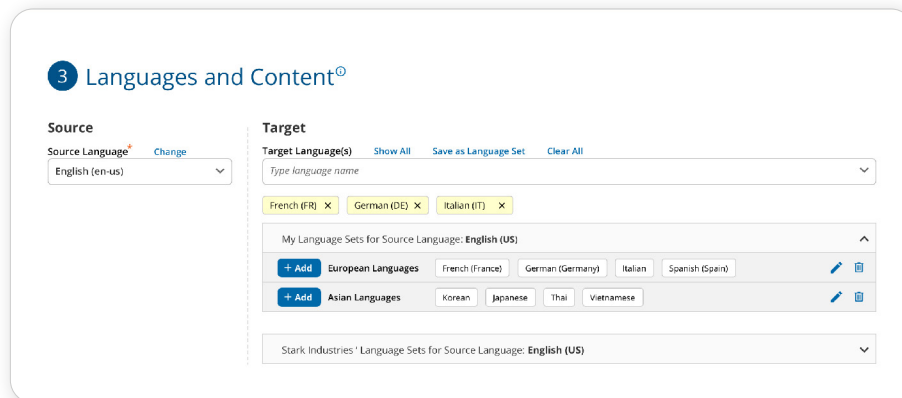


Type in the **Source Language** box to find and select the source language for your order. To select the target language(s), type in the **Target Language(s)** box, or use the **Show All** link to open an alphabetized list of available languages.

Streamline your orders using **Saved Target Sets**. To create a new custom set of target languages:

1. Start a new order and add the target languages you'd like to save.

2. Click **Save as Target Set**. The **Add Language Set** dialog displays.

3. Name your set and click **OK** to save it.

Your organization may have created account-level target sets for you to take use of as well. These will appear with a lock icon next to them. Contact your project manager or email support@acclaro.com to have account-level language sets added for your organization.

# Delivery Options



### Send Email / Email Address(es)

Select which notifications you'd like to receive, and which email addresses you'd like the notifications sent to.

### Optionally Upload Translations to

Select a connected service if you'd like to have completed translation files uploaded to it. The translation files will also always be available for manual download in the portal.

### Comments and Instructions

Use the comments box to provide additional order information about your order.

# Submit Order



After verifying all order details, click **Submit Order** to place your order.

Click **Save and Finish Later** if you wish to complete your order later. Saved orders are displayed as 'New' on the Dashboard and View All Orders page. To submit a saved order, re-open the order, complete the form, and click **Submit Order**.

# View Orders

## View All Orders



The **View All Orders** page displays a list of all your orders. You have several options to adjust the way your order information is displayed.

›  Click the **Filter** icon  ▽  to apply different filter settings to your order list.

›  Click the **Download** icon  ⭳  to download your order list as a spreadsheet.

›  Click the **Density** icon  ▤  to change the height of the table rows to see more or less line items.

›  Click the **Full Screen** icon  ⇲  to view the order table full screen.

›  Use the list headers to sort your orders. For instance, click **Order ID** to sort by order ID in descending order. Click **Order ID** again to sort in ascending order.

›  To display more detailed order information, click the **Order ID** or **Order Name**.
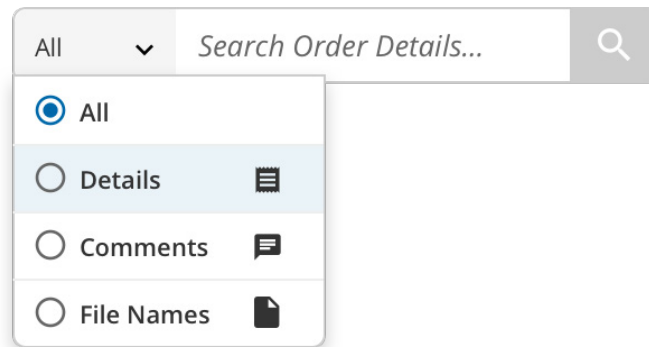
# Search Orders

Use **Search Orders** to quickly find orders from the **View All Orders** page, the **Dashboard** and the **Order Detail** pages.
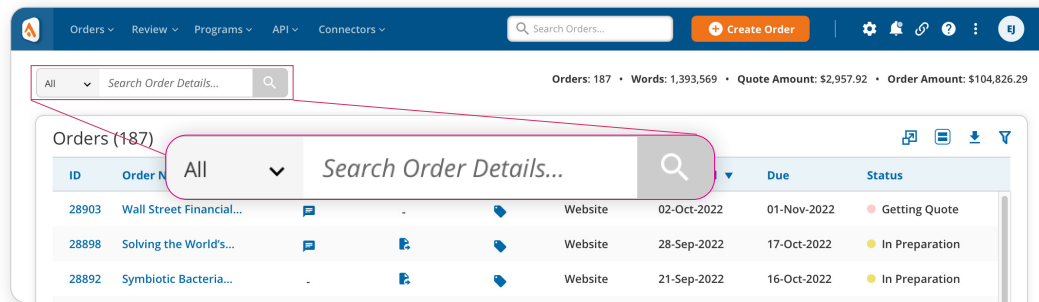


By default, a search will look for a match in **All** order information.

Using the dropdown, you can focus your search on one of three areas: **Order Details**, **Comments** or **File Names**.



As an example, here's how to find all orders that contain the term "review feedback" in one of their order comments:

1. Select **Comments** from the dropdown.

1. Type "review feedback" as your search term.

2. Click the **Search** icon to display all matching orders on a search results page with further options for filtering and sorting

**Search** is also accessible from the main menu at the top, next to the **Create Order** button.

# Order Details

The **Order Details** page provides detailed information about an order including files and order comments. The information shown may vary depending on order status.



The **Order Information** tab provides summary information about the order such as amount of words, target languages, and due date.



The **Files tab** contains the files related to your order. Here, you can also upload, download or share files.
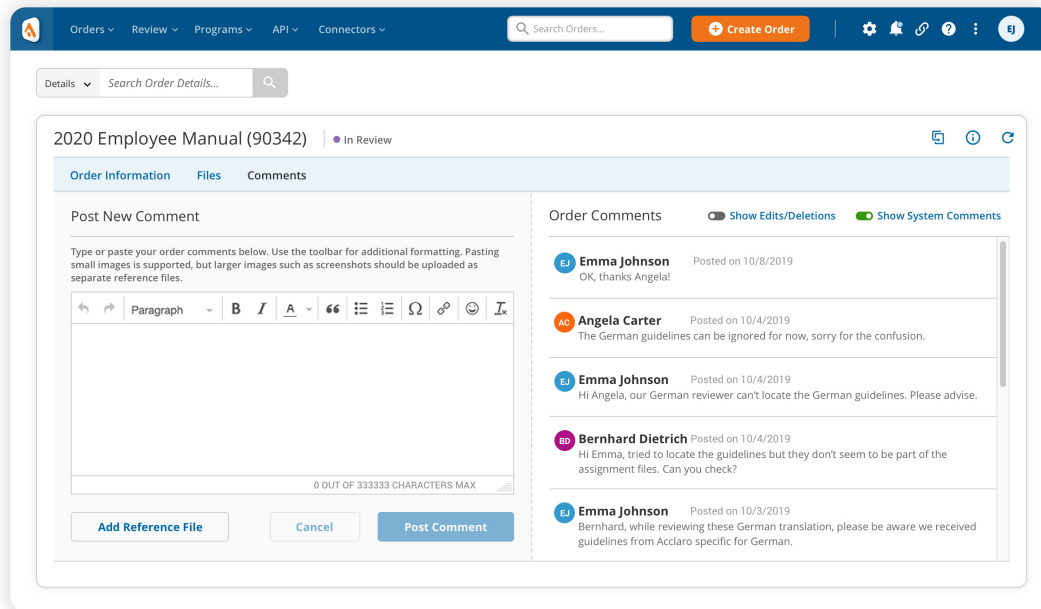
The **Comments tab** displays a complete list of all order comments. You can also post new comments and questions about your order, and add reference files.

