

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**
TERMIN 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.

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|---|--|--|--|--|--|
| 1  INTERNET CONNECTION Use a fast, wired (not wireless) connection, and limit the number of other people and applications using your bandwidth. | 2  SOUND QUALITY Speak through the Internet audio feed (not a phone line) using a headset boom microphone. | 3  PARTICIPANT IDENTIFICATION Use your first name, last name and organization as your on-screen ID, and identify yourself when speaking. | 4  AVOIDANCE OF DISTRACTIONS Appear in front of a plain background, and mute all of your devices' audio notifications. | 5  MEETING DISCIPLINE Speak only on your turn, and stay muted when not speaking. | 6  CLARITY OF SPEECH Speak slowly, and if you have a written speech, provide a copy in advance to the interpreters. |
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Created by the Translation Bureau

GClingua

Progressive roll-out



GClingua by The Translation Bureau

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 Reliability clearance, an active user account and a password
- Annual computer security audit


Public Services and Procurement Canada / Services publics et Approvisionnement Canada

Training



Meet us on March 1st from 10:30 to 11:30 and 2 to 3

Service standards



Best practices



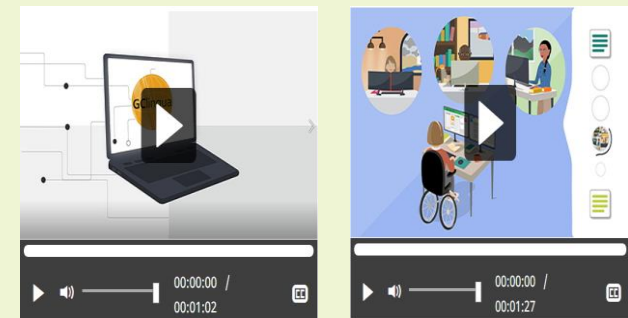
GClingua by The Translation Bureau

How to request and retrieve a translation in GClingua

- Log in**: Log in to GClingua using your user name and password.
- Create or clone**: From the Dashboard tab: click on the New Project icon OR click on a project number in the Projects List, then on the Clone Project button at the bottom of the list.
- Contact info**: Confirm your Contact Information. Enter the email of any other GClingua user who must also receive the translation in the Other CC field.
- Project info**: Fill the Project Information fields. Make sure that the proper Security Code is entered to avoid a security breach. When entering the Target Date, refer to the Translation Bureau's service standards.
- Comments**: Add in the Instructions and Comments box any relevant information that could simplify the processing of your request.
- Attach or copy**: Add your files in the Documents to attach section, and add any files provided as Reference only. Copy paste the text to be translated in the Copy sheet (except to translate box (max 1500 characters)).
- Submit**: Click on the Submit button.
- Delivery**: 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 delivered projects.
- Download**: In the Projects List, click on the project number, then on the arrow under Source Files / Target Files. Then click on Download All Target Files.

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Promotional videos



Canada

Le Bureau de la traduction

The Translation Bureau

La qualité à votre portée

Reach for quality