



Translation User Guide

GETTING STARTED

Your login and password were sent to you via an automated email notification from myl@mylGlobal.com. If you haven't received it, please contact us at service@mylGlobal.com.

WELCOME TO MYL!

We're thrilled to have you onboard.

We are Mind Your Language (MYL) - a leading, language service provider. You are now subscribed and approved to use our Translation service. This means that you have access to our specialised and experienced editors, who follow the MYL Quality Assurance Process to ensure consistency, accuracy and fluency in your work.

YOUR PROJECT MANAGER

N: Katy CHAN
T: +852 2528 2170
E: katychan@mylGlobal.com

FREE TRAINING WEBINAR

Not sure where to start? Don't worry, we've got you covered. Easily scheduled in at your own convenience, this 10-minute session will walk you through and answer any questions that you may have regarding the job submission process.
Email saxbmacalister@mylGlobal.com to arrange your free training webinar today.

HOW MYL CAN HELP YOU

Read our case study on how MYL effectively assisted with the translation requirements of an international client.

[View Case Study](#)


LET'S GET STARTED

Here are your login details:

USERNAME:
saxbmacalister@mylGlobal.com

HOW TO SUBMIT A FILE TO MYL FOR TRANSLATION

Step 1: Log in to <https://www.mylglobal.com>



Sign In

Enter Username and Password to login.

 Keep Me Signed In
 [Forgot Password?](#)



Consulting & Professional Services

Revolutionize the way you create, localize and distribute your digital content

Does manual or repetitive work of your translated documents take up a lot of your time?

Would you like to have high quality neural machine translation integrated into your document production?

Do you wish you had more flexibility with your document layout and distribution?

MYL's language consultants can unlock big productivity gains for companies looking to improve processes, scale distribution and drive down translation costs dramatically.



Step 2: Select **Document Translation** and hit **Submit**.

MYL Mind Your Language

Translation ▾ Editing Copywriting Consulting Careers ▾ About Contact **New Job**

18 Number of Users 556 Total Jobs - 12 Months Katy CHAN Project Manager Katy CHAN Account Manager

New Job

Which Service do you want to use today?

Already Subscribed:

- Document Translation
- Real-Time English Editing
- Copywriting

Sign-Up For:

- Real-Time Chinese Editing [Request a free trial >](#)
- Chinese Editing [Request a free test >](#)
- Website Content Translation Plug-In [Request a free trial >](#)
- AI Machine Translation [Request a free trial >](#)

Submit

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Corporate Account Home

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Dashboard
Instant Quote

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[Contact Your Account Manager](#)
[Contact Your Linguist](#)
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Step 3: Complete the Translation Job Submission Form

- i. Select the source and target languages.
- ii. Select the turnaround time that you require.
- iii. Upload the source file.
- iv. Insert your preferred return email address(es).
- v. Complete your **Translation Brief** (see below): You have the option to import your previous brief, if this is also applicable to this job. Fill out the following sections with your requirements for the job.
- vi. Attach **Reference Materials**, if you have any that you feel would help to assist the translator and then select **Submit**.



Submit Document

[Download Rate Card](#)

Translation

Translate From:

English

Translate To:

Please Select

For multiple language translations, please click [here](#)

Turnaround:

- 6-hour turnaround (Max. 500 words/characters)
- 24-hour turnaround (Max. 1,500 words/characters)
- 48-hour turnaround (Max. 3,000 words/characters)
- 72-hour turnaround (4,500 words/characters)
- Jobs over 4,500 words/characters

Attach File to be Translated:

[Choose File](#) No file chosen

Job Reference (if any):

Please select

PO Number (optional):

PO Number

Return Email Address:

saxbymacalister@myGlobal.com, saxby.macalister@gmail.com

if you would like to change the return email address, please delete the original and type in the new email address. To add more return email addresses, please type them above, separated by a comma.