## Orders with 'Needs Approval' Status
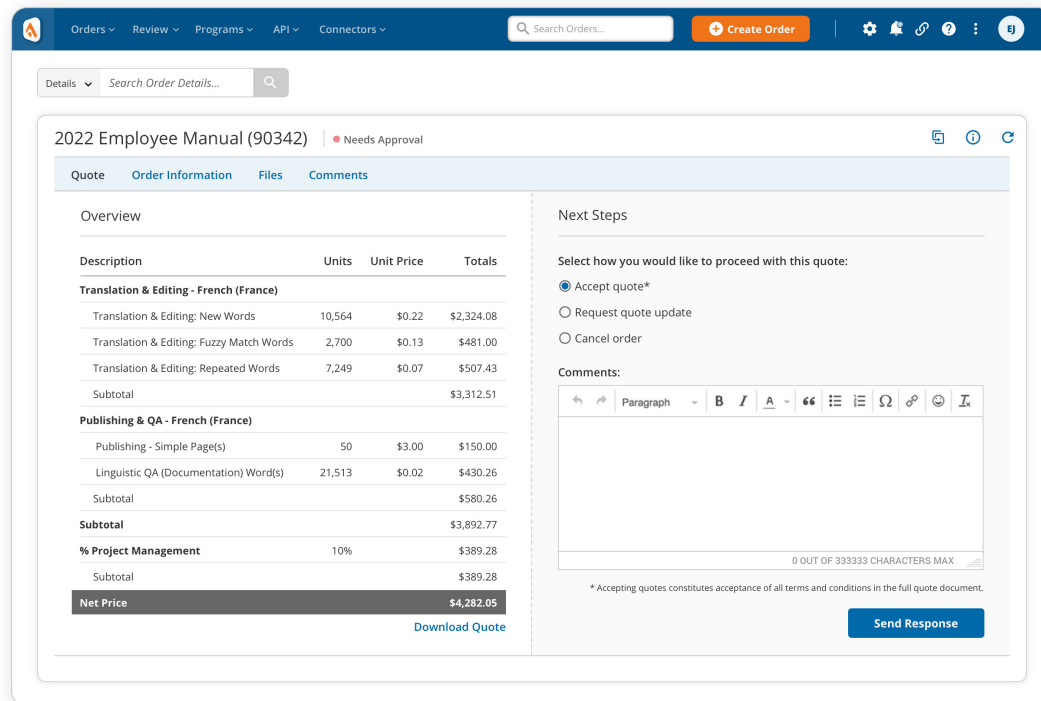


Orders with a quote request have a 'Needs Approval' status. On the **Quote tab**, you can view the quote line items and download the quote in PDF format. After receiving a quote, you can accept the quote, request an update, or cancel your order. With each response, you can submit additional comments.

## Order Status Descriptions

Orders can have the following statuses:

| | |
|---|---|
| ● **New** | The order has been created but not yet submitted to Acclaro. |
| ● **Getting Quote** | Acclaro is preparing the quote. |
| ● **Needs Approval** | The quote is ready for your review. |
| ● **In Preparation** | The order has been submitted to Acclaro. |
| ● **In Progress** | Acclaro is working on your order. |
| ● **In Review** | Order has been delivered to you for your review. |
| ● **Complete** | All translated files for your order are ready for pick-up. |
| ● **Canceled** | The work on your order and all its files has stopped. |

# Order Pick Up

## Pick up files from the Dashboard

You can pick up completed translated files from the **Order File Pick Up** widget on the Dashboard. Under **Files**, click the number of files to download the zip file.

## Pick up files from the Order Details page



You can pick up individual translated files on the **Order Details** page. On the **Files** tab in the **Deliveries** section, click the file name to download it.

## Share Files
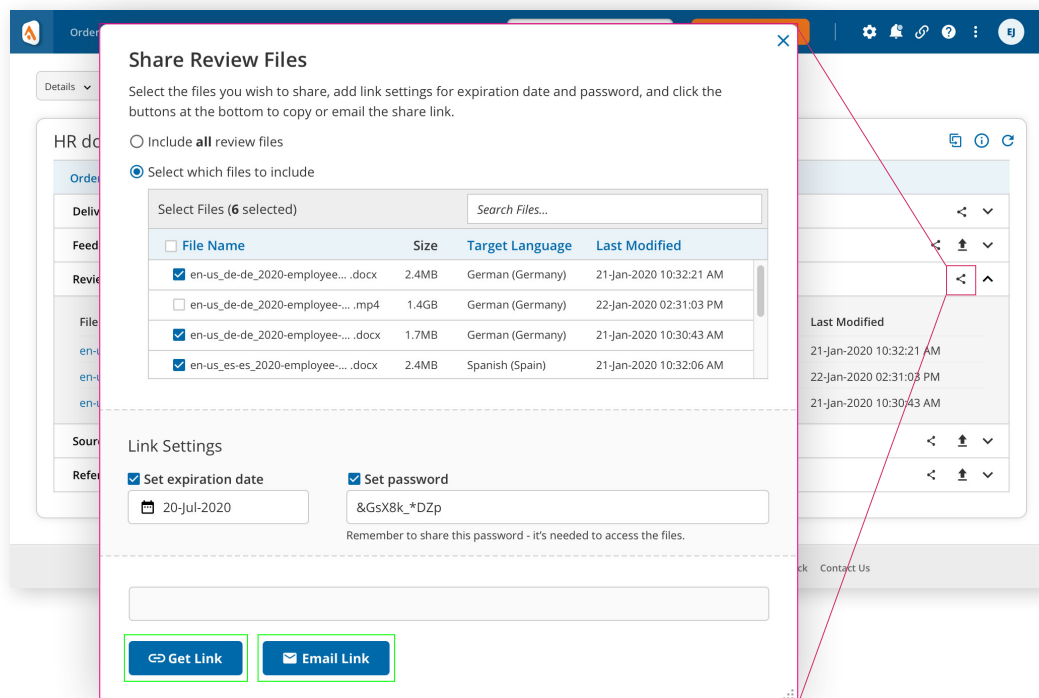


To share files with colleagues without a My Acclaro account, click the **Share** icon ⬦. In the **Share Files** dialog, select which files to share, and set expiration date and password (optional). Click **Get Link** to copy a share link to your clipboard, or click **Email Link** to create an email with the share link.

