

We need your talent to work for Apple,
Google, Microsoft and other world leaders



BENEFITS FOR **FREELANCERS**



Free translation software

You will have a free access to all CAT tools.
We can even provide trainings if needed.
(Don't buy SDL Trados Studio or MemoQ,
we will buy it for you).



Professional help

Project Managers will help you during
working hours.



Regular workflow

You will get job offers in a convenient way.
(You decide whether to accept them or to
wait for another one).



Feedbacks

You will receive linguistic feedbacks
about your work.
(This is the best way to learn and
improve).



Many innovations

You will work in one of the most
technologically advanced translation
companies.
(We received Deloitte Technology 50
Award for that).

Starting Package for Synergium Partners

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Introduction

Thank you for joining our network of professional language specialists!

Before we start our collaboration, please read the entire document to get yourself familiar with our main procedures, tools, and systems.

Abbreviations we use in Synergium

Abbreviation	Meaning
CAT	Computer-Assisted Translation
PM	Project Manager
MT	Machine Translation
TM	Translation Memory
OLT	Other Linguistic Tasks
EVL	Evaluation Task
SPT	Spot-Check
TRJ	Translation Job
REV	Revision/Editing
GS	Group-Share
PO	Purchase Order
QA	Quality Assurance
TEP	Translation-Editing-Proofreading
TL	Target Language
TMS	Translation Management System
TMX	Translation Memory Exchange
QAE	Quality Assurance Engineer
DQF	Dynamic Quality Framework (Studio plugin)
LTB	Linguistic Toolbox (Quality Assurance Tool)
LQA	Language Quality Assurance

Job Offering System: BIG

In most cases, project offers are sent to you according to your language pair and specialization via our job offering system BIG. The email may look like in Table 1.

Table 1.

Hello,

We have a project that matches your experience.

PROJECT LINE/ SPECIALIZATION	24OPTIONS/IT	
WEIGHTED / TOTAL WORDCOUNT	1.00 hour(s) / 1000 word(s)	
DEADLINE	2018-04-18 16:39	Lithuania time (UTC/GMT+2)
Files will be ready at	2018-03-27 13:00	Lithuania time (UTC/GMT+2)
PM comment	Files for reference:	

Order number	O-124975/LIT
From	English
To	Lithuanian
Tool (accessible in remote PC)	SDL Trados Studio 2017 + DQF
QA Tool (accessible in remote PC)	Verifika
Marketing (style is important)	No
PM to contact	name.lastname@synergium.eu

NOTES:

Please do NOT start working until you receive the second email confirmation.

If you need a translation tool or a QA tool, you can access it remotely (a separate email with all details will be sent to you).

The word-count and the deadline can change a little.

ACCEPT the project within 30 min., until 2018-03-26 16:48 Lithuania time (UTC/GMT+2).

If you reply later (e.g., in 1-2 hours), there is still a possibility to get a job, so go ahead and accept the jobs! If you cannot take the entire project, then select other options and tell us how many hours or

words you can take till the given deadline, or suggest your best deadline. In many cases we accept linguist's proposal.

When taking a part of the project or taking the project with a later deadline, you can also leave a comment in case you have specific preferences (e.g., you want to work with Trados Studio or you want or do not want Machine Translation to be inserted). Project managers will try to adapt to your needs (if other translators do not apply for the project).

You can accept the job directly from the email by clicking the options below:

<u>I TAKE THIS PROJECT</u>	<u>I TAKE A PART OF THIS PROJECT</u>	<u>I TAKE THIS PROJECT BUT WITH A LATER DEADLINE</u>	<u>I CANNOT TAKE THIS PROJECT</u>
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Please do not reply to this e-mail, contact the PM instead!

Thanks,
 Vendor Planning Assistant Robot

After receiving a job offer, please apply for this job. If the deadline is not suitable for you, please take a part of the project (clicking I TAKE A PART OF THIS PROJECTS) or suggest your best deadline (clicking I TAKE THIS PROJECT BUT WITH A LATER DEADLINE), instead of declining it. PMs will wait for all linguists to apply for 30-60 minutes.

The other stage—linguists' selection on our side. Our project offering system SS:BIG automatically ranks all the linguists who applied for some task according to the rate and quality scores. Thus, to receive more projects, you need to have both a competitive rate and to assure good quality. As you may see, linguist's selection is not done on the basis "first come, first served". If you do meet the requirements, you should receive an email like in Table 2.

Table 2.

Dear Translator,

Thank you for your cooperation.

The project O-125922/GER is assigned to you. Please find the important information below.

Industry of the project: General.
 Project line: Small translation.

Your general quality score is 81%.

Your average quality score for General industry is 86% (90,86,83).

N/A indicates we have not evaluated your quality yet.

We appreciate your efforts to deliver good results and continuously improve your translation quality

It is very important for us to see your quality curve going up. We hope you will find the quality evaluations provided by our editors useful for this purpose.

Sincerely,

Quality Management Team

If you have any improvement suggestions, do not hesitate to contact your PM, Linguists Manager, or hr@synergium.eu

This information is confidential and is not to be shared with anybody outside Synergium.

If not, you should receive an email like in Table 3.

Table 3.

Hello,

The job O-124975/LIT was assigned to another translator, but you are welcome to accept some other projects.

Thank you for your time and collaboration!

Order number	O-124975/LIT
Weighted / Total Wordcount	100.00 word(s) / 1000 word(s)
From	English
To	Lithuanian
Deadline	2018-04-19 10:21 Lithuania time (UTC/GMT+2)
Project Line/ Specialization	24OPTIONS/TEST (DEVS)
PM to contact	name.lastname@synergium.eu

If you have any questions related to some concrete project, make sure to write your email to PM's email address and not directly to project offer from SS:BIG, as this is a no-reply email, which is not monitored. PMs should reply to you in a reasonable frame of time.

