

The Translation Bureau
RANGE OF MODERN SERVICES

- TRANSLATION**
IN BOTH OFFICIAL LANGUAGES AND IN INDIGENOUS AND FOREIGN LANGUAGES
- 24 HOURS**
AFTER HOURS EMERGENCY SERVICE
24/7 SERVICE
- DOCUMENT SECURITY**
COMPLETE CONFIDENTIALITY, PROTECTED AND CLASSIFIED DOCUMENTS
- QUALITY OF SERVICES**
QUALITY FRAMEWORK AND STANDARDS AS A PRIORITY, QUALITY CONTROL AND EVALUATION
- TRAININGS AND EXAMS**
DEVELOPMENTAL LANGUAGE TRAINING WORKSHOPS, EXAM PREPARATION AND MARKING
- INTERPRETATION**
IN BOTH OFFICIAL LANGUAGES AND IN INDIGENOUS, FOREIGN AND SIGNED LANGUAGES
- ACCESSIBILITY**
CLOSED CAPTIONING
- TERMINOLOGY**
TERMINUM Plus®, GLOSSARIES, VOCABULARIES AND TERMINOLOGY STANDARDIZATION
- LANGUAGE PORTAL OF CANADA**
TOOLS TO BETTER COMMUNICATE IN BOTH OFFICIAL LANGUAGES
- PROJECT MANAGEMENT SUPPORT**
FOR ALL YOUR LINGUISTIC NEEDS

GOING VIRTUAL? SUPPORT QUALITY INTERPRETATION!
 Follow these best practices to ensure the successful interpretation of your virtual events.

- INTERNET CONNECTION**
Use a fast, wired (not wireless) connection, and limit the number of other people and applications using your bandwidth.
- SOUND QUALITY**
Speak through the headset audio feed (not a phone line) using a headset with a boom microphone.
- PARTICIPANT IDENTIFICATION**
Use your first name, last name and organization as your on-screen ID, and identify yourself when speaking.
- AVOIDANCE OF DISTRACTIONS**
Appear in front of a plain background, and make all of your device audio notifications.
- MEETING DISCIPLINE**
Speak only on your turn, and stop muted when not speaking.
- CLARITY OF SPEECH**
Speak slowly, and if you have a written script, provide a copy in advance to the interpreters.

GClingua

Progressive roll-out

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Safe with GClingua

- Hosted on exclusive servers located in Canada
- Protected B environment, allows the processing of Protected A and B documents, without additional encryption
- Access log, data accessible on a need-to-know basis only
- Firewall, communication encryption, encryption of data at rest
- Compliant with the recommendations of the Canadian Centre for Cyber Security and Treasury Board Secretariat policies
- Access restricted to people with flexibility clearance, an active user account and a password
- Annual computer security audit

Training

Contact Us

Service standards

Best practices

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How to request and retrieve a Translation in GClingua

- Log in**
Log in to GClingua using your user name and password.
- Create a project**
From the Dashboard, click on the New Project icon (top right) on a project screen in the Projects List. Then on the Case Project (tab) at the bottom of the list.
- Contact info**
Complete your Contact Information. Enter the email of any other GClingua user who must receive the translation in the Other CC field.
- Project info**
Fill the Project Information fields. Make sure that the project Security Code is entered to avoid security issues. When setting the Target Date, keep in mind the Translation Service's specific standards.
- Comments**
Add the translations and comments (in any contact information that could smooth the processing of your request).
- Attach or copy**
Add your files in the Documents to attach section, and click on the icon provided on Reference only. Click under the tool to be translated in the Case when related to translation from other GClingua users.
- Submit**
Click on the Submit button.
- Review**
Once the translation is ready, you will receive an email and the Download file link will appear in your Dashboard's To Do List. Click on the link to access the list of submitted projects.
- Download**
In the Projects List, click on the project number. Then on the email under Request Case Target Date. Then click on Download All Target Files.

Promotional videos

Canada
 Le Bureau de la traduction
 The Translation Bureau

La qualité à votre portée
 Reach for quality