# Reference Files

Enable the **Customer Reference Files Pick Up** widget on the dashboard and click on the file name to pick up a zip file with all reference files from the project.

### Customer Reference Files Pick-Up ⌄

| Content Type | Files | Size | Updated ▼ |
|---|---|---|---|
| Glossary | 1 | 1,6K | 02-Jan-2022 |
| Styleguide | 2 | 2.4K | 03-Jan-2022 |
| Glossary | 1 | 1.7K | 15-Dec-2021 |
| Styleguide | 1 | 3.2K | 14-Dec-2021 |

Orders ⌄   Review ⌄

Recent Orders (2

| Order Name | | | | | | |
|---|---|---|---|---|---|---|
| Wall Street Financial Re... | | | | | | |
| Solving the World's Hun... | | | | | | |
| Symbiotic Bacteria Four... | | | | | | |
| Over-Saturated Cloud Form... | Document | 3.2K | $20,360 | 19-Jan-2022 | 22-Feb-2022 | ● Completed |

Customer Reference Files Pick-Up ⌄

| Content Type | Files | Size | Updated ▼ |
|---|---|---|---|
| Glossary | 1 | 1,6K | 02-Jan-2022 |
| Styleguide | 2 | 2.4K | 03-Jan-2022 |
| Glossary | 1 | 1.7K | 15-Dec-2021 |
| Styleguide | 1 | 3.2K | 14-Dec-2021 |

Language Tracker (5 total) All Order Statuses ⌄   All Time ⌄

| Language | Words | Percentage ▼ | Language by % |
|---|---|---|---|
| ● Spanish (ES) | 242.7K | 38.4% | |
| ● Japanese | 135.8K | 31.6% | |
| ● German (DE) | 129.3K | 16.8% | |
| ● French (CAN) | 63.9 K | 8.8% | |

# Programs



Welcome to My Acclaro
# Programs
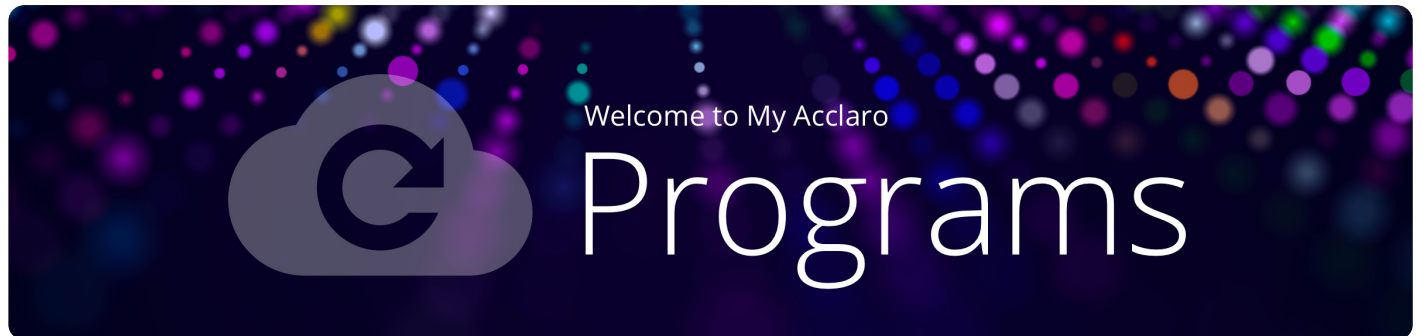
## Introduction

**Use programs to:**

> Group your orders efficiently

> Speed up new translation orders

> Track program and order budget vs. spend

Programs allow you to organize, track and report on your translation orders in groups. You can assign budgets and PO numbers to your programs, and add other settings such as order type, tags, email notifications and target languages.

Once you've activated a program, you can start adding orders to it. When adding an order to a program, the order's cost will be added to the program's spend. This allows you to keep track of a program's spend against the allocated budget.

Programs also function as a template: orders added to a program will automatically inherit the program's settings such as order type and target languages. This helps speed up order creation.

## Sample Use Cases

**Organizing orders**

Your organization launches a multilingual, multi-faceted campaign, a project stretching over half a year. Create a program to allow you to group and track all of the translations orders for this campaign over the course of your project.

**Budget tracking & reporting**

You have multiple departments in your organization, each with their own budget for translation work. Create a program for each department and assign a budget. Each department will place orders to their own program so you can keep track of spend against their department budget.

**Workflow enhancements**

You frequently place website, marketing and software translation orders. Each order type has their own settings such as tags, target languages and email notifications. Create a program for each order type with their appropriate settings. When creating new orders, add them to a Program to automatically fill out the order form with the appropriate Program settings.

Contact your project manager to enable **Programs** for your account.

# Creating Programs

1. Select **Programs > Create** from the main menu

2. The **Create Program** form displays

3. Fill out the required information

**Note:** The options you select on the **Create Program** form will be the default selections for orders added to this program. You can still change those selections on a per-order base.

## Program Details



Provide a **Program Name** that will help you and your colleagues understand how the program should be used, for instance: "Website UI Updates, EMEA, 4th Quarter. Select a **Naming Convention for Orders** added to this program.

Associate one or more **PO Numbers** with the orders for this program and select which **Order Type** should be applied to the orders for this program.

Select or create default **Tags** to describe the orders added to your program. Add a **Program Description** to provide instructions or more details on how to use the program.

# Budget and Quotes

### Budget and Quotes ⓘ

**Track spend against a budget?**

☑ Yes, I would like to keep track of how much I spend on this program against a budget

| The budget for this program is | 25,000 |

**Do orders for this program require a quote first?** *

◉ **Yes**, provide a quote first before work starts

　☑ Automatically approve quote if below　$1,000

○ **No**, work on this order can begin immediately, without providing a quote first

Add a **Budget** for your program to keep track and manage your spend against your allotted budget. Also let us know if the orders added to your program need a **Quote** before work can begin.

# Select Languages

### Select Languages ⓘ

**Source**

Source Language * 　Change

English (en-us) ▾

**Target**

Target Language(s)　Show All　Save as Language Set　Clear All

Type language name ▾

French (FR) ✕　German (DE) ✕　Italian (IT) ✕

My Language Sets for Source Language: **English (US)** ⌃

+ Add　European Languages　French (France)　German (Germany)　Italian　Spanish (Spain)　✏ 🗑

+ Add　Asian Languages　Korean　Japanese　Thai　Vietnamese　✏ 🗑

Acclaro's Language Sets for Source Language: **English (US)** ▾

Start typing in the **Source Language** field and the **Target Language** field to find and select the default source and target languages for orders added to your program.

