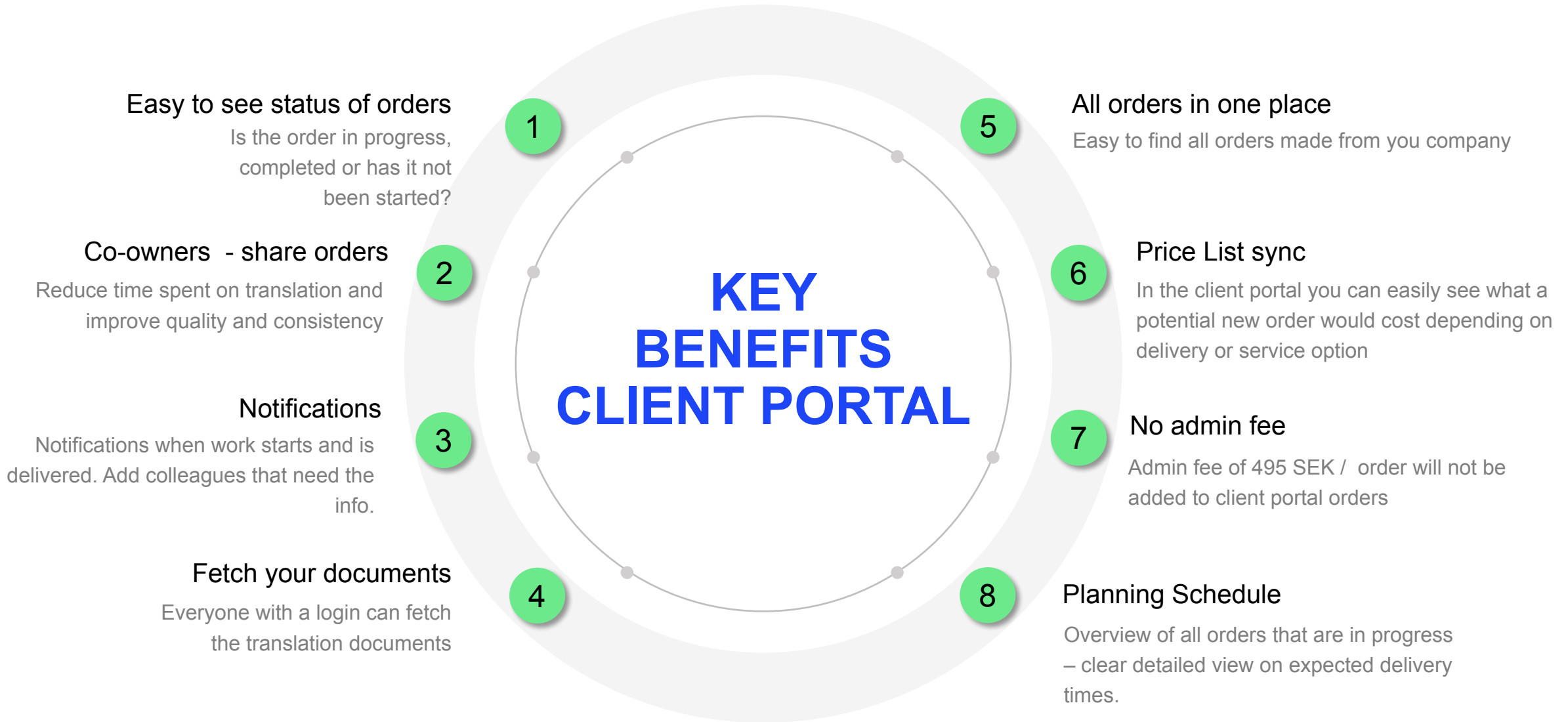


CLIENT PORTAL

Enabling automated and seamless ordering of
translation, localisation and content creation

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Login Info

- **Login to your Client portal at:**
<https://app.contentor.com/>
- Your username is your **work e-mail address**, and you are able to set-up/renew your password by clicking “**Forgot your password?**”
- In case more people in your organisation want to have login to the client portal you need to contact order@contentor.se
- We also suggest booking a meeting so we can present new users to the portal. Booking a meeting just mail: sales@contentor.se

A screenshot of the login interface for the Contentor client portal. It features a light gray rounded rectangle containing two input fields. The first field is labeled 'User ID:' and the second is labeled 'Password:'. Below these fields is a green square button with a white icon of a person and an arrow. The entire form is set against a white background with a subtle shadow.