Furthermore, if you have any questions regarding BIG itself, please consult Table 4 containing FAQ.

Table 4. FAQ regarding BIG.

Question	Answer
1. What does the deadline in the job offer mean?	It refers to the time until you have to deliver the files in Plunet. Important: deadlines are crucial for us so they must be met.
2. What does the phrase “Files will be ready at” in the job offer mean?	It refers to the time when you will be able to take the project files from Plunet and start working with them.
3. I received a notification from BIG that I was assigned to a project. What is the next step?	After the Project Manager has had the project registered in Plunet, you should receive a second notification from Plunet.
4. How does the Project Manager choose partners if multiple people respond within 30 minutes?	Partners are chosen not by the Project Managers but by the system itself. It is programmed to assign the task to the partner who fully meets the quality and the rate requirements.
5. Why should I respond to automatic job offers after 30 minutes when they become expired?	There is always a great chance that after 30 minutes or longer there will be an empty slot in the project team, so please respond to the offer anyway. If, however, the project team is full, you will receive a notification saying that the job has already been assigned to a different partner.
6. I understand that BIG makes job offering more efficient for the Project Manager but how it is useful for me?	There are several reasons why BIG may be convenient for you: <ol style="list-style-type: none"> 1. You have at least 30 minutes to decide whether you can accept the project or not; 2. You do not need to enquire about project details, all the necessary project information is included in the offer; 3. You can accept all or the part of the project and also negotiate the deadline depending on your availability; 4. You can respond to job offers via mobile devices.

Finally, if you have any suggestions on how could we improve the system, feel free to contact our Improvement Manager **Giedrius Brazaitis** (giedrius.brazaitis@synergium.eu).

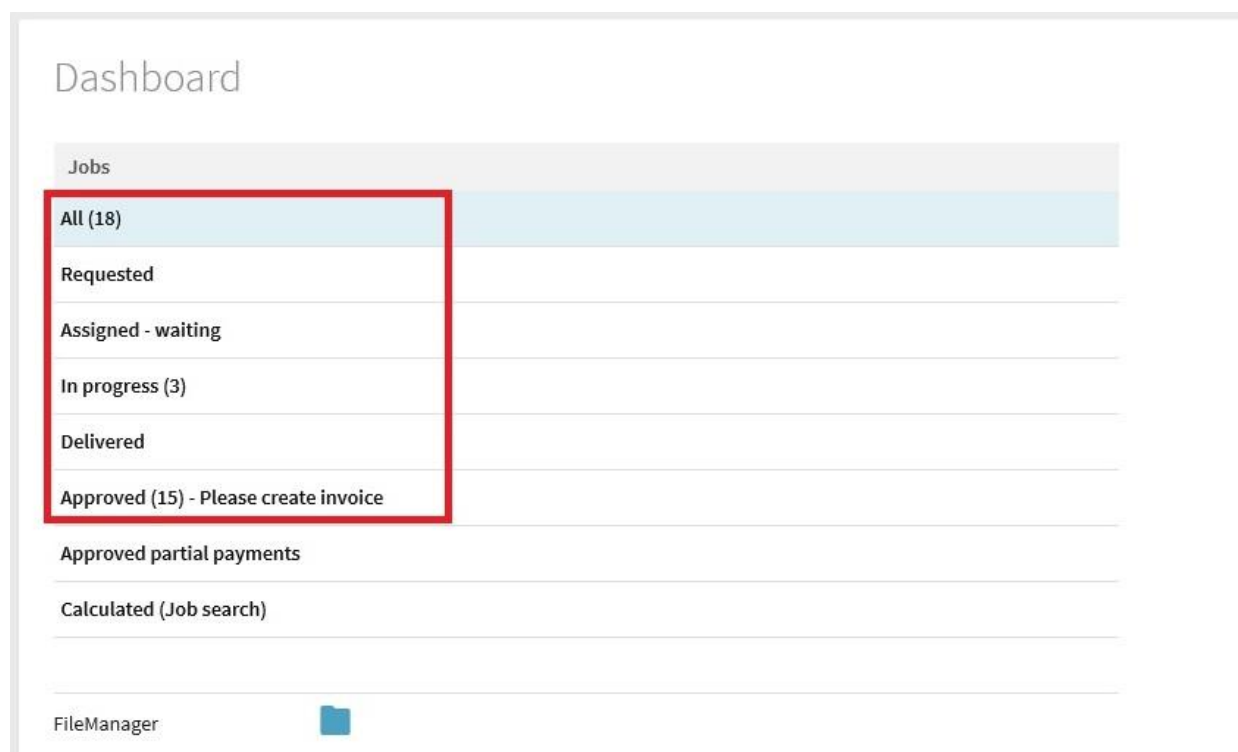
Project Management System: Plunet

In order to be able to open Plunet, please use Internet Explorer or Chrome. To connect to Plunet use the credentials provided via email by the HR Coordinator. If the credentials were not given, please contact the respective HR Coordinator or HR Team. **Note:** if you will use our translation tools provided in remote PC, for your convenience please open Plunet in the same remote PC window.

In “**Home | Dashboard**”, you can see orders assigned to you (refer to Illustration 1):

- **Assigned – waiting:** You are assigned to the project but the project files **are not ready**;
- **In progress:** Project files are prepared for work;
- **Delivered:** Project files are already delivered to the Project Manager;
- **Approved:** Jobs are ready for invoicing.