# Delivery Options

### Notifications and Comments ⓘ

**When would you like to receive notifications?**

☑ My order has been received

☑ Work on my order has started

☑ When a quote is available for review

☑ All files are ready for review or completed

☑ Any one file is ready for review or completed

**Email Address(es)**

scott.lang@acclaro.com, l.connor@acclaro.com ▾

**Additional Recipients**

karen.johnson@acclaro.com ▾

**Optionally upload translation to:**

○ Google Drive

◉ Don't upload translations to a connected service

**Add the following comments or instructions to all orders:**

↶ ↷　Paragraph ▾　**B** *I* A ▾　" ≔ ≔ Ω ⌘ ☺ ✗

0 Characters out of 3000 max)

Select the email notifications you want to receive for orders added to this program, and the email addresses that will receive the notifications. You can provide additional comments and instructions to all orders added to your program.

# Using Programs

There are several ways to add orders to a program:

1.  Start a regular order from the main menu or click the **Create New Order** button. When you have active Programs, the **Create New Order** form will display the **Program** field.



Select a **program** from the Program list to apply its settings to the order form. Make any necessary changes, add files (optional) and submit your order.

2.  The **Add Order** buttons on the **Program Overview** page



Select **Programs > View All** from the main menu and click the **Add Order** ⊕ button for the Program you want to add an order to. The **Create New Order** form displays with the settings from the selected Program applied. Make any necessary changes, add files (optional) and submit your order.

3.  The **Create Order** button on the **Program Details** page. Select **Programs > View All** from the main menu and click the Program you want to add an order to.



On the **Program Detail** page, click the **Create Order** [Create Order] button to open the **Create New Order** form with the settings from the Program applied. Make any necessary changes, add files (optional) and submit your order.

# View All Programs

Select **Programs > View All** from the main menu to display an overview of your Programs.



On the **Programs** page you can view summary information about your Programs, such as the total of orders added, the Program's budget and total spend. You can also search Programs by name, create a new Program, download the Program list in spreadsheet format, or add orders to your Programs.

# Program Details

On the **Programs** page, click the name of the Program you want to view. The **Program Details** page displays, providing information about Program settings. The settings on the **Details** section displayed in blue are editable. Click the **Orders** tab for an overview of the orders added to the program.

# Automated Orders*

## Introduction

Key features of Automated Orders:

> Scheduled orders with pickup from a cloud service

> Automatic email notifications when scheduled orders have been created

> Automated order assignment so work on your orders can start right away

> Delivery back to your connected cloud service as soon as translations are completed

Automated Orders* is a Program feature that allows you to create orders automatically from files placed on a connected cloud service such as Google Drive. Once you have set up a schedule for your automated orders, My Acclaro will periodically check the folder on your cloud service you assigned as the **Source Folder**. If new source files are found, My Acclaro will automatically create an order with those files, using the settings of your Program. Orders are submitted so work can start right away. Once translation have been completed, files are delivered to the folder on your cloud service you assigned as the **Target Folder**.

## Setting up Automated Orders

### Preparation

1. Contact your PM to enable Automated Orders for your Program.

2. Once Automated Orders is enabled, make sure you are connected to your cloud service*. You can check if your connection is active on the **Connectors** page (**Connectors > Cloud**).

\* The **Automated Orders** feature currently supports Google Drive only. More cloud services will follow.



### Creating the Program and Adding Automation

1. Select **Programs > Create** from the main menu. The **Create Program** form displays.

2. Fill out the order details and budget information.

3. Click the **Automated Orders** check box to add automated orders to your Program.

4. Create a schedule by selecting a **Recurrence** and add **Start** and **End Date** for when you would like the scheduled pick-ups to begin and end.

5. Choose the cloud service* you're going to use to post and receive source and translation files.

6. Select a **Source** and **Target Folder** so My Acclaro knows where to look for source files, and where to deliver completed translations.

7. Provide the remaining information for your program and click **Activate** to start the Program.

\* The **Automated Orders** feature currently supports Google Drive only. More cloud services will follow.

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|

**Website UI Updates (Program)** | ● Active | **Create Order** | **Delete Program**

Details    Orders    Automation                    Total Words: 13,293   Order Amount: $6,323   Quote Amount: $5,300   Total Budget: $20,000   Remaining Budget: $9,969

| Order ID | Order Name | Status | Type | Tags | Comments | Words | Quote Amount | Amount | Submitted ▼ | Due Date |
|---|---|---|---|---|---|---|---|---|---|---|
| 24508 | Website UI - 03-03-2020 8:43:21 AM | ● In Progress | Software | 🏷 | 💬 | 116K | $32,290 | $32,290 | 3 Mar 2020 | 29 Mar 2020 |
| 23095 | Website UI - 02-02-2020 10:21:4... | ● In Review | Software | 🏷 | 💬 | 107K | $33,460 | $33,460 | 5 Feb 2020 | 28 Feb 2020 |
| 20478 | Website UI - 01-08-2020 2:53:11 PM | ● Completed | Website | 🏷 | - | 98K | $29,846 | $29,846 | 6 Jan 2020 | 30 Jan 2020 |
| 18436 | Website UI - 12-02-2019 4:34:26 PM | ● Completed | Software | 🏷 | - | 54K | $21,145 | $21,145 | 1 Dec 2019 | 22 Dec 2019 |
| 18032 | Website UI - 11-01-2019 2:55:21... | ● Completed | Website | 🏷 | - | 61K | $23,462 | $23,462 | 4 Nov 2019 | 22 Nov 2019 |
| 17398 | Website UI - 10-04-2019 7:01:34 AM | ● Completed | Software | 🏷 | 💬 | 14K | $6,940 | $6,940 | 2 Oct. 2019 | 18 Oct 2019 |

## Starting Automated Orders

Once you have set up **Automated Orders**, you can start placing source files for translation in your designated **Source Folder** on your cloud service. At the scheduled time, My Acclaro will check the source folder for new files. If new files are found, a new order will be created with those files, using the order preferences set up in your program. You will receive email notifications each time a new automated order has been created.

## Viewing Automated Orders

You can view and track automated orders in the following locations:

1. **All Orders** page - Automated orders are marked with the green **Automation** icon

2. **Orders** section of your Program - The **Orders** section of your Program lists all the orders added to that Program, including the automated orders. Automated orders are marked with the green **Automation** icon.

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**Website UI Updates (Program)** | ● Active                          **Create Order**   **Delete Program**

Details    Orders    Automation                    Total Words: 13,293   Order Amount: $6,323   Quote Amount: $5,300   Total Budget: $20,000   Remaining Budget: $9,969

**Automation Settings**   ⊕ Run Now

| | |
|---|---|
| Status | ◉ Active  ○ Paused  ○ Inactive |
| Recurrence: | Every day at 09:00 AM |
| Start: | 20-Aug-2020 11:00 AM (EST) |
| End: | 21-Aug-2021 11:00 AM (EST) |
| Cloud Connector: | 🔷 Google Drive |
| Source Folder: | Website UI |
| Target Folder: | Website UI |
| Next Order | 12-Oct-2020 at 9:00 AM |
| Submit Orders Immediately? | ◉ Yes, submit orders immediately  ○ No, save orders as drafts first |

## Automated Orders Settings

To view or change your settings for Automated Orders, go to the Automation section of the **Program Detail** page: select **Programs > All Programs** on the main menu, click the **Program Name** and select the **Automation** tab. The **Automation Settings** display.