[Forgot your password?](#)

[Ready to get creative?](#)

Notifications for orders

1: In order to change notifications, hover over “My Company” and select “People and Logins”

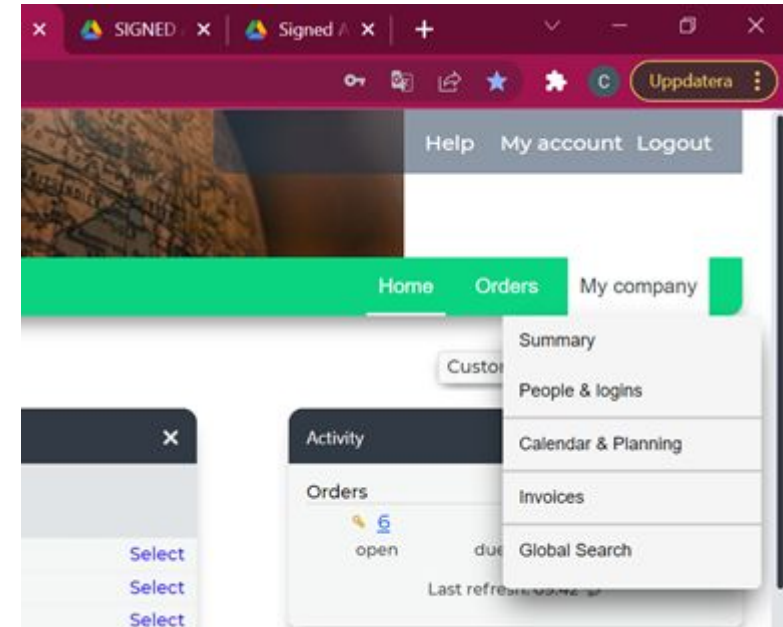
2: Select the person you want to change the login for.

Sales Client Portal Test

My searches Search

Email	USER PROFILE	LOGIN	
sales@contentor.se	External client		Select
mellanen.jonna@gmail.com	External client		Select

1 - 2 of 2 items



3: Click on the “Notifications” tab.

4: Make your changes. On the next page you will see a screenshot of the options you can make.

Changing personal notifications

Press the blue marked text:

[Customize events for notify...](#)

Then all options for notifications will be shown. Click on “Edit” to be able to make changes. Tick or untick the notifications you wish to change and click “OK” to save your selection.

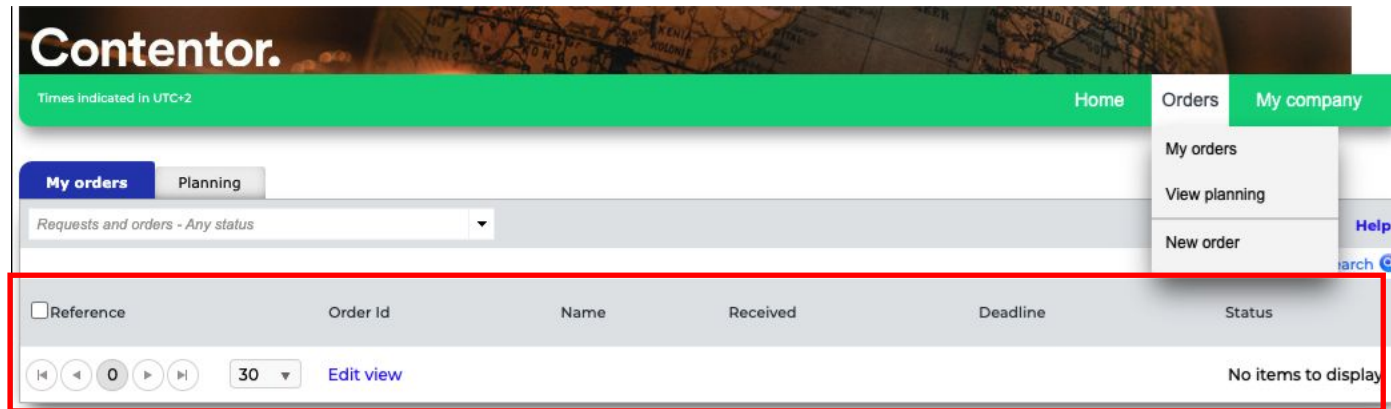
Company - Subscribed to requests and orders of other users in company