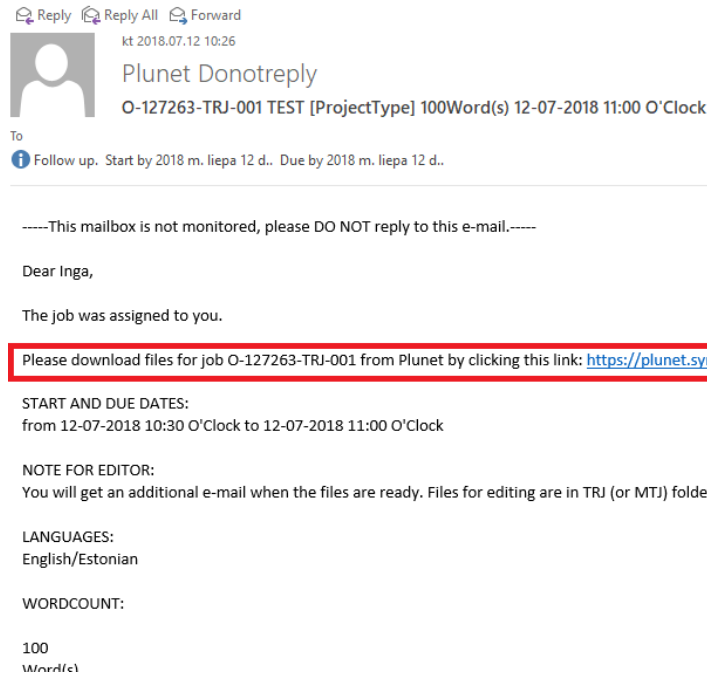
Illustration 1.



Downloading and Delivering Projects

To download a translation folder from Plunet, please click on a link in a job letter (received from Plunet) and an appropriate folder will be downloaded automatically (Illustration 2):

Illustration 2.



However, you can download files from Plunet itself as well. Click the job number to open the job (refer to Illustration 3).

Illustration 3.



In **Job details**, you can check the deadline, amount of words or work hours and total payment (refer to Illustration 4):

Illustration 4.

O-119966-TRJ-010
English/Estonian - "BIG" Order :: Doc/Help Translation and Revision

In progress

Contact person for job: Due date: 2018-01-03 15:00

Files: S T

Prices	EUR
Gross quantity	408 Words
Net quantity	408,1633 Words

SPECIFICATION PRICES & TIME DELIVERY

Details

Job no. O-119966-TRJ-010

Job types TRANSLATION (JC)

Creation date 2017-12-21

Description TRANSLATION : English/Estonian - "BIG" Order :: Doc/Help Translation and Revision :

Languages English → Estonian

Work instructions

- 1 Final commented QA report is uploaded with the deliverables.
- 2 QA report is not needed for this project.
- 3 QA report is not uploaded. I agree with 5 EUR discount.
- 4 It is not possible to create QA report.

Source data

S Source data Download ZIP archive

Save

To download the project files, in **Source Data** click on **Download ZIP archive** icon (refer to Illustration 5).

Illustration 5.

O-119966-TRJ-010
English/Estonian - "BIG" Order :: Doc/Help Translation and Revision

In progress

Contact person for job: Due date: 2018-01-03 15:00

Files: S T

Prices	EUR
Gross quantity	408 Words
Net quantity	408,1633 Words

SPECIFICATION PRICES & TIME DELIVERY

Details

Job no. O-119966-TRJ-010

Job types TRANSLATION (JC)

Creation date 2017-12-21

Description TRANSLATION (JC): English/Estonian - "BIG" Order :: Doc/Help Translation and Revision :

Languages English → Estonian

Work instructions

- 1 Final commented QA report is uploaded with the deliverables.
- 2 QA report is not needed for this project.
- 3 QA report is not uploaded. I agree with 5 EUR discount.
- 4 It is not possible to create QA report.

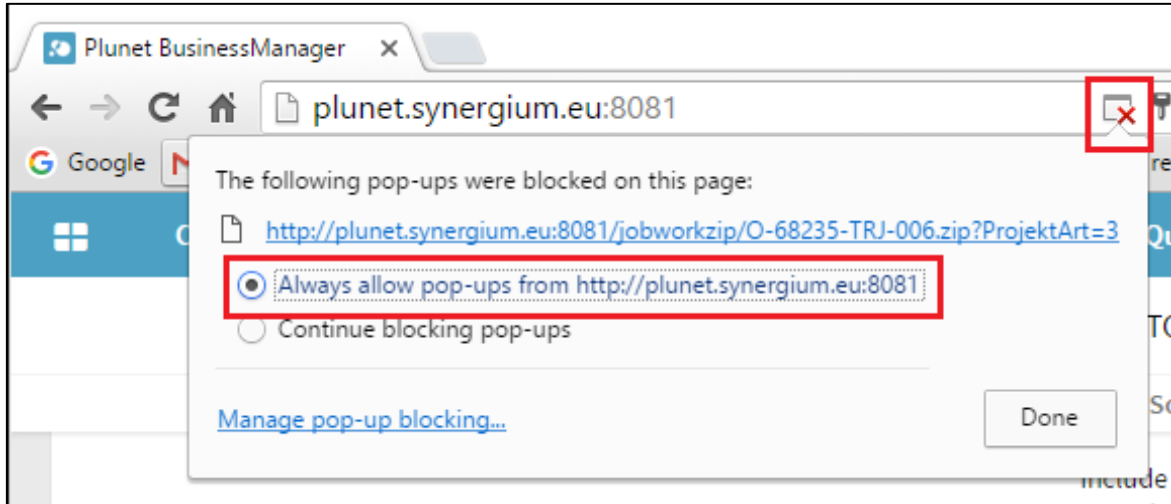
Source data

S Source data Download ZIP archive

Save

NOTE! If you cannot download the files from Plunet, please check if pop-ups blocker is disabled for Plunet (refer to Illustration 6).

Illustration 6.

