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1) For now the user creation is done by XTM support as the Security tab where the creation is conducted allows to change highest permissions for all Portal users. For security reasons we set that tab to be invisible. If you require more users to be created, please send a request to our support with email and desired username for those users. Also please write what role and permissions they should have.

2) Any client who is requesting translation is registered in the Portal by finishing the last step before payment (optional).

3) Please remember that your Portal is connected to XTM via certain, fixed data like user ID, password and Client name. If you want to change any of them in XTM, you will have to change them also in the Portal. You can do this in Settings -> XTM.

4) Please remember that you can change Portal’s language combinations by changing them for the Portal Customer which has been created in your XTM account. That customer should also have all rate cards/ estimations filled correctly in order to be able to proceed to the payment.

5) Please note that in Pages -> Request Translation tab you can decide which workflow will be available for your customers via Portal, which global template should be used and which delivery services will be used to send them a finished translation. You can change them to your liking but remember to insert a correct ID of a given feature. The ID can be found in your XTM account (for e.g. Data -> Delivery services).

6) The only method of payment we are currently supporting is SagePay. Any other payment method is considered as a custom development. If the SagePay functionality is not required, this can be disabled.

7) Please note also that the Portal is connected with our API so its requirements are the same as APIs (i.e. you have to have your XTM updated to the newest available version).

8) Any customization of Portal’s display that isn’t achievable via Portal’s UI can be carried out by our support or your developers. In this case we can send you a package of HTML and CSS styles to modify.

In case of any further questions please let us know by writing an email to our support or contacting your XTM sales person/ client care.

Kind regards,

Head of XTM’s Portal support team

Jarosław Kaczmarek