The bold and italic option above can be ticked if you have multiple user in the company and you wish to receive notifications on all orders that are ordered through the portal.

If this option is not ticked, you will only receive notifications for your own orders and where a colleague assigns you as a co-owner.

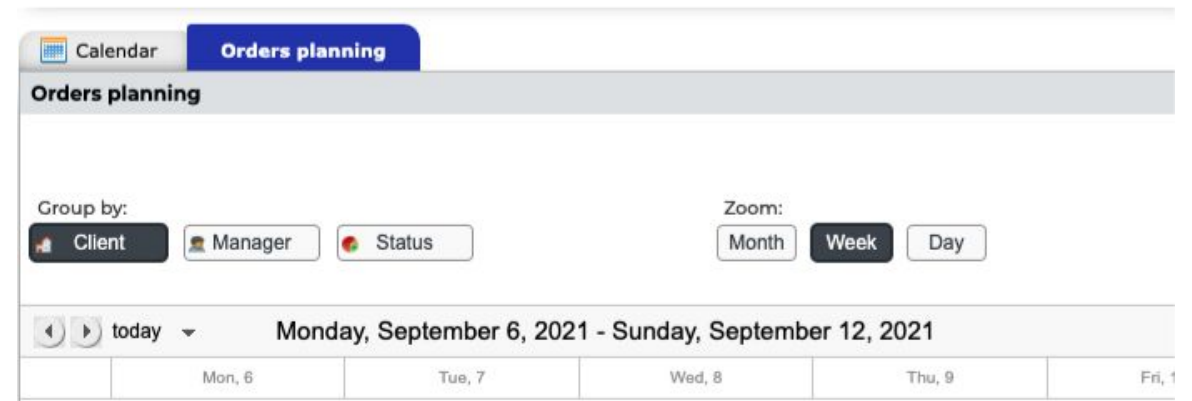
Find all your orders

Once logged in, you can go to “Orders” to view your existing orders or to add a new one.



Make sure to browse through pages, edit how many orders you want to see per page as well as “Edit view” to select the columns you want to have available (see red markings in above picture).

In “Planning” you are able to see the schedule for your ongoing projects and their progress (if translations are conducted in the online editor).



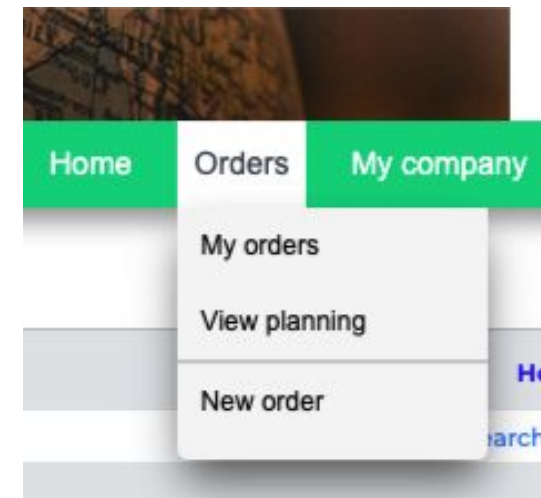
Creating a new order

Choose New Order in the Scroll List

- The order template assigned to you will pop-up (if you have several templates, please select the one that suits your current need).