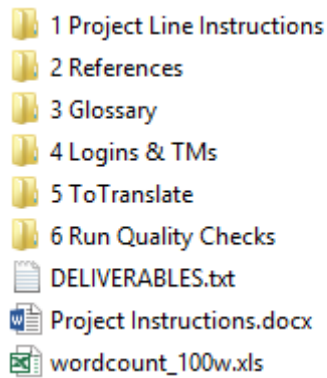


The project files **for translation** are always provided with a standard folder structure (refer to Illustration 7 or watch a video presentation on YouTube: <https://bit.ly/2toWX9p>):

- **1 Project Line Instructions:** Here you will find general project line instructions and styleguide;
- **2 References:** Source files, Translation tool instructions, other files for your reference;
- **3 Glossary:** Glossary files mandatory to use;
- **4 Logins & TMs:** Translation Memory files or Log in details for online TMs;
- **5 ToTranslate:** Files for translation;
- **6 Run Quality Checks:** LTB/Xbench or other QA tool instructions placed. Please check translated files with according to instructions;
- **Deliverables.txt:** Read this file to check deliverables;
- **Project Instructions.docx:** Current project instructions, information about 100% matches;
- **Wordcount.xls:** Weighted words for translation with no matches, fuzzy matches, repetitions, 100% and 101% matches.¹

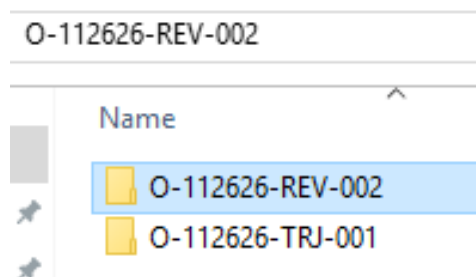
¹ We do not pay separately for no matches, fuzzy matches, 100% matches and repetitions. Normally, we calculate effective (weighted) word count where all fuzzy and 100% matches are automatically included and repetitions are excluded (as translator does not need to work on them separately). This means you would be paid not based on total word count using different rates for different matches but for effective word count applying the agreed rate.

Illustration 7.



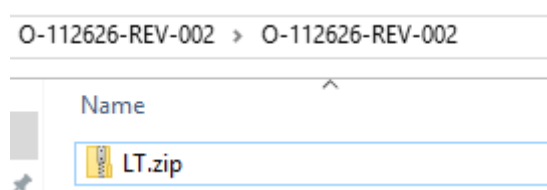
For editing, a structure of folders differs. In your Plunet order folder, you see two folders (refer to Illustration 8 or watch the video presentation on YouTube: <https://bit.ly/2yrP60s>):

Illustration 8.



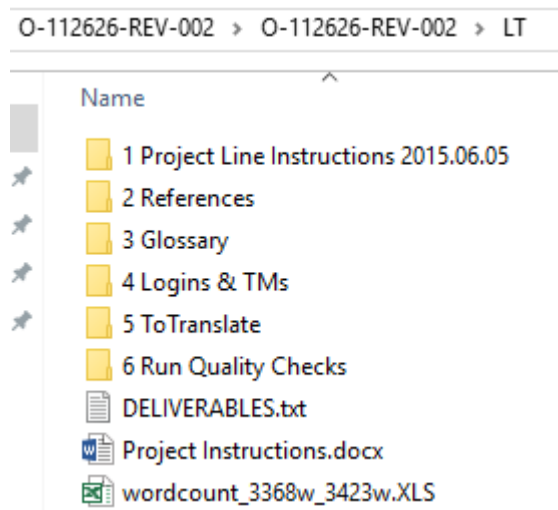
In folder REV, there is a zipped folder for your language (refer to Illustration 9):

Illustration 9.



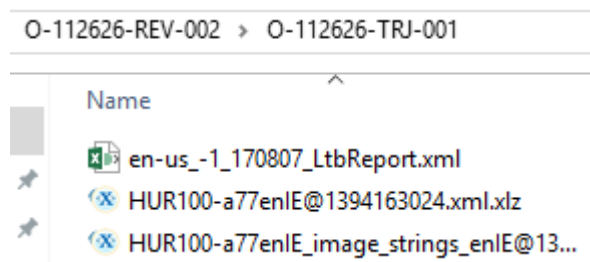
In this zipped folder, you can find all folders and files that were provided for a translator (refer to Illustration 10):

Illustration 10.



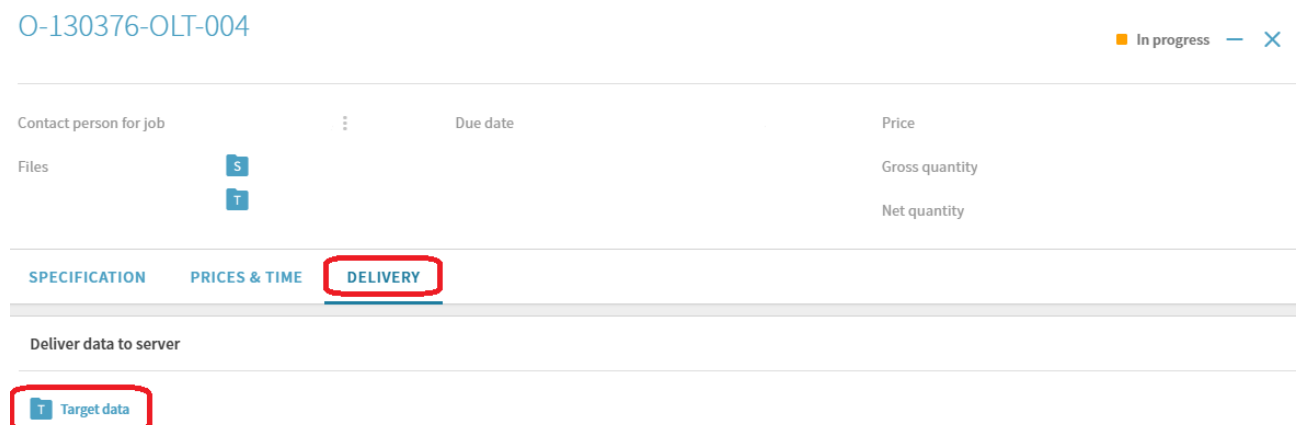
Files for editing (i.e. files returned by a translator) are in TRJ (or MTJ) folder (refer to Illustration 11):

Illustration 11.