Translation Brief:

[Enter Translation Brief](#)

Click on the Enter Translation Brief button above. Completing a Translation Brief (which takes less than 2 minutes) enables your translator to know exactly what you want. If you do not complete a Translation Brief it is highly likely that the style of translation you are looking for may not be achieved which will delay the successful completion of your project.

Send Reference Materials

[Choose File](#) No file chosen

Click "Choose File" to send us Reference Materials. Providing previously translated material as reference will allow us to deliver a translation that is as close as possible to your desired outcome. For multiple files please combine them into a single zip file.

[Submit](#)

Translation Brief:

[Import From Last Brief](#)

Please complete the following questions as **accurately** as possible. Completing a translation brief enables your translator to know exactly select one or multiple boxes for some of the questions, however, please note that the fewer options you select, the more focused the translation meeting your requirements.

Q1. Are you the person who will review and ultimately approve the completed translation?

- Yes (please proceed to Q3) No (please proceed to Q2)

Q2. Are you able to share this Translation Brief with the person who will review and approve the completed translation? Please note this is not able to guarantee that the translation will meet the requirements of your reviewer should they differ from this form.

- Yes No

Q3. What is the purpose of the translated content? You can select up to two boxes.

- Newsletter or Press Release Marketing Material Technical Documentation
- User Manual Company Website Reporting
- Advertisement Product Brochure Social Media
- Software Strings Others

Q4. Do you require a literal or dynamic translation? Please select one box only.

- Literal
The translation seeks to be transparent to the source text, letting the reader see as directly as possible the structure and meaning of the source text.
- Dynamic
The translation seeks to be transparent to the source text but the meaning is communicated naturally in the target language with phrasing where necessary.
- Others

Q5. Who is the target audience? You can select one or multiple boxes.

Age Group: All Age Groups 18 - 34 35 - 54 55 and over

Gender: Both Male Female

Social Group: Internal Communication General External Audience Professional Audience of Related Field Others

This question must be completed for translation to Japanese. The honorifics style will determine the grammar used in the translation.

Q6. What is the communication direction of the content? Please select up to two boxes only.

- Respectful (尊敬語) Humble (謙敬語) Polite (丁寧語) Colloquial (口語) Others

Q7. What is the desired response from your target audience? You can select one or multiple boxes.

- Informative Interesting to read Imaginative and Inspiring Increase Product Awareness Others

Q8. What tone of voice should the translation have? You can select up to three boxes.

- Formal Informal Technical Professional Personable Questioning Inviting Marketing Quiet Confident Others

Q9. Your Key Message

What is the key message that you want to convey to the audience? Please provide us with any other relevant information such as glossaries, style guide and reference materials that could help the translator to understand your requirements better.

Send Reference Materials

[Choose File](#) No file chosen

Click "Choose File" to send us Reference Materials. Providing previously translated material as reference will allow us to deliver a translation that is as close as possible to your desired outcome. For multiple files please combine them into a single zip file.

[Submit](#)



Step 4: You have successfully uploaded your file!

- i. After pressing **Submit**, you will see a summary of your sent job.
- ii. Take note of the estimated time that you will receive your translated file back and the **Job Number** (should you have any questions about the job and need to reference it later).

Document Translation

Thank you! Your request has been sent to your Preferred Translator. An e-mail confirmation will be sent to you when your Translator has accepted your job.

You have submitted: Translation English to Bahasa Malaysian

You have selected: 48-Hour Turnaround Time

Time submitted: 11:34 AM 02 Sep 2020 (Asia/Hong_Kong)

Return time: 11:34 AM 04 Sep 2020 (Asia/Hong_Kong)

Job No: 164371

The name of the submitted file: DUMMY JOB.docx

Account No: 58970

Name: Saxby Macalister

Refer someone now and Earn Free Gifts!



Support: Contact Your Linguist

Here you may ask your translator questions directly (or you may receive a question from your translator):

Support

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Send a message to your Editor/Translator

If you would like to query anything with your Editor/Translator simply click on the relevant Job Number, write your comments and press Submit.