The form will take you through 3 steps

1. Entering info about your order
2. Seeing the price overview
3. And letting you know that your order has been sent



Order Form

- You can add a **co-owner** to your order in case you would like someone else to also get notifications about and delivery of this specific order.
- Type of work:** Choose which delivery option and service you want to order (i.e. Machine Translation, Localisation or Content Creation or other)
- Reference:** Write the name of your order here (can be name of the campaign or product that you are sending request for)
- Deadline:** Please enter your **preferred deadline** according to the chosen delivery option.



NOTE! Deadline is not confirmed until the project is set to **"IN PROGRESS"** before this is done, some adjustments might occur depending on the available resources.

- Source language:** Choose your relevant source language (language of the original text) **NOTE!** Only **ONE** source language per order. This means that you are not able to specify language combinations per file either. See Appendix 1 for an example.
- Target languages:** Here you can choose many languages, but note that all documents in any specific order will be translated to **ALL** given languages. This means that you are not able to specify language combinations per file. See Appendix 1 for an example.
- Domain(s):** This might be prefilled to match your branch/industry. If you have any special documents for us to work with, please add the relevant domain (this will help us allocate the resources more accurately).

Order Co-owner(s): ?

Type of work: Translation - FLEXIBLE ▼

Reference: *

Deadline: * ?  

Source language: * Swedish (Sweden) ▼

Target language(s): * ▼

Domain(s): *

- ☐ Art
- ☐ Beauty
- ☐ Casino
- ☐ Charity
- ☐ Culture
- ☒ E-commerce
- ☐ Education

Order Form - continue

Upload files: *

Select files or drop here

Reference material: ?

Select files or drop here

Instructions: *

Invoice Ref:

* **Upload files:** Upload all the files you want us to work on.

If you are sending Word-files for us to work on, make sure that all text that SHOULD be translated is with black font and that anything that **should be left UNTRANSLATED is marked RED** (bright standard red colour). Red markings shouldn't be done on single words (i.e. brand name, trademarked fabric) in a bigger text body. See **Appendix 2** for more info.

Reference material: Add any tonality guideline or pictures that might give us useful context for this project.

Instructions: Leave any instructions that you would like our translation team to be aware of with this specific order.

* The red starred fields are compulsory

Invoice ref: please leave a note in this field with invoicing information for this particular order in case it differs from the general invoice information (e.g. a different country office/person etc.) or with the correct PO-number

New Request

(1) Enter details


(2) Preview counts and cost

(3) Order confirmed

Reset form

Order registration successful

Your order has been registered with reference "Contentor - Testing".
Click [here](#) if you want to access it online.



Reset form

Preview Counts and Costs

REVIEW COUNTS AND COSTS

On the second page you will be able to preview the cost (in this example, minimum cost is applied) and see the files you are submitting for translation as well as what is the source language of your order and what target languages are included.

Make sure to check that everything here looks correct before confirming your order:

New Request

(1) Enter details (2) **Preview counts and cost** (3) Order confirmed

[Reset form](#) [Go back](#) [Confirm your order >](#)

Cost details / Order summary [Hide](#)

Currency:	Swedish Krona	Client:	Contentor AB More details
Total excluding VAT:	495,00 SEK	Contact person:	Mellanen Jonna
VAT rate:	0,00%	Reference:	Contentor - Testing
Total including VAT:	495,00 SEK	Deadline:	
		Source language:	English (United Kingdom) (en-GB)
		Target language(s):	Danish (Denmark) (da-DK)
		Domain:	E-commerce
		File(s):	Contentor_Testing.docx

Counts details Hide					
Document name	Words	Identical pretranslations	Fuzzy pretranslations	Fuzzy matches	Characters
Contentor_Testing.docx					
From English (United Kingdom) (en-GB) to Danish (Denmark) (da-DK)	186	0	0	0	1 129
Total:	186	0	0	0	1 129

[Reset form](#) [Go back](#) [Confirm your order >](#)

On this same page, you will also be able to view the word count and possible repetitions as well as the character count.

Order View

Your order view has important information about the project status and cost.

You can also find information like language pairs and other information you communicated at the project start.

