# 🛡 LinguistLink

## LinguistLink User Guide for Requesters



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## Introduction

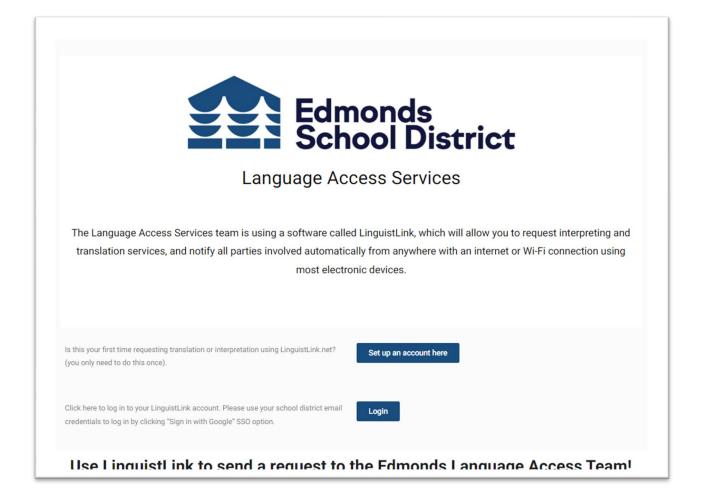
LinguistLink is a web-based collaboration tool that allows you to request and manage language-related projects, such as interpretation and translation. You can communicate with the schedulers and linguists who work on your projects, track the status and progress of your requests, and receive the deliverables through the system.

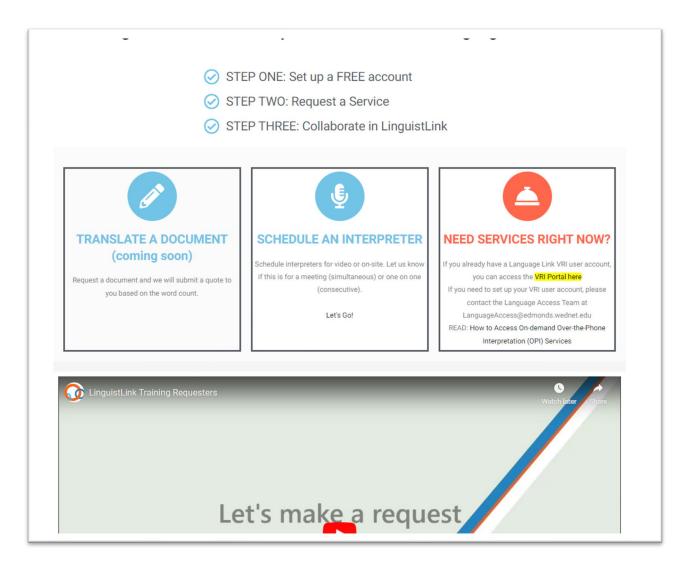
## **Getting Started**

To use LinguistLink, you need to set up an account, log in, and request a project. This section will guide you through these steps.

#### Start at Portal

Go to https://www.linguistlink.net/edmonds





#### Set up Account

- Go to <u>https://app.linguistlink.net/new\_user?accountId=664787b6115454622b018ceb&li</u> <u>mitedUser=1#</u>
- Complete the form with your name, email, password, and phone number.

Account Info	
Organization	Edmonds School District
Address	20420 68th Ave W, Lynnwood, Washington, 98036, United States (USA)
Active	Yes
Add New User	
Email *	Email *
Username *	Username *
Password *	New Password
	Confirm Password
First Name *	First Name *
Last Name	Last Name
Department	Select an Option
reCAPTCHA	

• Check your email for a confirmation link from no-reply@linguistlink.net and click on it.



Make sure to add <u>no-reply@linguistlink.net</u> to your safe senders list by adding as a contact.

### Log In

- Go to https://www.linguistlink.net/login
- Enter your email and password.
- If you forget your password, click on "Forgot Password?" and follow the instructions.
- If your organization uses google workspace, you can log into LinguistLink using your credentials.

Edmonds School District\_LinguistLink User Guide for Requesters\_V1

Once you're logged in, you can make a request

## Schedule an Interpreter

If you need an interpreter for an appointment, you can schedule one through LinguistLink. This section will show you how to do that.

- From the portal, select "New Project" and review the options:
  - Request a Document Translation (this isn't ready yet)
  - Schedule an Interpreter for Group Meetings/Events (Simultaneous)
  - Schedule an Interpreter for a one-on-one meeting (Consecutive)
- Once you've determined the service, select the button "+New Project".