1. To make changes to the **Automation Settings**, click the blue-colored labels (e.g., **Recurrence**) and use the dialog to make your changes.

2. Click **Run Now** if you like to run the scheduled action now.

3. Click **Create Order** to add an order to your Program.

4. Click **Delete Program** to delete your program. You can only delete a Program if no orders have been added yet.

# Translation Review Management


Welcome to My Acclaro
Translation Review Management

The Translation Review Management (TRM) feature provides a more efficient way to manage your translation review workflow with in-house or contract reviewers within My Acclaro:

> Assignment of review tasks directly from My Acclaro

> Optimized review workflow with reviewers and Acclaro linguists

> Increased visibility in review statuses of translations to track progress

## Getting Started: Set up Reviewers

Contact your PM to enable TRM for your account. Once TRM is enabled, you can add reviewers to My Acclaro. You can add anyone as a reviewer even if they currently don't have access to My Acclaro. Colleagues who already have access to My Acclaro will get additional access to the **Review** section.

External resources without access to My Acclaro, such as contractors or freelancers, will receive an invite to create an account. Their account will only grant them limited access: they can view their **My Review Tasks** page but not any other pages on My Acclaro.
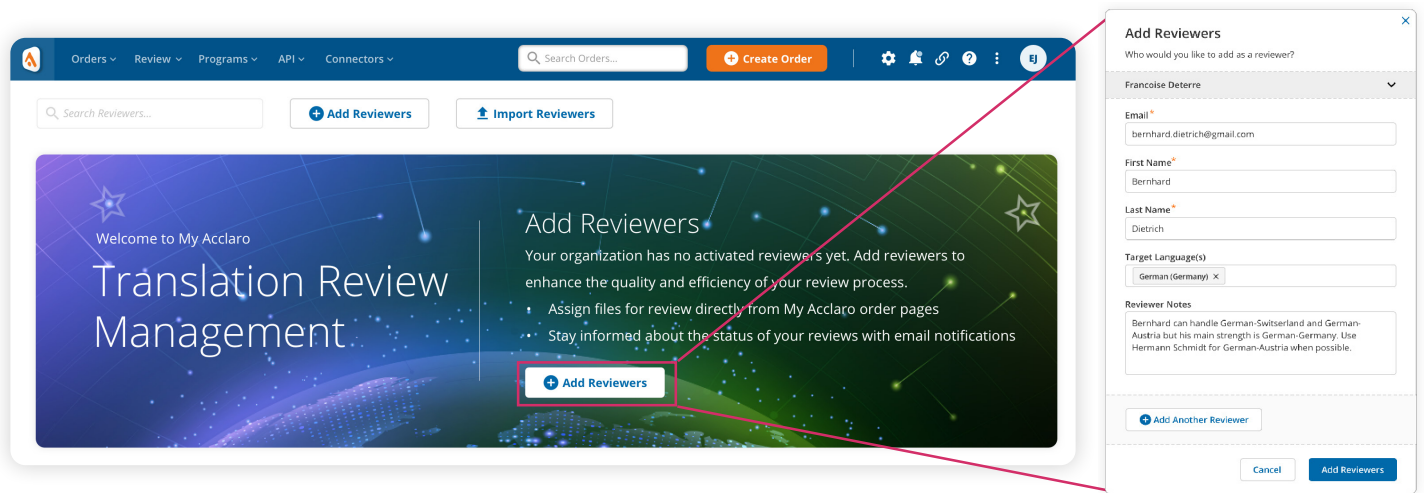
**To add reviewers:**

1. Sign in to My Acclaro and select **Review > Reviewers** from the main menu.

2. Click the **Add Reviewers** button. The **Add Reviewers** dialog displays.

3. Fill in the required information: email address, first and last name.

4. Add one or more target languages for the reviewer (optional).

5. Add information about the reviewer as Reviewer Notes. This information will be visible to anyone with access to the **Review** section.

6. To add another reviewer, click **Add Another Reviewer**.

7. When done, click **Add Reviewers**.

Your new reviewers are now listed on the **Reviewers** page. External reviewers will be listed as **Pending** until they have created their new My Acclaro account. Reviewers who already had access to My Acclaro are listed as **Active** and you can start assigning review tasks to them right away.



On the **Reviewers** page you can:

❯ Click the **Notes** icon 🪪 to view the information about the reviewer.

❯ Click the **Edit** icon ✏ to change information about the reviewer.

❯ Click the **Deactivate** icon to temporarily deactivate a reviewer. Deactivated reviewers can no longer be assigned to new review tasks, or access their existing review tasks. You can re-activate reviewers by clicking the **Activate** icon .

# Assigning Review Tasks

After setting up reviewers for your account, it's time to assign tasks. You can assign review tasks on the order details page for orders that have reached **In Review** status. From the Dashboard or from the View All Orders page, click the order name you want to create review tasks for. The **Order Details** page displays. On the **Order Details** page, there are two ways to start a review task:

1. Select the review files you want to have reviewed, and click the Assign Review Task button (magenta on the image below), OR

2. Click the **Create Review Task** icon ☑ at the top right of the order grid (green on the image below).

3. The Assign Review Task dialog displays.
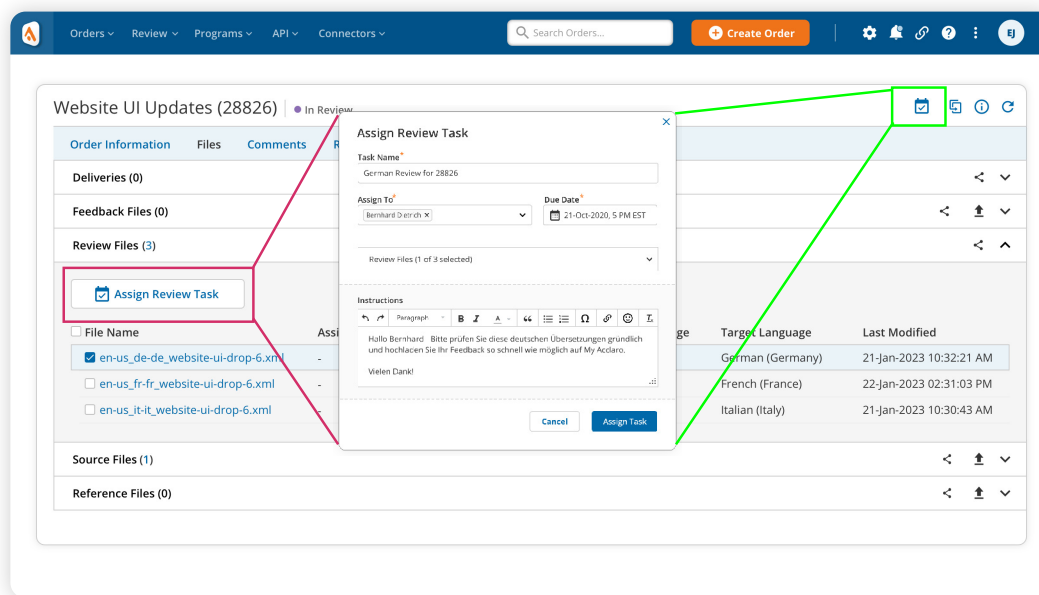


Fill out the information for your task:

1. Enter a **Task Name** for your review task.

2. Select a reviewer from the **Assign To** list.

3. Provide a **Due Date**.

4. If you didn't select files first, select the files you want to have reviewed (optional).

5. Add instructions for the reviewer and click **Assign Task**.

6. The task is created and has the status of **Assigned**.

Whenever you assign a review task, reviewers will receive an email notification that a new review task is waiting for them. The email will have your instructions and a link to access the task.

Once the reviewer has reviewed the materials and completed their feedback, the review task status will change to **Complete** and you will be notified by email. If the reviewer has uploaded feedback files, those files will be available in the review task.

# Keeping track of your Review Tasks

**All Review Tasks**

To keep track of all review tasks for your account, visit **Review > All Review Tasks**. This page lists all assigned and completed review tasks for orders that have the In **Review** status.



This page also lists information about the review tasks, such as status, who they are assigned to, and due date. Click the **Instructions** icon 🛈 to display the instructions for the reviewer.

**Review Tasks for a Specific Order**

To view a list of all review tasks for a particular order, go to the **Review Tasks** section for that order. You will find information about the status of the review tasks, whom they are assigned to, and the due date.

# Translation Review for Internal reviewers

As a reviewer with general access to My Acclaro ("internal reviewer"), you can track and manage your review tasks on the **My Review Tasks** page (**Review > My Review Tasks**). You can also access review tasks directly using the links in your **New Review Task** notification emails.



The **My Review Tasks** page lists all the review tasks assigned to you, with information about the tasks such as task status, who it was assigned by, and the due date.

**Starting and Completing Review Tasks**

To start a task, click on the task name to open it. The **Task Detail** page displays.

## Review Task Detail Page

The **Review Task Detail** page shows a summary of the task, including the instructions. You can download review files (if any) by clicking the review file name. Source and reference files, if provided by your task assigner, are also available for download.

## Questions / Comments

If you have questions about your task, use the **Comments** section to communicate with your task assigner. Check the **Comments** sections regularly to see if your task assigner shared more information with you.

## Share Feedback

To share feedback files, click **Upload Feedback Files** to upload them to the review task. You can use the **Comments** section to provide your feedback if you have no feedback files to share. Once you have shared all your feedback, click **Mark as Complete** to let your task assigner know that you've completed your review task.

# Translation Review for External reviewers

As an external reviewer with reviewer-only access to My Acclaro ("external reviewer"), just sign in to My Acclaro to track and manage your review tasks on the **My Review Tasks** page. You can also access review tasks directly using the links in your **New Review Task** notification emails.



The **My Review Task**s page lists all the review tasks assigned to you, with information about the tasks such as task status, who it was assigned by, and the due date.

### Starting and Completing Review Tasks

To start a task, click on the task name to open it. The **Task Detail** page displays.

**Review Task Detail Page**

The **Review Task Detail** page shows a summary of the task, including the instructions. You can download review files (if any) by clicking the review file name. Source and reference files, if provided by your task assigner, are also available for download.

**Questions / Comments**

If you have questions about your tasks, use the **Comments** section to communicate with your task assigner. Check the **Comments** sections regularly to see if your task assigner shared more information with you. For questions or comments about the usage of **My Review Tasks**, email **support@acclaro.com**.
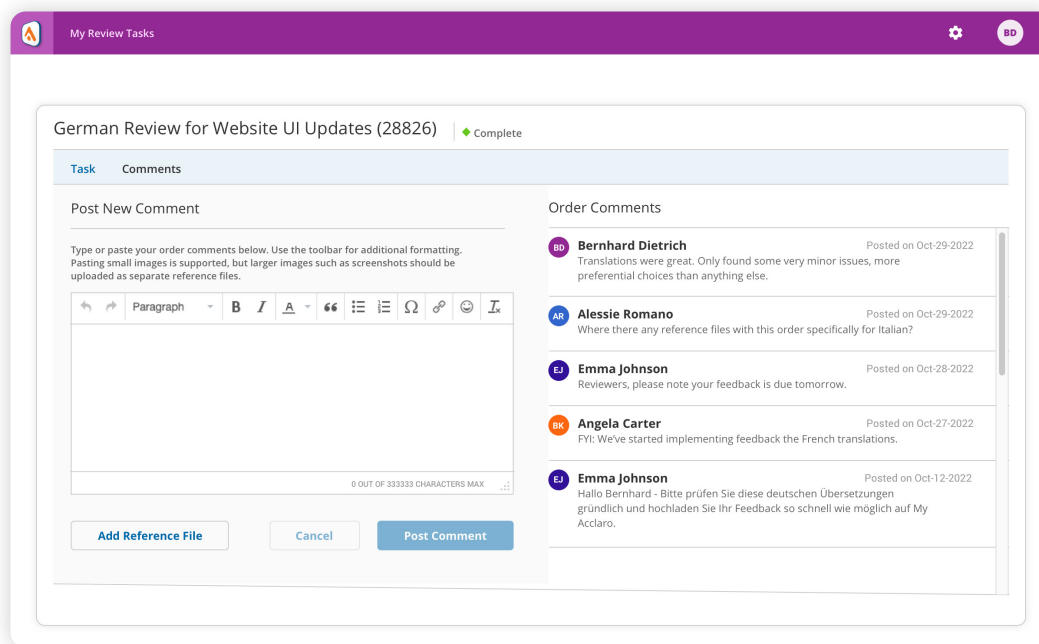


**Share Feedback**

To share feedback files, click **Upload Feedback Files** to upload them to the review task. You can use the **Comments** section to provide your feedback if you have no feedback files to share. Once you have shared all your feedback, click **Mark as Complete** to let your task assigner know that you've completed your review task.

# Reports

Click **Reports** on the main navigation menu to access live charts with information about your localization activities. My Acclaro offers two types of reports **Volume** and **Spend**.

- **Volume -** Displays information about the amount of translations you've requested: total amount of orders and word count per month, per order type and per language.

- **Spend -** Displays information about your total spend over time, per language and per order type.

## Customizing your charts

**Options for the whole page**

General time range - use the **Time Range** option at the top of the page to adjust the time range for all charts and info highlights on the page.