Details

Client:	Contentor AB Jonna Mellanen	Order Option:	Translation - FLEX
Reference:	Contentor - Test ing	Order Id:	O21233
Deadline:		Received:	2021-10-27 12:06
Context Columns:	Please specify which columns are meant as context, t.ex SKU, Product URL etc. No context? Write "N/A"		
Translation columns:	Please specify which columns need to be translated. For example: (A, C, D)		
Source language:	English (United Kingdom) (en-GB)	Instructions:	Option selected in order form: Translation - FLEX
Target languages (1):	Danish (Denmark) (da-DK)		
Domains:	E-commerce		
Internal comments:			

Documents

←

→

📁

🔄

🗑️

✖

📶 Upload

Download all

Clear selection

FILE NAME

📄

Contentor_Testing.docx

Fetch your Ready Order

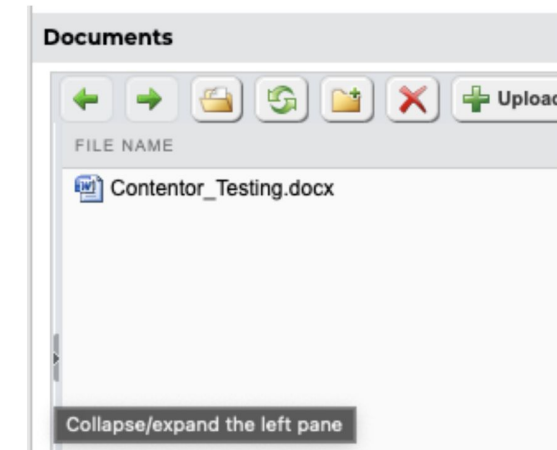
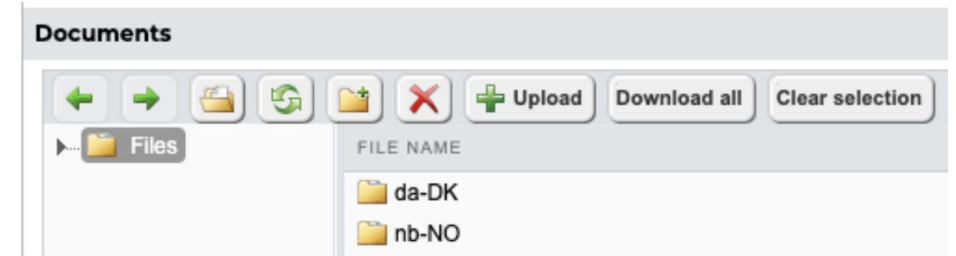
Once your order is ready, you as the order creator will get an email confirmation and be able to access the files from the link that comes with the email. If you wish others to receive the order delivery, remember to add “co-owners” to the order while creating it.

You can also just click the ready order from the list of your orders and find the ready files in the “Documents” section. In the bottom of the Order-page:

You can expand the file view by clicking on the arrow next to “**Files**” or just click on “**Download all**” to download a zip-file with all the ready files.

If you have a **multi-language** template. You will find all languages from the file of the language that got finalized the last.

Please note that you might need to expand the left pane from the small arrow in order to see all the files:



Contentor AB has completed work related to this order. To view details and download deliverables please follow the link below.

[Click to access details online](#)

Appendix

Appendix 1:

A) Different source languages: If you want to order content with several source languages, please place as many orders as you have different source languages.

For example:

If you have one document to be translated from Swedish to Finnish and Norwegian and another document to be translated from English to Finnish and Swedish. Make 2 separate orders.

B) Different source text: If you want to order content with different texts to be translated to different language combinations, please place as many orders as you have different source texts.

For example:

If you have two paragraphs to be translated, the first should be translated from Swedish to Finnish and Norwegian and the other paragraph should be translated from Swedish to Finnish and English. Make 2 separate orders with unique text documents.

Appendix 2:

What we mean by marking the text red, is to actually mark the font red, not the background. So the correct formatting is seen here in the yellow box.