Quick Search Q			show 10 entries
sition	Description / N	otes	
5D] Request a Document Translation	, and the	Request a Document Translation         Coming Soon         Thank you for your patience as we transition to a new request system for language access services. If you need to request a document translation, please fill out the Written Translation Request Form.	♣ New Proj.
50] Schedule an interpreter for oup Meetings/Events (Simultaneous)		Schedule an Interpreter for Group Meetings/Events (Simultaneous) Simultaneous-mode is real-time, presentation-style interpreting. If an event is scheduled for 1+ hours, a team of 2 interpreters is generally required, given the mental and physical toll this type of service demands. For virtual meetings, this mode can only be achieved if there is a separate audic channel from that of the main English audic channel (e.e. Inaquage interpretation feature on 2008; For in person group meeting/vertual audic expansed in the team of the set of the se	4 New Prop
5D) Schedule an interpreter for a e-on-one meeting (Consecutive)	Ŧ	Schedule an Interpreter for a one-on-one meeting (Consecutive) Consecutive-mode is a back-and-forth, conversation-style format. The speaker tails for a bit, then pauses for the interpreter to translate into another language. This way of interpreting takes longer, about 30-50% more time than usual, so the speaker needs to take breaks to let the interpreter catch up. This helps ensure the interpreter can keep pace without compromising quality and accuracy.	+ New Proje

• Complete the following fields:

Project Info Marget Lan	nguages 🖉 🖩 Custom Fields 👔 🖩 Review 📎
Position	[ESD] Schedule an Interpreter for a one-on-one meeting (Consecutive)
Description / Notes	
	Schedule an Interpreter for a one-on-one meeting (Consecutive)
	Consecutive-mode is a back-and-forth, conversation-style format. The speaker talks for a bit, then pauses for the interpreter to translate into another language. This way of interpreting takes longer, about 30-50% more time than usual, so the speaker needs to take breaks to let the interpreter catch up. This helps ensure the interpreter can keep pace without compromising quality and accuracy.
Project Name * 😡	Project Name *
Description @	B     I     U     5     II     (* * * * * * * * * * * * * * * * * * *
Attachments	You can dreg and drop files below. Choose Files No file chosen
Appointment date *	04/15/2024 🗎 🛛 🛛 🖉 PDT
Project Number	42553-550
Requester	Limited Edmonds
Urgent	No

- Enter a name that will identify the appointment, such as the name of the meeting, in the "**Project Name**" field.
- Enter any helpful details about the appointment that will help the interpreter prepare for it, such as the agenda, topics, participants, etc., in the "Description" field.
- If you have any attachments that can be shared with the interpreter, such as documents, slides, or notes, you can upload them in the "Attachments" field.
- Select the date and time of the appointment in the "Appointment Date" field. You can use the calendar and clock icons to select the date and time, or type them in the format MM/DD/YYYY HH:MM AM/PM.

ppointment date *	07/1	6/2024	4				
Project Number	<		J	ul 202	4		>
Requester	Su	Мо	Tu	We	Th	Fr	Sa
	30	1	2	3	4	5	6
Urgent	7	8	9	10	11	12	13
Duration(Hr) *	14	15	16	17	18	19	20
	21	22	23	24	25	26	27
Meeting Type	28	29	30	31	1	2	3
	4	5	6	7	8	9	10

	O CEST
12:00 AM ^	
12:15 AM	
12:30 AM	
12:45 AM	
1:00 AM	
1:15 AM 👻	

- The "**Project Number**" and "**Requester**" fields are automatically filled and should not be changed.
- URGENT will be marked if the request is within 3 days of the appointment.



Projects marked "Urgent" will be highlighted as red. They may incur additional costs from the suppliers.

My Assignments	Duration(Hr) *	Select from the drop-down.
View Appointments		Select an Option
I view Appointments	Meeting Type	Select from the drop-down.
T Filters -	Meeting Type	Select an Option
Invoices	Room Info(Name, Number)	Room Info(Name, Number)
User Log (Beta)		
	Phone/Dial-In Number	PhoneOlal-In Number
	Meeting Link	http://
	MeetingLinks/Notes	B I U S I L A B I I I I I I I I I I I I I I I I I I
		4
	Location *	Select an Option
	Category *	Select an Option +
	On behalf of	Select an Option *
	Position	[ESD] Request an interpreter
		York Andrease and Andreas
		Previous Next

- Enter the duration of the appointment in hours, such as 1.0, 0.5, or 0.25, in the "**Duration**" field.
- Select the type of meeting from the "Meeting Type" drop-down menu. You can choose from "In-Person", "Phone", "Virtual", or "Hybrid".
- If the meeting is in-person, provide the name or number of the room in the "Room Info" field.
- If the meeting is over the phone, provide the phone or dial-in number in the "**Phone/Dial-In Number**" field.
- If the meeting is virtual, provide the meeting link in the "**Meeting Link**" field.