When submitting queries through this function please note that you do not need to include your email address within your text message. The MYL Webserver automatically records your email address when the message is sent.

Job No	Translator Name	Job Status	Submitted Time
164371		Waiting	02 September 2020 11:34AM

Job No:

Please Select

Subject:

Comment:

Reference File:

No file chosen

Click browse to send us reference materials that you think will assist us with your query. Only one reference file can be submitted. For multiple files please combine them into a zip file and upload.

- i. Select the **Job Number** that your question is related to.
- ii. Type in your question in the **Comments** section.
- iii. Attach the **Reference File** that pertains to your query (if applicable).
- iv. Hit **Submit**.
- v. You will receive the response from your translator by email.
- vi. If you would like to respond to your translator, please login and go to **Contact Your Linguist** again. ***Please do NOT respond to the automated email by clicking Reply.**



My Dashboard

Select **Dashboard** on the right-hand side, to see the other features available to you.

My Dashboard: Saxby Macalister
Mind Your Language

18
Number of Users

556
Total Jobs - 12 Months

-
Last Completed Job

Katy CHAN
Account Manager

- My Jobs**
View all my jobs
- My Language**
Set your default display language
- Account Status**
View a detailed summary of your account
- My Resources**
Manage your translator, editor, copywriter & style guide
- Online Glossary**
Manage a dedicated glossary of words specific to your jobs
- Change Password**
Update your password
- Retrieve Password**
Send a password reminder to retrieve your current password
- Log Out**
Log out from this user session

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Corporate Account Home

My Dashboard
Dashboard
Instant Quote

Support
[Contact Your Project Manager](#)
[Contact Your Account Manager](#)
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[Video Demos](#)
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FEATURE 1: My Jobs

You can see a real-time snapshot of your pending jobs in the work queue. All translated files can be found under the **Completed Job(s)** section, searchable by the month that you submitted them. You may also download the original and translated versions of these completed jobs.

My Jobs for September 2020

[Job Status](#)

Please select the Time Period you want to view

September 2020 Translation and Other Jobs Submit

Show 10 entries Search:

	Job No	Description	Turnaround Time	Status	Submitted	Time Accepted	Completed	File Name	Word Count
<input type="checkbox"/>	164371	Translation English to Bahasa Malaysian	48	Submitted	11:34 AM 02 Sep 2020 Download Source File	-	Download Completed File	DUMMY JOB.docx	-

Showing 1 to 1 of 1 entries Previous 1 Next



FEATURE 2: My Language

Select the language preference that you would prefer your portal to be displayed in.

My Language

Please select your preferred language:

- English
- 繁體中文
- 简体中文
- 日本語

Submit

FEATURE 3: Account Status

View a detailed overview of your account, which is searchable by month.

Account Status

9 2020 Submit

Translation Transactions				Cost in HK\$	
Date	Status	Job Number	Description	Credit	Debit
			34 Hour Translation	0.00	0.00
			48 Hour Translation	0.00	0.00
			72 Hour Translation	0.00	0.00
			Over 72 Hour Translation	0.00	0.00
Sub-total:				0.00	0.00

FEATURE 4: My Resources

My Style Guide- download your Company Style Guide (if available) here.

Make a Complaint- provide us with some feedback.

My Resources

My Translator(s)

My Editor(s)

My Copywriter(s)

My Style Guide

Make a Complaint



FEATURE 5: Online Glossary

Add new preferential words to your existing Glossary for your translator, and download your Glossary file to view here.

Online Glossary

Language pair: English

to

Please Select

Word:

Translation:

Add More

Submit

Glossary File

Download

FEATURE 6: Instant Quote

Check the cost of a job before submitting it here. Select the language pair, currency and word count and then press **Submit**.

Instant Quote

Please select service: Document Translation

Language pair: English

to: None selected

Currency: US Dollar

Word count of the document: Word Count

Please note there is a minimum charge of 300 words per document

Submit

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END.