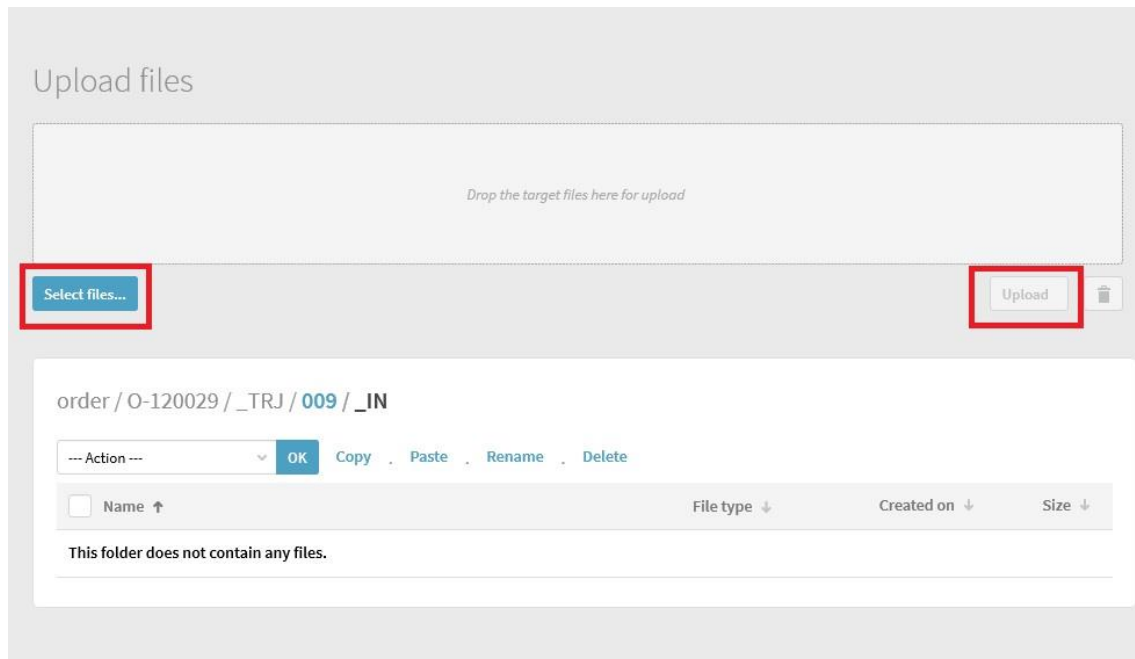
When you are done with the job, go to **Delivery** tab and click **Target Data** button (refer to Illustration 12).

Illustration 12.



Click **Search files**, choose the project files then click **Upload** to send your files to the server. You can **also drag & drop files** into the window and click **Upload** (refer to Illustration 13):

Illustration 13.



The final step is to deliver the project (refer to Illustration 14). Please report the time spent for the small (up to 200 words) translation project (to track your time you may use “Toggl”, which is freely available on the [web](#)). You can also add a short note for the Project Manager beforehand. Then click **Final delivery**.

Illustration 14.

Finally, in **Home | Dashboard** the status of the job should be **Delivered**. When the status changes into **Approved**, means that your Project Manager has confirmed and approved your job.

If the status remains **Delivered**, please contact the Project Manager.

Payments in Synergium

1. You are paid in accordance with the **data present in Plunet**; therefore, upon the receipt of the job, verify that the assigned rate and volume² of the job are correct.
2. You are paid only for **completed, delivered and approved jobs**; therefore, remind the Project Manager to set the job status to "Approved" if (s)he fails to do so.³
3. For the jobs performed in the current month, you are paid by the **last working day of the following month**.

Invoicing in Synergium

1. In order to be paid for the jobs, which you have done in the current month, you have to invoice your jobs **only once a month until the last working day of the current month**.
2. If you create the invoice later, the payment will be postponed by **one additional month**.
3. If you invoice more than once a month, **your additional invoices will be rejected** and the respective jobs will regain status **Approved**, so that you can invoice them at due time.

Invoicing Jobs

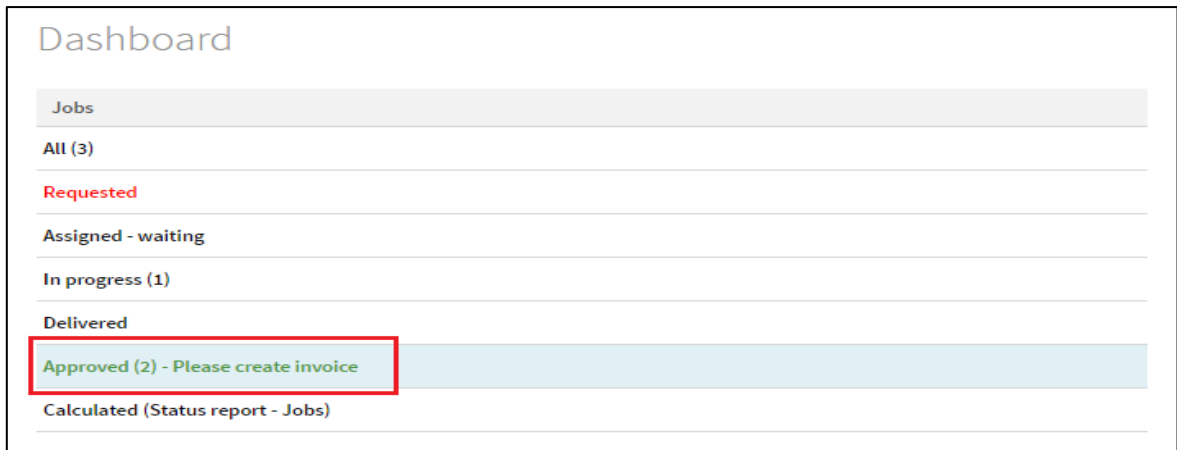
1. In order to create the invoice through Plunet you should open **Home | Dashboard** and select **Approved jobs** (refer to Illustration 15).