- If you have any additional information that might be helpful for the interpreter, such as instructions, preferences, or special requests, you can enter them in the "Meeting Links/Notes" field.
- Select the location of the appointment from the "Location" drop-down menu.
- Select the category of the appointment from the "Category" drop-down menu. You can choose from "Parent Teacher Conference", "IEP Meeting", "Staff Meeting", etc.
- Click "Next" to select the language of the interpreter.

📮 LinguistLink	🖷 Home 💿 How Does It Work? 🐗 Get Help 🔍 Search 🛛 🕼 Search Projects 🔶 New Project Translator Toolikit	📥 Megan Rude 💌 Logout
ն Dashboard	# Home / My Projects / Edit:#41812-EPS - Test 1	
🖁 Users 👻		
S My Inbox		
🛍 My Projects 👻	🔮 Account 🔰 🗏 Project Info 🔰 🍽 Add New Target Languages 🔪 🔳 Review	
My Assignments	Start typing in the field below.	
View Appointments	1	
<b>r</b> Filters 🖌	Anbic Chinese (Mandarin)	* *
Invoices	Fiji French	
🕏 Settings 👻	Hindi	
User Log (Beta)	Japanese Korean	
	Nepali Persian	
	Doniaki	*

• Click "Next" to complete the custom fields, such as parent/family information, student information, and requester information.

🛔 Users 👻		
🛎 My Inbox		
🗎 My Projects 👻	曾 Account 〉 田 Project Info 〉 )의 Add New Target Langua	nges 🔪 🔳 Custom Fields 🔪 🗐 Review
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View Appointments		Partie of Population Contract Laboration
▼ Filters →	Student Information	Student Information
Invoices	Reminder Call from Interpreter Requested?	⊖Yes ⊖No
0¢ Settings -	Parent/Guardian Information	Parent/Guardian Information
User Log (Beta)	Preferred interpreter	Preferred Interpreter
	Is this an After Hours Appointment?	○ Yes ○ No
		Previous Next

🖷 LinguistLink	# Home 🛛 How Does It Work?	49 Get Help 🔍 Search 🕼 Search Projects 🔸 New Project Translator Toolist		
2 Dashboard	See			
🛔 Users 🖌	🖶 Account 📄 💷 Project Info	刘 🛤 Add New Target Languages 🚽 🔳 Custom Fields 🔰 📕 Review		
My Inbox	Number	41732	Point of Contact Phone	
🛗 My Projects 👻	Position	[ESD] Request an Interpreter	Student Information	
My Assignments	Description		Reminder Call from Interpreter	No
View Appointments	Project Name	Test	Requested?	
🕈 Filters 🗝	Attachments		Parent/Guardian Information	
🗑 Invoices	Appointment date	07/08/2024 08:30 AM (CEST)	Preferred Interpreter	
0° Settings +	Duration(hr)		Is this an After Hours Appointment?	No
User Log (Beta)		0.083		
	Meeting Type	Virtual	Target Language	
	Room Info(Name, Number)		Russian	
	Phone/Dial-In Number			
	Meeting Link			
	MeetingLinks/Notes			
	Project Number	41732-ESD		
	Source Language	English		
	Category	School Event		
	Project Dept	None		
	Location	[ESD] Cedar Valley Elementary   19200 56th Ave. W Lynnwood WA 98036		
		Submit Edit Project Info Previous		

• You will be taken to the "Project Information" page, where you can see the status of your request, post messages, and receive notifications.