Please note that **it is not possible to mark single words in paragraphs red as this takes away the context for the localiser**. So appropriate texts to mark red are:

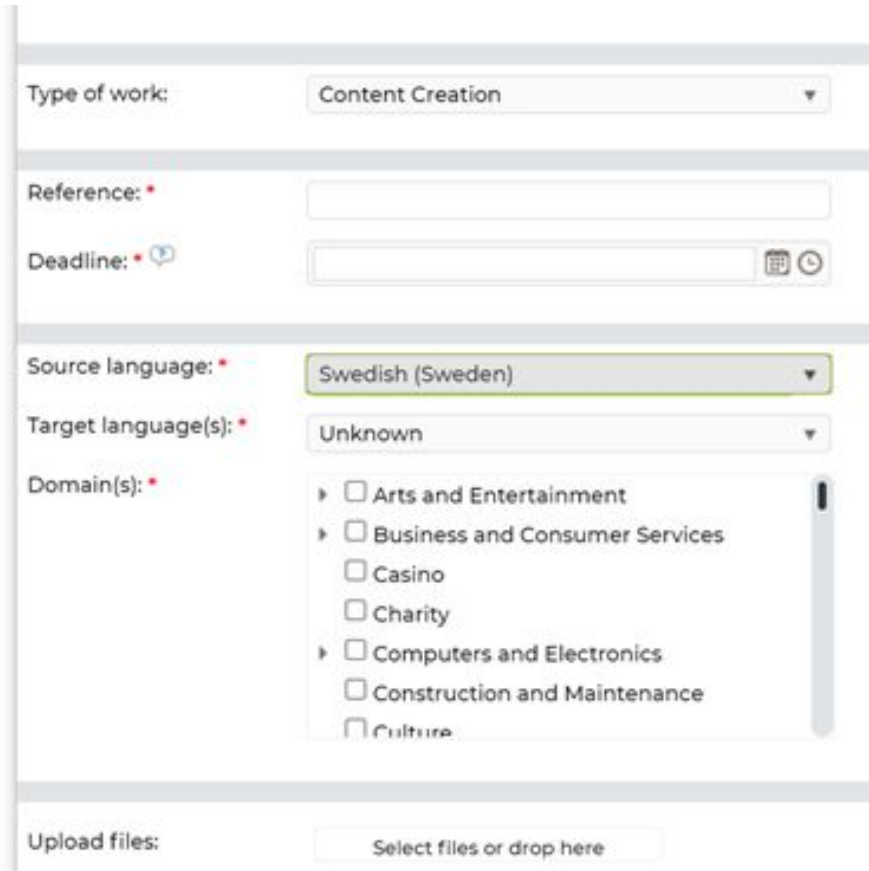
- Entire paragraphs that do not need to be visible for the translator nor translated
- Notes that help place the translated text once the translation is delivered (i.e. words such as “Meta title”, campaign name etc.)

NOTE! The localiser won't see anything that is marked red in the translation document in the editor

WEBBTEXT FABRIC SPRAY

WEBBTEXT FABRIC SPRAY

Instruction on how to order Content Creation



The screenshot shows a web form for ordering content creation. It includes the following fields and options:

- Type of work:** A dropdown menu with "Content Creation" selected.
- Reference:** A text input field.
- Deadline:** A text input field with a calendar and clock icon.
- Source language:** A dropdown menu with "Swedish (Sweden)" selected.
- Target language(s):** A dropdown menu with "Unknown" selected.
- Domain(s):** A list of checkboxes for different domains:
 - ☐ Arts and Entertainment
 - ☐ Business and Consumer Services
 - ☐ Casino
 - ☐ Charity
 - ☐ Computers and Electronics
 - ☐ Construction and Maintenance
 - ☐ Culture
- Upload files:** A button labeled "Select files or drop here".

In content creation order process the source language is defining the language we should write the content in. So called “source-only” task.

Therefore, if you for example wish to write content creation in Swedish you need to select Swedish as a source language and Unknown as target language (preselected).

Also, please write in the instruction box what language you wish to have the content creation in to be extra clear.

Please upload the the briefing for content creation in order to give us as much information as possible for the text that will be created. You will find the template [here](#). Download it and fill in with your instructions.

Upload the template as a reference material in client portal.

POWERFUL TECHNOLOGY

**FOR CONTENT CREATION
AND TRANSLATION**

