

Translations for Lurie Children's Hospital

United Language Group (ULG) partners closely with Lurie Children's Hospital to ensure equitable, inclusive research initiatives for all patients by bridging language barriers and creating culturally relevant communication for diverse patient populations.

Our PHI/HIPAA-compliant translation services utilize rapid, quality-driven workflows and healthcare specialized linguistic teams supporting 235 languages.

Getting Started

- To start submitting translation requests you will need access to ULG's Translation Management System, OctaveTMS. OctaveTMS is a secure 24/7 portal offering self-service translation quoting, project approvals, and status tracking.

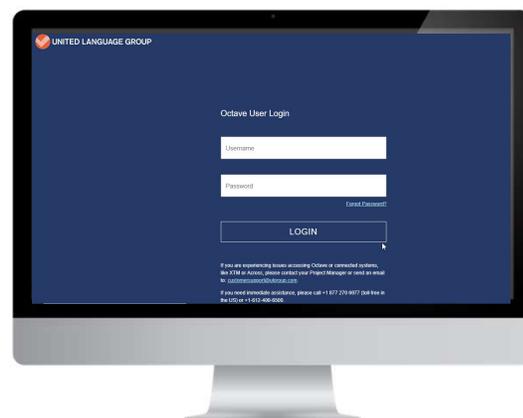
Request Access By Visiting: <https://info.unitedlanguagegroup.com/lurie-childrens>

Activate Your Account Profile

- Within 1-2 business days of submitting your Octave access request, you will receive user credentials and instructions to activate your account profile.
- When you have your account credentials, go to <https://portal.ulgoctave.com/itrac/Authentication/login> and update the temporary password within 48 hours.

Submit a Translation Request

- Now that you have activated your account profile you can send a translation request anytime by logging into Octave and going to the "Submit Project" tab.
- See Octave User Guide for additional support on the process.



For all your translation needs, ULG is here.

For questions, project support or additional service requests contact **ULG Lurie Children's Dedicated Account Team** at LurieResearch@ulgroup.com

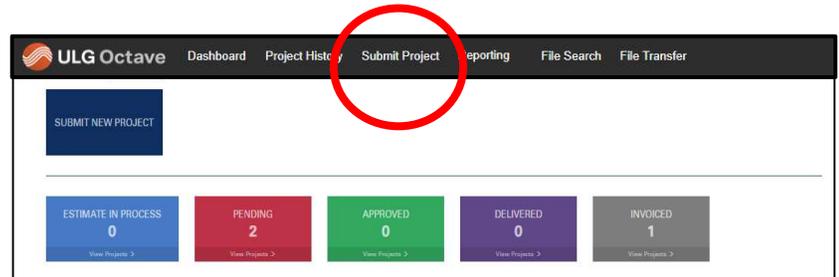
Lurie Research Translations Resource Hub: info.unitedlanguagegroup.com/lurie-childrens

OctaveTMS User Guide

Submit Translation Project Request

When you're ready to send a project to ULG, log into Octave and do the following:

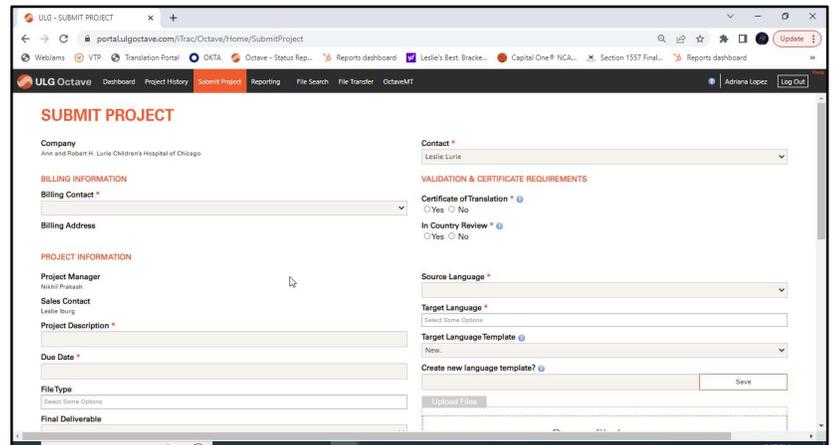
1. Go to the Submit Project tab



2. Enter all data into project submission form and upload the source file(s) i.e. Microsoft Word, PDF or design file.

Project Submission Form Fields

- **Project Description:** Use any related IRB ID #, reference number or description as well as the language, such as "IRB # 2023-0000 into Russian"
- **Billing contact:** Select your name: Lurie Research translations will be invoiced directly to each job submitter for payment.
- **Due Date:** Requested final delivery date
- **File Type:** Select "other"
- **Final Deliverable:** Select "same as source and PDF"
- **Certificate of Translation:** Select "yes" as this certificate is required for IRB purposes
- **In-County Review (ICR):** Select "no"
- **Source Language:** Original language, what language the content submitted is in.
- **Target Language:** Final deliverable language, what language you're translating into.
- **Project Type:** Select "New Translation"
- **Client Notes:** Enter any Special Instructions
- **Begin Work Immediately:** Select "no" to have an estimate provided for approval prior to starting.
- **Additional Notifications:** Additional users can be added to be notified on any emails
- **Status of document:** Final - The source document will have no additional edits prior to approval of quote/estimate and will be used for translation or Not Final – The source document is for pricing/estimate purposes only and new updated source files will be submitted for re-estimation and approval prior to translation.


 A screenshot of the 'SUBMIT PROJECT' form in the ULG Octave system. The form is divided into several sections: 'Company' (with a dropdown menu), 'BILLING INFORMATION' (including 'Billing Contact *' and 'Billing Address'), 'PROJECT INFORMATION' (including 'Project Manager', 'Sales Contact', 'Project Description *', and 'Due Date *'), 'File Type', and 'Final Deliverable'. On the right side, there are sections for 'Contact *' (dropdown), 'VALIDATION & CERTIFICATE REQUIREMENTS' (including 'Certificate of Translation *' and 'In Country Review *'), 'Source Language *', 'Target Language *', 'Target Language Template', and 'Create new language template?'. There is an 'Upload Files' section at the bottom right and a 'Save' button.

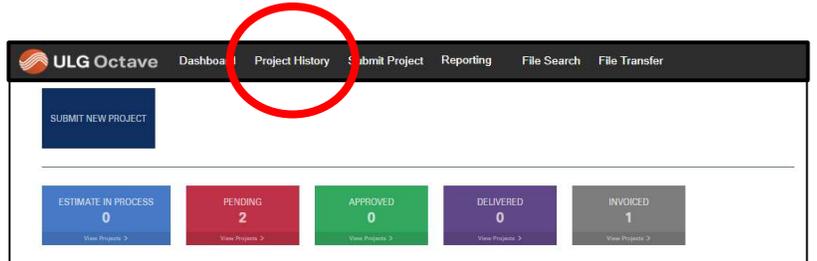
3. Once you have completed project submission form and verified data, click Submit Project

4. You will receive a confirmation message with the project number

OctaveTMS User Guide Cont.

View Translation Project Request

- After submitting your project request, you can find the project and view status in the Project History table.
- New project requests will have a status of New.



Approving Translation Estimate

Estimates will be in your Octave account in the “Pending” section until you approve. To approve an estimate, log in to Octave and to do the following:

1. Click on “Pending” button located in the dashboard.
2. Select the appropriate job
3. Select the desired timeframe (express timing or standard)
4. Click the Terms and Conditions.
5. Click Approve.

