

## **FAQ**

- **Can only 1 validator be invited to the validation job?**

The invite can be sent to multiple people. Whoever accepts the task first is automatically assigned to it (blocking access for other validators). The assigned validator can later choose to share the work with a colleague by inviting them to the validation job via the “Job Share” button (found within Smart Editor). That way, more than one validator can work on the text at the same time. You can find more information about the Validation Share feature among the reference files on the platform.

- **Can there be a primary and secondary (back-up) validator?**

Yes. Contact LanguageWire to explain your preferred setup.

- **Can we have a “first come first serve” setup where two or more validators are invited to the job, and whoever takes it first gets it?**

Yes, this is the default setup for TD SYNnex’ projects.

- **Can I transfer the validation task from one validator to another?**

- Scenario A: *You have been invited to a validation job but have no capacity to take it:* Decline the task on the job page.
- Scenario B: *You were invited to a validation job, accepted it, but later realized that you have no capacity for it:* Contact LanguageWire via Messages on the platform and inform them who to contact instead.
- Scenario C: *You have validated part of the text but would like for a colleague to review the rest:* Invite them to the task via the “Job Share” button in Smart Editor. You can find more information about the Validation Share feature among the reference files on the platform.

- **Can I change the deadline of my validation job?**

Before Accepting the job, you have the option of selecting “Quote on job” to propose another deadline. Once the job is accepted, you cannot change the deadline. If you have already accepted the job and need to postpone it, reach out to LanguageWire’s Project Manager through messages on the platform. They will ask the project requestor/campaign manager whether the deadline can be extended. Always check the deadline before accepting the job.

- **Can I delete content from the translation in Smart Editor that is not relevant for my region/market?**

No, please never delete content or leave the segment blank. Contact the Project Manager at LanguageWire for any doubts on how to proceed.

- **Will the validation job be automatically finished once I’ve edited and saved the last segment?**

No, you must press “Finish job” on the job page for the task to be finished

- **Can I reopen the validation job once finished (e.g. to make additional changes)?**

No, this is not possible. Contact the Project Manager at LanguageWire for any doubts on how to proceed.

- **Do the translators have IT expertise?**

LanguageWire work with professional translators who specializes in various domains, such as IT. To their aid, the translators have Style Guides and Term lists created out of TD SYNEX' approved assets. The translators were hand-picked by a group of TD SYNEX employees who got to rank different anonymous translation samples. Based on their ratings, the translators were set as primary/secondary/tertiary preferred.

- **How are embedded links within the text managed (e.g. hyperlinks)?**

This depends on the original source file format. Please find a breakdown below:

**DOCX**

If a segment contains a hyperlink, the link text will be surrounded by tags and it will be editable. Further, the URL that the link points to will be accessible in the next segment.

**XLSX**

Links will be accessible for translation, but the underlying URL/address that the links point to will not be visible.

**PPTX**

Links will be accessible for translation, but the underlying URL/address that the links point to will not be visible.

**HTML**

If a segment contains a link, the link text will be accessible for translation, but the underlying URL/address that the link points to will not. It will, however, be turned into a tag and thus be visible.

**IDML**

Only the link text will be accessible - not the underlying URL.

**SRT**

SRT files are just text files, so everything is accessible for translation.