² **For hourly jobs:** If you are performing an hourly editing job and you realize that you will not fit into the allocated budget due to objective reasons (e.g. poor quality of the translation), please explain this to the Project Manager and renegotiate the allocated time as early as possible. If permission to exceed the allocated time is given, do not forget to enter the new agreed time in the Comment field when delivering the project and request the Project manager to change the data in the Quantity field. This is crucial, as you will be paid as per Plunet data.

For small complicated translation jobs: If you are doing a small but complicated translation and you see that you will not fit into the standard time frame of 250 words per 1 hour, please inform the Project Manager. Upon the delivery of the project, please enter the time spent (not more than 1 hour) in the Comment field, explaining (in the same field) the reason (s) why the payment for time spent rather than the payment for words is requested and request the Project Manager to change the data in the Quantity field.

³ Status **Approved** should be set when the Project Manager receives the job and checks that it is in order, so it may take up to a couple of days in some rare cases, but in most cases, for straightforward non-problematic jobs, the Project Manager should set the status of the job to **Approved** rather quickly after the delivery.

Illustration 15.



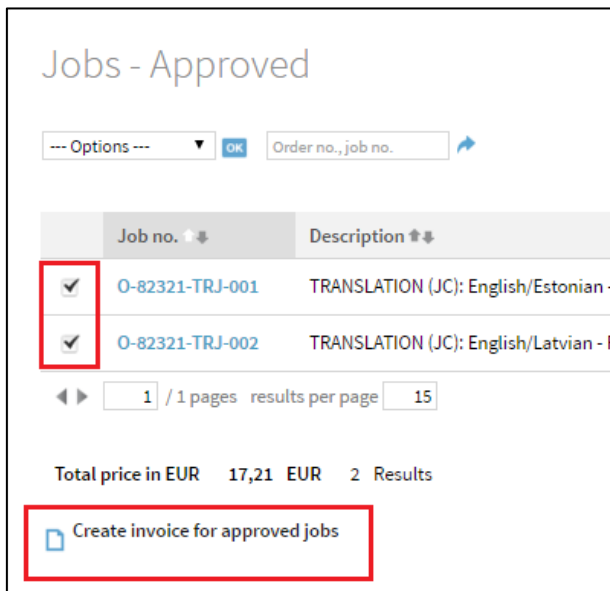
NOTE! If you generate an invoice containing incorrect data, you will not be able to change or delete the invoice yourself. Therefore, if you notice any incorrect data after generating the invoice, please contact the respective Project Manager and ask him/her to change the data and delete your invoice accordingly. Then all jobs of this invoice will revert to status **Approved** and you will be able to generate the invoice anew.

In order to avoid this, double-check that before issuing an invoice:

- All rate and/or volume discrepancies have been clarified and fixed;
- All jobs of the period, for which you are issuing invoice, are with **Approved** status.⁴

2. Then click the Invoice icon which is just below the last job number (refer to Illustration 16).

Illustration 16.



⁴ Jobs with status **Requested**, **Assigned** and **In Progress** are OK, as they indicate jobs that have not been delivered by you yet. Nevertheless, please take a look at these sections to make sure that any of the delivered jobs do not have a wrong status. There may be also jobs with statuses **Invoice created** and **Invoice checked**, which indicate that some invoices have not been processed yet – this is also OK.

NOTE! The invoice that you create will include all jobs that have **Approved** status and were not invoiced previously.

3. A new window will open, where you should enter the invoice number that you use for your own accounting (e.g. your initials). Otherwise, just copy the sequence from **Internal invoice no.** to **Your invoice no.** field (refer to Illustration 17).

NOTE! Make sure that the list contains all jobs that you performed through the period for which you issue the invoice. If there are any remaining discrepancies, please contact the respective Project Manager(s) and explain the issues. The Project Manager will delete the invoice, fix the data, and you will be able to create the invoice anew.

Illustration 17.



General invoice data

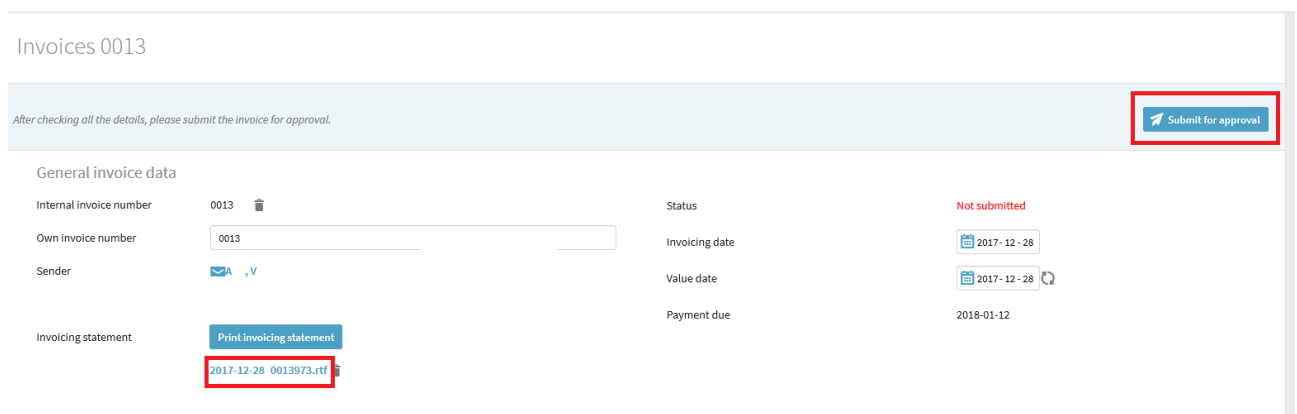
Internal invoice no. 0007029

Resource Ieva

Your invoice no.