B Dashboard	🛗 #41732-ESD - Test		Edit Project + Duplicate + Delivery	Project Status				
Users -	Project Number	41732-ESD		a	ange Status To			
S My Inbox	Project Name	Test			Pen	ding		
My Projects +	Position	[ESD] Request an Interpreter			In Pro Cance			
My Assignments	Appointment date	07/08/2024 08:30 AM (CEST)		P	roject Status @ Sole	ct an Option		*
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Filters +	Meeting Type	Virtual				ites ago Ø		
Invoices	Source Language	English			Sav			
Settings +	Category	School Event				•		
ser Log (Beta)	Location	[ESD] Cedar Valley Elementary   19200 56th Ave. W Lynnwood WA 98036		A Participants			Account + Add Clie	ntlisers
	Custom Fields  Field Contact Phone Student Information Reminder Call from Interpreter Requested?  Perent/Gaurdian Information Perentes Interpreter Is this an After Hours Appointment?  Direct Message Message Everyone  Assign MessageSyTasks  Cana Sector  Q	No	2 Edit Custon Volues 2 Edit Custon Volues 2 Edit Custon Volues	Avatar         Role           Sched         Sched           IPP Project Items         Import Langue           Import Scheduler         Nussian           Import Scheduler         Lanve Feedback to 1           Quick Secon         Empty	ge Completed Dat	e Subtask Li	+ A inguist	

## Schedule a Translation

We're are not yet providing translation services through LinguistLink yet.

## **Project Information Page**

The Project Information Page is where you can see the details of your project, such as the status, the language, the scheduler, the linguist, the attachments, etc. You can also communicate with the project team, receive alerts, and download the deliverables from this page.

#### Status

- The status of your project shows the progress of the project from start to finish. You can see the status change as the scheduler and the linguist work on your project. The possible statuses are:
  - Pending: The scheduler is reviewing the request and selecting the team who will fulfill the project.
  - New: The project has been proposed to the linguists.
  - $\circ$   $\,$  In Progress: The linguist has accepted the project and is working on it.
  - o Confirmed: The project has been confirmed with the requester.
  - Cancelled: The project has been cancelled.
  - Completed: The project has been completed and the deliverable is ready.

#### Messages

- You can send and receive messages related to your project from the Project Information Page. There are two types of messages:
  - Message Scheduler: This is a direct message to the scheduler that is only seen by the scheduler. You can use this option to ask questions, make changes, or provide feedback to the scheduler.

Users +														
My Inbox	#39845-ESD - International Tr	anscrint					Edit Project + Duplicate + Del	Proje	ct Status					
1 My Projects +	E-51045 C35 International II	anacript					Proteinget + oppicate	enge						
My Assignments	,		9845-ESD							Change Status To	Contract of	1000		
View Appointments			nternational Transcript								Cor Cane	el		
Filters +			ESD] Request a Translation							Project Status @	Inc	rogress		
Invoices			ranscript from Mexico							Created		nths ago 💿		
Settings -		Attachments	Lexmark Trans ssistant.pdf							Updated		nths ago 🧿		
ser Log (Beta)		Project dates 3	/29/2024 1:00 am - 4/13/2024 2:00 ;	im (CEST)							Sav			
iei uvy (vera)	se		nalish											
			ESD] Cedar Valley Elementary   1920	56th Ave. W Lynn	wood WA 98036			<b>▲</b> Pa	ticipants				Account + Add Cl	ent Us
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	Direct Message Messa	ge Everyone 💿												
	Assign Messages/Task	s						Isa bi	oject Items				•	Add N
						show 10 entries	+ Message Requester + Message Scher	uler _	Target Language	Completed Date	Subtask	Linguist		
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		Status	Created 3 months ago	1	here you go		Contraction of Contraction							
	Subject			1	here you go Yes, this is a test.		♥ View ♥ Close conversal	on 72561	Arabic		None	Not		iD
	Subject complete translation	New	3 months ago					on 72561	Arabic		None	Not Proposed		i De

B Dashboard	We Home / Accounts / Edmonds School	N UISTICT / Uashboard / View.#39845-t50 - International Iranscript / New Issue Report	
🖁 Users 🖌			
My Inbox	+ New issue for project *#39845-ESD	D - International Transcript*	Desired Details
🗎 My Projects 👻	Thew issue for project #35045 ESD	<ul> <li>International inspective</li> <li>Optications</li> </ul>	Project Details
My Assignments	Subject *	Subject *	
View Appointments	Comment	B     I     U     S     I <sub>A</sub> </td <td></td>	
<b>T</b> Filters -			
Invoices			
📽 Settings 👻			
User Log (Beta)			
			_
	Attachments	You can drag and drop files below. Choose Files No file chosen Send	

• Message Everyone: This is a message that is seen by everyone involved in the project, including the scheduler and the linguist. You can use this option to share information, request clarifications, or collaborate with the project team.