**Refresh** - click the **Refresh** button to reload all charts and info highlights with the latest data.

**Chart-specific options**

Click the **Options** icon (three dots) on the top right of a chart panel to expand the options:

- **Customize time range** - adjust the time range for the chart.

- **Inspect** - view the data as tabular data.

- **Maximize panel** - view the chart full-screen. To restore the chart to its original size, click the **More** icon and select **Minimize**.

- **Download as CSV** - save the data from the chart as a CSV file on your desktop.

# Notifications



Click the **Notifications** icon 🔔 on the menu bar to view the **Notifications** page. On this page you can keep track of all your recent order activity.

The notifications also allow you to take action: click the links on the notifications to view the order, the review task or the comment.

## Filters

Use the notification filters to customize your view and find the notifications you're looking for.

## Available Actions

Click the **Comments** 📝 icon to display the order comments.

Click the **Email** icon 📧 to display the full email notification.

Click the **Flag** icon 🚩 to mark notifications as important. Use the **Only show flagged notifications** filter to display only the notifications you have flagged.

# Account References
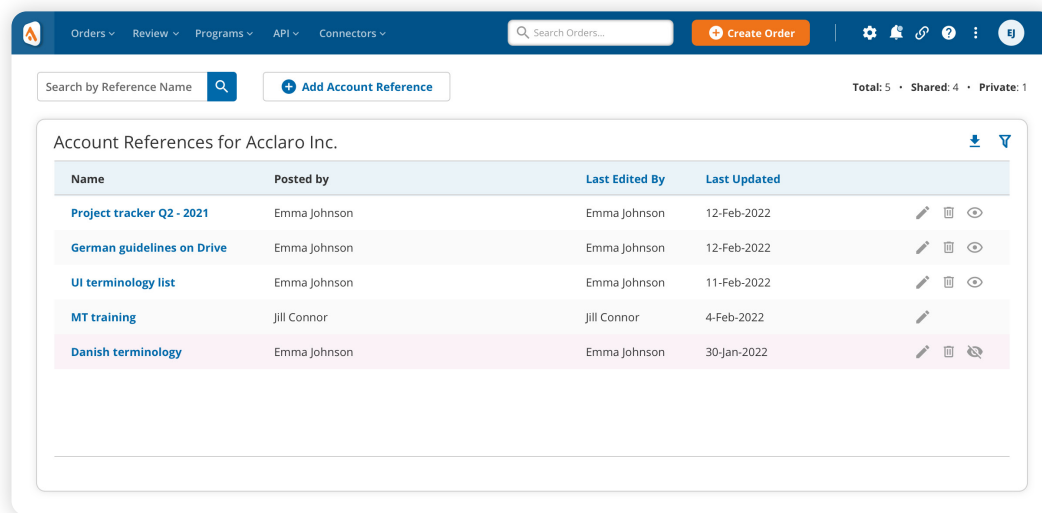


Click the **Account References** icon 🔗 on the menu bar to view the **Account References** page.

On this page you can store and share links to external resources such as Google sheets, meeting planners and track sheets. To create a new reference, click **Add Account Reference**.

## Private References

Account references are visible to anyone in your organization with access to My Acclaro.

To create a reference only visible to yourself, make sure to check the **Private** option at the bottom of the dialog when creating a new reference.

## Available Actions

The icons on the right of each reference allow you to do the following:

›  Edit references

›  Delete references*

›  Toggle between private/ shared references*

To duplicate a reference: click the reference name to open it and click **Duplicate**.

* Only available if you are the owner of the reference.

# Connectors

On the **Connectors** page, you'll find third-party cloud-based file repository services, such as **Box**, **Dropbox**, **Zendesk**, **Marketo** and **HubSpot**, available for activation. Content management systems are listed on the **Connectors/Plug-ins** page.

## File Repositories / Cloud Connectors
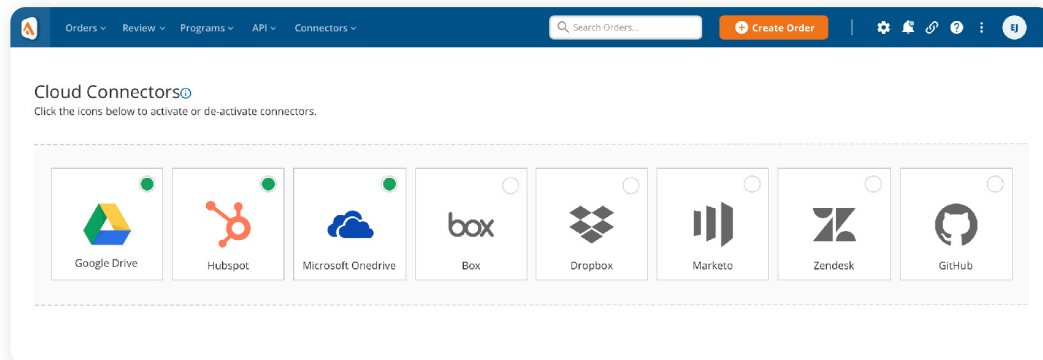


With activated **cloud file repository services**, you can upload files from your account to an order,  or have completed translations automatically uploaded to your account. More cloud file repository services are under consideration for integration with My Acclaro, along with custom FTP configurations. Contact **support@acclaro.com** if a connected service you require is not available.

## CMS Plug-ins and Connectors
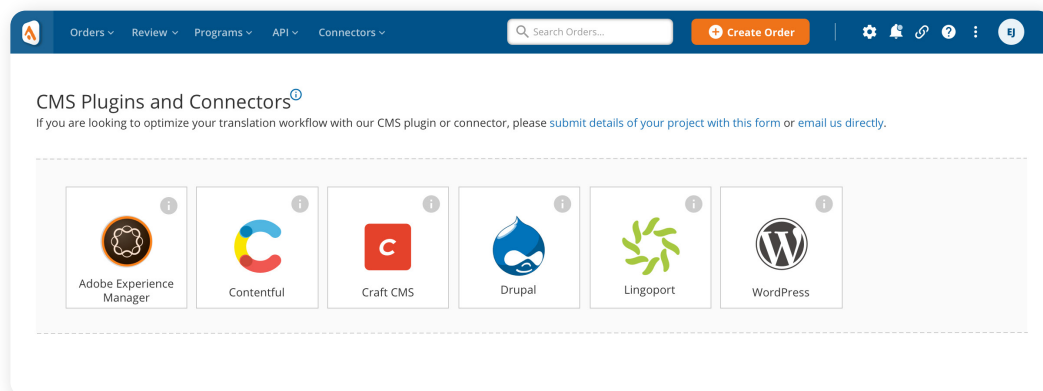


Acclaro offers translation plug-in connectivity with **CMS platforms** such as **WordPress**, **Drupal**, **Adobe Experience Manager** and **CraftCMS**. Acclaro translation plug-ins allow you to submit and receive translation orders directly from your CMS system. Contact **support@acclaro.com** if a connected CMS you require is not available.