4. At the bottom of the screen you should see the total amount and VAT information:
 - If you are a VAT payer (except Lithuanian VAT payers): DO NOT add any VAT, it should remain 0,0.
 - If you are a VAT payer in Lithuania, your taxation type should be Tax 2 and automatically contain 21,0%.
5. Click on the **date** and save to your computer as a word document (refer to Illustration 18).

Illustration 18.



Invoices 0013

After checking all the details, please submit the invoice for approval.

Submit for approval

General invoice data

Internal invoice number 0013

Own invoice number 0013

Sender A, V

Invoicing statement Print invoicing statement

2017-12-28 0013973.rtf

Status Not submitted

Invoicing date 2017-12-28

Value date 2017-12-28

Payment due 2018-01-12

6. Press **Open**, check whether the invoice corresponds to the general invoicing rules, edit the document if needed and press **Save**, so that it saves in Plunet. In addition, press **Save as** in order to save the invoice on your computer.

NOTE! The upper left corner should contain all your bank details! If any information is missing/incorrect, update it manually.

To ensure that the information in the invoice would be correct by the next month, after submitting the invoice, go to Plunet > My Data and update information in Payment section as needed.

Once the invoice is created, jobs from **Approved** section will move to the **Invoices** area and invoice status will appear as **Submitted for approval** (refer to Illustration 19) after you press **Submit for approval**.

Illustration 19.



7. Our Accountants will check the invoice. If everything is OK, the status of Invoice will be changed and the invoice will be moved to the **Invoices > Outstanding** in your Dashboard. If anything needs to be changed, Accountants will check it with you, will delete the invoice and ask you to generate the invoice anew. Once the invoice is paid, it will disappear from **Outstanding** section.
8. If you want to find your already paid invoices, please go to **Invoices > Invoice search > select Update search > select the number of the invoice (number is written in blue) > Here is your invoice in .rtf format**.

Absence Time

Please always make sure to inform our HR team hr@synergium.eu about your absence time (illness, vacation, not working due to personal matters or any other reason) if you do not want to be distracted by any kind of communication during this time. We prefer to be informed only when you are absent for more than 3 working days, but in exceptional cases, when you need to be not contacted, please inform us even if it is 1 day. We will inform all other colleagues and block you in our systems so you would not be bothered with our notifications during that time.

Checking Personal Data

As a Partner at Synergium, you have a profile in Plunet where we enter and keep your personal information which is needed for assigning projects, issuing invoices, and other procedures.

To make sure that HR Coordinator(s) entered everything correctly, please check your data under **My Data** tab in Plunet. If something is incorrect, please inform HR Team via hr@synergium.eu.

Please refer to Tables 5, 6, 7 and 8 for guidelines on checking data in your personal Plunet profile.

Table 5. Communication section

Type of address	Indicates type of address. Check if you are correctly indicated as “Mr”, “Ms”, “Mrs”, or “Company”.	
Name 1	For freelancers: Your FIRST name (or FIRST name and LAST name if you have a one-man company). Please ignore the message in brackets (e.g. (+4)).	For companies: should contain your company name.
Name 2	For freelancers: Your LAST name (or the name of your company if you have a one-man company).	For companies: should contain your department, if applicable.
Opening	The phrase with which you will be addressed in the e-mails sent from Plunet. Usually the format is “Hello XXX”. If no opening is indicated, the automatically generated e-mails will use “Dear Sir or Madam”.	
Date of birth	Full date of birth.	
Telephone	The landline phone number (if provided one to the HR Coordinator). If not, your MAIN MOBILE number goes here.	
Mobile phone	Your main mobile number (if you have a landline phone number which is indicated in the “Telephone” field) and any additional numbers you may have. (If your main mobile number is entered in “Telephone” field, it will not be repeated it in this field).	
Fax	Your second/backup e-mail address, if any.	
E-mail	Your MAIN e-mail address here.	
Website	Here goes your website address, if any.	
Skype ID	Your Skype user name.	

Table 6. Address section⁵

Name 1 (alternative)	For freelancers: your first name.	For companies: your company name.
Name 2 (alternative)	For freelancers: your surname.	For companies: should be left empty.
Street	Street, house no., flat no. etc.	
Zip/postal code	Zip/postal code.	
City	City.	
Country⁶	Country.	

Table 7. Payment section⁷

Contract number	Number of a contract, certificate, license, security no. etc. that you use for your translation work (if applicable).	
Contract date	The date when the document above has been issued (if applicable).	
Payment method	Bank transfer, "PayPal" or "Skrill".	
Bank transfer	Should be selected, if the payment method is bank transfer.	
PayPal	Should be selected, if the payment method is "PayPal".	
Skrill	Should be selected, if the payment method is "Skrill".	
Bank	The name of the bank, if the payment method is bank transfer.	
Bank code	The bank code.	
Account Number	The bank's account number (that is, the account number of the bank, not YOUR account number – this is needed in those cases when it is impossible to make the bank transfer without indicating this number).	
Account holder name	For freelancers: name and surname of the account holder.	For companies: company name.
SWIFT - BIC	The SWIFT code of the bank.	
IBAN	Account number (that is, the account to which the money should be transferred).	
PayPal	"PayPal" account number, if Payment Method is "PayPal".	
Skill	"Skrill" account number, if Payment Method is "Skrill".	