Dashboard				ionai iranscript										
Users 🗸														
S My Inbox	#39845-ESD - Internationa	Transcript					it Project + Duplicate + Delivery	Projec	t Status					
🕆 My Projects 👻		, manageripe				-	a roject - copicate - courtery	. tope						
My Assignments		Project Number 398	45-ESD							Change Status To				
View Appointments			rnational Transcript								Con Cance			
Filters +			) Request a Translation							Project Status @	Inn	rogress		
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å Settings +		Attachments	Lexmark Trans ssistant.pdf							Updated		ths ago O		
		_	9/2024 1:00 am - 4/13/2024 2:00 a	1000D							Saw	-		
iser Log (Beta)	×	Source Language Eng		ani (CEST)										
			)] Cedar Valley Elementary   19200	) 56th Aue, Willynn	wood WA 98036			A Day	ticipants				Account + Add Client	
		tere	g cool faircy cicincitiany [ 15200	our act of gran	1000 114 30030			Avatar			Name		Concentration and climit	Users
								- CTULU		eduler	Elizabet	th Puga	/	Profile
	Direct Message Me	ssage Everyone 💽												
	Assign Messages/Ta	asks						188 Pro	ject Items				+ Add	d New
		2				show 10 entries	ge Requester 🔸 Message Scheduler		Target Language	Completed Date	Subtask	Linguist		
	Subject	Status	Created	Count	Last message			72043	Korean	2 months	None	Mindlink	i Details 🗩	
	complete translation	New	3 months ago	1	here you go					ago O		Resources	<ul> <li>Leave Feedback</li> <li>Request Feedback</li> </ul>	
	this is a test, right?	In progress	3 months ago	2	Yes, this is a test.			72561	Arabic		None	Not		i Details
												Proposed		
								72562	Russian		None	Not		Details



This message will be seen by EVERYONE involved in the project. Please consider he content before posting here.

- You can type your message in the text box and click "Send". You can also attach files to your message if needed.
- You will receive notifications from no-reply@linguistlink.net when you have a new message. You can also see the number of messages in the "Message Everyone" tab.

#### Alerts

- The system generates alerts to help you with your project. You may see the following alerts:
  - Are you sure? This alert asks you to confirm that you want to post the project and send notifications to the scheduler and the linguist.
  - Rush: This alert warns you that your request is within the rush policy of the district and may incur additional fees. For EPS, the rush policy is 72 hours for interpretation and 48 hours for translation.

🛢 Linguist <mark>Link</mark>	Home O How Does It Work?	🖨 Get Help 🛛 🔾	), Search 🖸	Search Projects	+ New Pro		
b Dashboard	Position	[ESD] Schedule	an Interpreter	for a one-on-on	e meeting (C	sent.This project will be proposed to all the available linguists.	
Users +	Description					OK Cancel nterpreter	
S My Inbox	Project Name	test3				equested?	No
) My Projects 👻	Attachments					Parent/Guardian Information	
My Assignments	Appointment date	07/15/2024 12:	45 DM (CEST)	0		Preferred Interpreter	
View Appointments			56.1.ttl.(66.81)			Is this an After Hours Appointment?	No
' Filters +	Duration(hr)	0.25					
Invoices	Meeting Type					Target Language	
€ Settings →	Room Info(Name, Number)					Spanish	
Jser Log (Beta)	Phone/Dial-In Number						
	Meeting Link						
	MeetingLinks/Notes						
	Project Number	41735-ESD					
	Source Language	English					
	Category	IEP or other Spi	Ed Meeting				
	Project Dept	None					
	Location	Madrona K-8   9	9300 236th St	SW, Edmonds, W	A 98020   K-8	3	
		Submit	idit Project Infi	Previous			

#### Deliverables

• When your project is completed, you will receive the deliverable through the system. You can download the file from the Project Information Page by following these steps:

Dashboard	W HOUR / CO	nversations / Issue: "cor	general scarcosonen			
Users -						
My Inbox	Conversa	tion		Status: Pers Number of posts: 1	A Participants	Manage
f My Projects +	Conversa	uon				en manage
II My Assignments	#3984	45 - comple	ete translation		Mindlink Resources (mindlinkteam)	
View Appointments				show 20 entries 🗸	Elizabeth Puga ( pugae )	4 8
Filters +				silow 20 entries		
Invoices		Mindlink Services	ingula	Ø3 months ago		
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	Elizabeth F	Puga ( pugae ) Schedule		Use template		
		Comment	B I U S I X ▲ @ □ □ □ □ □ □ □ □ □ □ □ □ □ □ = → □ ■ → □ ■ × □ @ Q U ■ .			
		Attachments	You can drag and drop files below.	-		
		Auduments	Choose Files No file chosen			
			submit			

- Open the Project Information Page and go to the "Message Scheduler" tab.
- Look for the message from the scheduler that contains the file attachment. The file will have an icon that indicates that it is available to download.

