by The Translation Bureau

How to request and retrieve a translation in GClingua



GClingua refers to a Translation Request as a Project.

Log in

Log in 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**, keep in mind 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 mark any files provided as **Reference** only. **OR**

Copy-paste the text to be translated in the **Copy short excerpt 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** task will appear in your **Dashboard's To Do List**. Click on the task to access the list of delivered projects.



Download

Public Services and

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**.