Table 8. Contact persons section (for companies only)⁸

Department	The department in which the person works (not mandatory).
Function	The function of the person, so that we know which questions we should address to him/her.
Field of activity	Describe the functions of the person, if applicable (not mandatory).

⁵ Here your address has to coincide with the one in your contract or in the email which functions as a contract (e.g. certificate, license, security no., etc.). Also if invoices are issued under the name of another person, the name and the address details of that person have to be indicated in this section.

⁶ If you reside in one country while the bank account is in another (e.g. you live in Spain but have a Swedish account), in the **Country** field, the country of residence has to be indicated.

⁷ If invoices are issued under the name of another person, the name and the address details of that person have to be indicated in this section.

⁸ This section should be filled with the data of those people from your company whom we may need to contact. Most of the fields are the same as in **Communication** section.

Feedbacks

To meet our clients' requirements, we must know the quality of each linguist we work with. For this purpose, we are using our QA (quality assurance) form.

There are three sheets in the form:

- In "quality summary" sheet, a score and a comment are provided. If the score is ≥ 80 , it's a pass. If it's ≤ 79 , it's a fail. The score is calculated using appropriate formulas in Excel file. It depends on a number of mistakes made, on each error's nature (language, accuracy, terminology, style), and on error's severity (major, minor, preferential).
- In "error log" sheet, you can find all errors with explanations. In case you do not agree with some mistake, please fill "Translator's response" column and send the form to PM who will re-send it to respective editor and then the final score can be changed.
- "Instructions" sheet contains descriptions of error categories and severities and it's meant for evaluators mostly.

Providing feedbacks, we are:

- Helping you to improve your quality by providing errors with explanations.
- Evaluating your quality.

Key points:

- Feedbacks are sent to linguists and scores are registered in our system.
- Average score for specific industry and average score in general are calculated taking results from 3 months' period.
- If there are no feedbacks for the last 3 months, 6 months' period is used to calculate a score.
- You can find your average score and scores for specific industries in emails with job offers.
- We strive to evaluate quality once per 2 months for each industry but it also depends on tasks done, i.e. if there are no tasks for some industry, we cannot prepare feedbacks.

Important: if you get 4 scores < 60 in a row, HR specialists can contact you regarding termination of collaboration.

Note: in case you did not receive any feedbacks but your score was changed, please contact HR specialists (hr@synergium.eu) and they will check what feedback was skipped.

Operating Systems (OS) requirements

Please make sure to use the operating systems (OS) equal or newer than Windows 7 SP1, Mac 8.0, Ubuntu or Linux when connecting to our Remote PCs. Otherwise, you will not be able to access our translation tools via remote connection.

Here are the instructions on how to check the version of OS on your computer for Windows:

1. Press the Windows key + R on the keyboard.
2. Type winver in the text field and press Enter.

This information can also be found in this video: <https://www.youtube.com/watch?v=AUFABxgOII>

If you have found out that your operating system is not suitable for the Remote PC, there are 2 ways of solving this issue:

1. Upgrading your OS to the newer version.
2. Using your own QA and CAT tools or online tools. This means that when accepting projects you should always pay attention to the tools used.

How to connect to Tools Sessions remote computer from Mac OS

If you use Mac OS, please check the instructions to connect to our Remote PC. The information is here: <http://bit.ly/2vJrhym>.

Useful information about Verifika and Remote connection

We want to make your life a bit easier so we are sharing some tips and tricks about Verifika and remote access. Why is it important for you? We will be using Verifika for most of our quality checks, so it's useful to know the best practices. You can find all our suggestions about Verifika in this file: <https://bit.ly/2Ij3onZ>

As for accessing translation tools via our remotes please see a video presentation on YouTube: <https://bit.ly/2toWX9p>. Remotes can be accessed faster if you would not have to enter your logins each time you connect. Therefore, we suggest you to look into the instructions provided in this file: <https://bit.ly/2wmVyVI>.

Important Contacts

These are contact details in case you needed additional assistance. We kindly recommend you to contact appropriate people / departments for better communication (please refer to Table 9).

Table 9. List of important contacts

TIME*	PROBLEM/QUESTION	CONTACT PERSON/ADDRESS
Working days: 09:00 to 18:00	Any questions regarding collaboration guidelines or any other collaboration details . Informing about your absence time (illness, vacation, not working due to personal matters or any other reason) for more than 3 working days .	hr@synergium.eu
Working days: 09:00 to 18:00	In case you are available for our projects and want to get more tasks OR you are unavailable for 3 or less working days .	availability@synergium.eu
Working days: 09:00 to 18:00	Any project-related issues	Project Coordinator responsible for the project in question
Working days: 09:00 to 18:00	Any technical issue with Plunet, RemotePC, tools' licenses and updates, etc.	helpdesk@synergium.eu (always add tags in the body of e-mail indicating how urgent the issue is ⁹ : #emergency; #urgent; #normal; #low) Phone: +370 52726705
Working days: 09:00 to 18:00	Any technical issue with CAT tools (except for licenses and updates)	tools@synergium.eu (always add tags indicating how urgent the issue is ⁹ : #emergency; #urgent; #normal; #low)
Working days: 09:00 to 18:00	Any questions regarding improvement of our systems	giedrius.brazaitis@synergium.eu
Working days: 09:00 to 18:00	Any invoices-related issues	invoice@synergium.eu
Working days: 09:00 to 18:00	When you see that the PM is not answering in Skype or any other instant messaging tool	confirmation@synergium.eu

* UTC+02:00

⁹ #urgent – to be solved within 1 hour; #high – within 3 hours; #medium – within 2 days; #low – 1 week or more.