- $\circ$   $\,$  Click on the file name and save it to your local machine.
- If you have any questions or feedback, you can reply to the message or send a new message to the scheduler.



Watch this video to see how to use LinguistLink to request projects.

## **Other Features**

#### Message Linguists

If you need to message linguists directly you can follow these steps:

Go to Project Item, Details

Select "New Message".

i Project Item	×
	New Message * Leave Feedback
Number	76574
Created	about 7 hours ago
t Updated	about 4 hours ago
Target Language	American Sign Language (ASL)
Started Date	
Item Account	None
Est. Quantity (Hr)	1.00
Est Fixed Total	Est Fixed Total
Attendance	

#### Send Feedback

If you need to message linguists directly you can follow these steps:

Go to Project Item, Details

Select "New Message".

#### **Duplicate Project**

Duplicate a project in LinguistLink to copy important details to save time.

When you select "Duplicate", information from the following fields will be copied over:

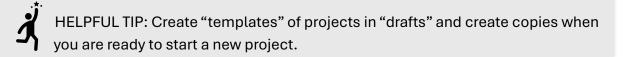
- Account
- Description
- Dates/Times
- Language
- Custom Fields

Follow these steps to use the Duplicate feature.

- 1. Open Existing project
- 2. Select + Duplicate

	videos to get you sta	ted			
The name some draming	naces to get you su				
#35951-VIA - test		Tot Pagent + Duplicate Previous + Delivery	Project Status		
-JJJJT VIA TEX		Cost Project * Copicate * Previous * Convery	Project Status		
	Project Number	35951-VIA		Change Status To	
	Project Name	test			Pending
	Position	Language Reviewer			In Progress Cancel
	Description				
		Hello,		Project Status O	Select an Option
		We are now ready with the first part of this project, reviewing and editing the voiceover script before we record the audio.		Created	about 19 hours ago Ø
		Time budget: 2.5 hours		Updated	about 19 hours ago Ø
		Due date: Monday, October 31st by noon/12PM PST			
		The purpose of this script review is to prepare for voiceover recording.			Save
		There are 2 objectives to this review:			
		1. Eliminate errors in the voiceover script translation (typos, grammar, syntax)	A Participants		
		2. Make sure the translation sounds natural when spoken as a VO			

3. Go through the wizard and adjust as needed



#### Filter My Projects

Requesters can find past projects that were completed or archived by following these steps:



If you need to look up the details for one project, you can enter the project number in "Quick Search". It will filter the project items for that project.

- 1. Go to "My Projects".
- 2. Select the status "Archived":

Dashboard	# Home / My	y Projects												
isers +														
dy Inbox	Annual An	nouncement												
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y Assignments	Weld	ome												
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ettings ×	₩ Projec											View Drafts     OVie	ew Pending + Add	d New 📥 Expo
	Quick Search		a ∰ CEST - All Linguists - ▼	- All Languag *	All Requeste	* - Priority -	* - Archived-Or *	- Active Statuse:	s - No Type - * - All Acco	ints -	- All Positions -		ew Pending + Add	d New 📥 Exp:
	Quick Search mm/dd/yyyy -	- mm/dd/yyyy		- All Languag	All Requeste	* Priority -	٩	- Active Statuse:	s - No Type - * - All Acco	ints -		Go - A		d New 🛓 Exp:
ttings + Log (Beta)	Quick Search	- mm/dd/yyyy		- All Languag *	All Requeste	* Priority -	Q, - Archived-Or-Not - Archived	- Active Statuse:	s - No Type - * - All Acco	ints -		Go - A	All Categories - All Locations -	d New 🔺 Expo
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3. Select the status "Completed" from the dropdown menu for "Active Statuses":

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- 4. You may also enter date ranges to filter further.
- 5. The search feature is also effective for finding projects based on keywords.

## Glossary:

#### Project

A unit of work that involves a set of tasks, deliverables, and resources.

#### **Project number**

A unique identifier for each project that consists of four digits.

#### **Project item**

A sub-unit of a project that corresponds to a specific task or deliverable.

#### Active status

The current state of a project or project item, such as draft, pending, in progress, completed, or archived.

#### Quick search

A feature that allows users to enter a project number or a keyword and find the matching projects or project items.

#### Wizard

A tool that guides users through the steps of creating or editing a project or project item.