# API

The Acclaro Continuous Translation API allows you to automatically manage translation activities with Acclaro, such as file transfers, order creation, and status reporting.

Source content that resides in code and content management systems can be programmatically sent for translation, then subsequently received and published.
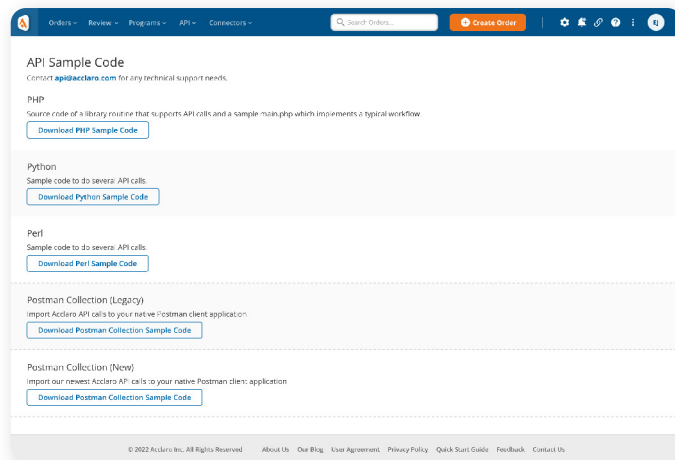
## Reference Guide

Online and offline versions of the API specification can be accessed for developer reference.
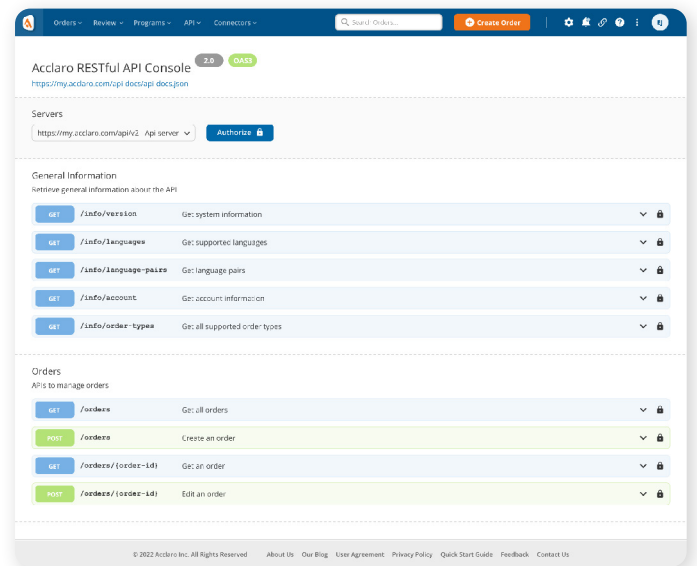
## Token

A JSON web authorization token is provided for connecting web services to the Acclaro API.

## Sample Code

Example software implementations for leveraging the Acclaro API.



Contact **support@acclaro.com** if you require additional sample code snippets or software languages.



## Console

An interactive console for software developers to test all the functions of the Acclaro API. The Console is a Swagger UI. It allows users to visualize and interact with the API's resources without having any of the implementation logic in place.

Through this UI, you can test the API endpoints, get the OpenAPI JSON specification for your REST client, or debug the endpoint behavior outside of your environment.
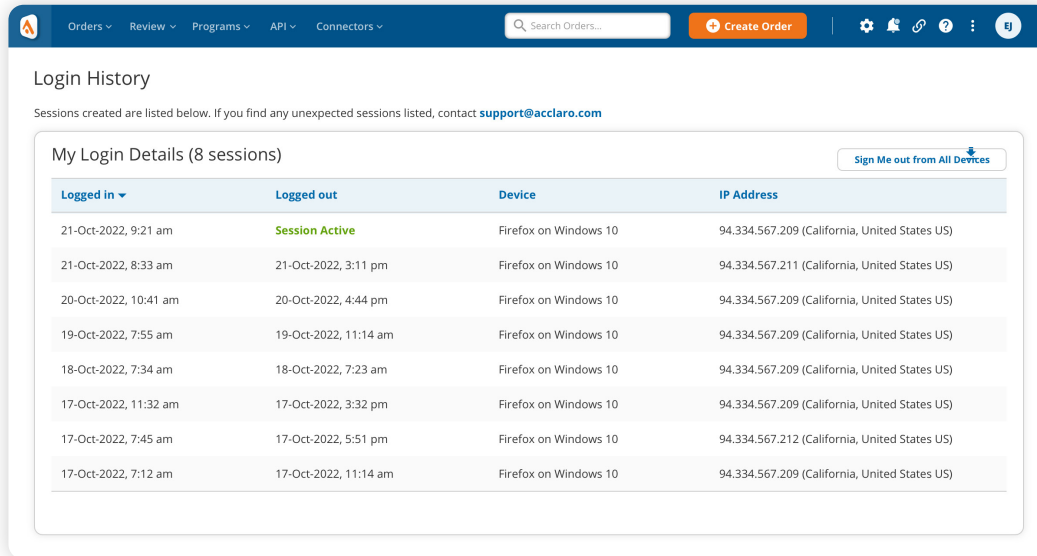
## Acclaro Developer Hub

Acclaro offers more information specifically for developers at **developers.acclaro.com.**

# Security

## Login History

To view the **Login History** page, click the **Login** icon ⏻ on the main menu and select **View Login History** from the dropdown.



This page lists all your recent login sessions. Contact **support@acclaro.com** if you find any unexpected login sessions.

Depending on your account's permission settings, you will also be able to view all of your company's login sessions, and use filters to only display certain sessions.

## SSO (Single Sign-on)

If interested in configuring SSO for your organization, contact your project manager directly or email **support@acclaro.com** to start the process.

## Multi-factor Authentication (MFA)

Add an extra layer of security to your account by enabling multifactor authentication. Go to **Settings > Security** and check **Enable MFA** to activate MFA. If interested in making MFA mandatory for all users in your organization, contact your project manager or email **support@ acclaro.com** to start the process.

# Settings

Click the **Settings** icon ⚙ on the menu bar to view the **Settings** pages:

❯ **Profile** - view your account profile information.

❯ **Orders** - set preferences for your orders, such as the default source language, or whether you'd like to get an alert when you're trying to create an order without a source file attached.

❯ **Email** - select which email notifications you would like Acclaro to send to you, and which email addresses should receive those emails.

❯ **Password** - change your password.

❯ **About** - review information about the portal.

# Help

**support@acclaro.com**

❯ General help with My Acclaro

❯ Help with connected CMS, SSO or connected service

**Acclaro's feedback form**

❯ Share thoughts and ideas with Acclaro

**info@acclaro.com**  |  1-866-486-5106

❯ Sales & inquiries about Acclaro

**View the My Acclaro Resources page** for helpful videos and documents about My Acclaro.

# acclaro

# The **strategic** localization agency

Acclaro is a translation service and platform that helps the world's leading brands succeed across cultures. Through a fine-tuned process, top industry talent, and leading technologies, we make a long-term investment in our clients' global brands.

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