



User Guide for Medical Records

In this guide you will find an overview on how to use ULG Octave™ to submit medical records for translation.

ULG Octave Portal can be used to:

- Get an instant machine translation of a medical record
- Get a full into English translation of medical record
- Access information regarding past requests

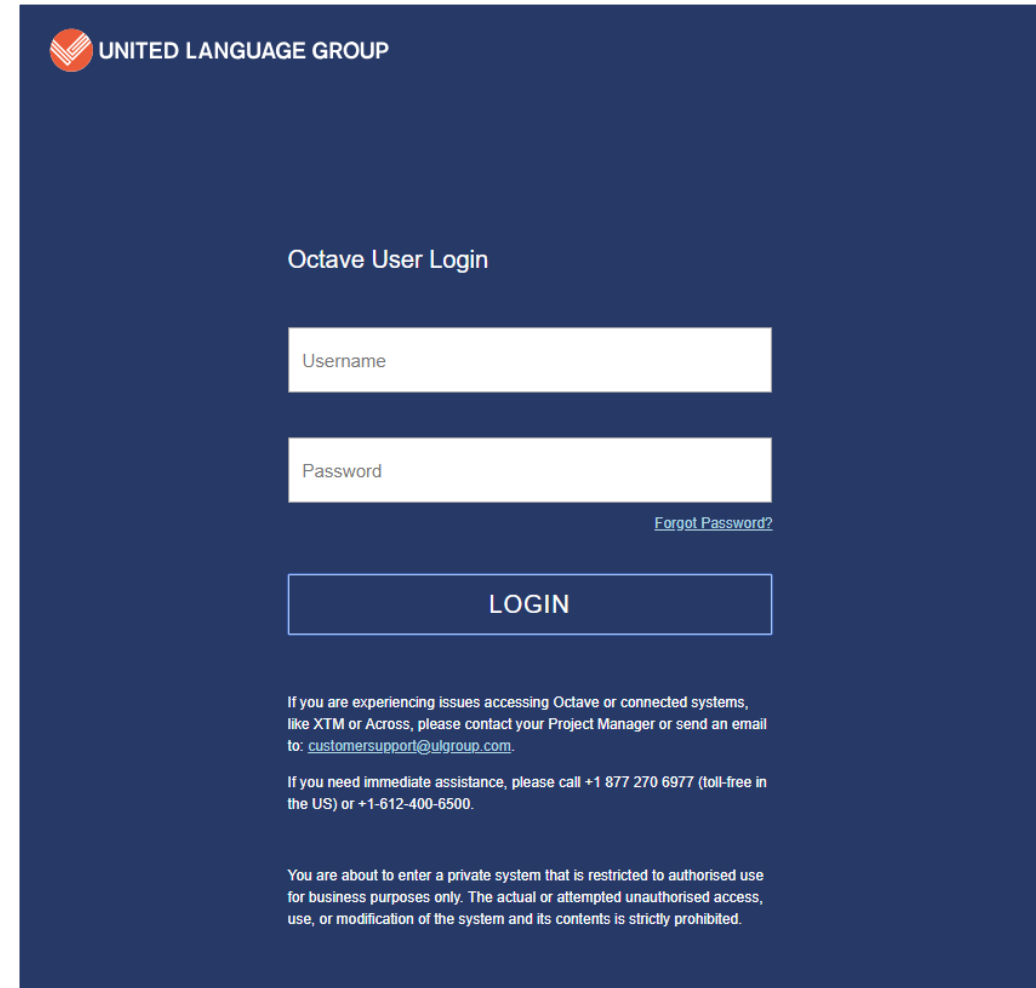
If you have any questions about using this guide, please contact medicalclaims@ulgroup.com.

Getting Started

To submit a medical record for translation you need access to Octave Portal.

1. To access Octave you will need to login at <https://portal.ulgoctave.com/itrac/Octave>.
2. Once you enter the Username and Password provided to you by ULG, click LOGIN.

If you do not have access or login credentials to Octave Portal, please contact ULG at GeoBlue@ulgroup.com.

The image is a screenshot of the 'Octave User Login' page. At the top left is the United Language Group logo. The page title is 'Octave User Login'. Below the title are two input fields: 'Username' and 'Password'. To the right of the 'Password' field is a link that says 'Forgot Password?'. Below these fields is a large blue button with the word 'LOGIN' in white capital letters. At the bottom of the page, there is a block of small text providing contact information for technical issues and a disclaimer about the system's restricted use.

UNITED LANGUAGE GROUP

Octave User Login

Username

Password

[Forgot Password?](#)

LOGIN

If you are experiencing issues accessing Octave or connected systems, like XTM or Across, please contact your Project Manager or send an email to: customersupport@ulgroup.com.

If you need immediate assistance, please call +1 877 270 6977 (toll-free in the US) or +1-612-400-6500.

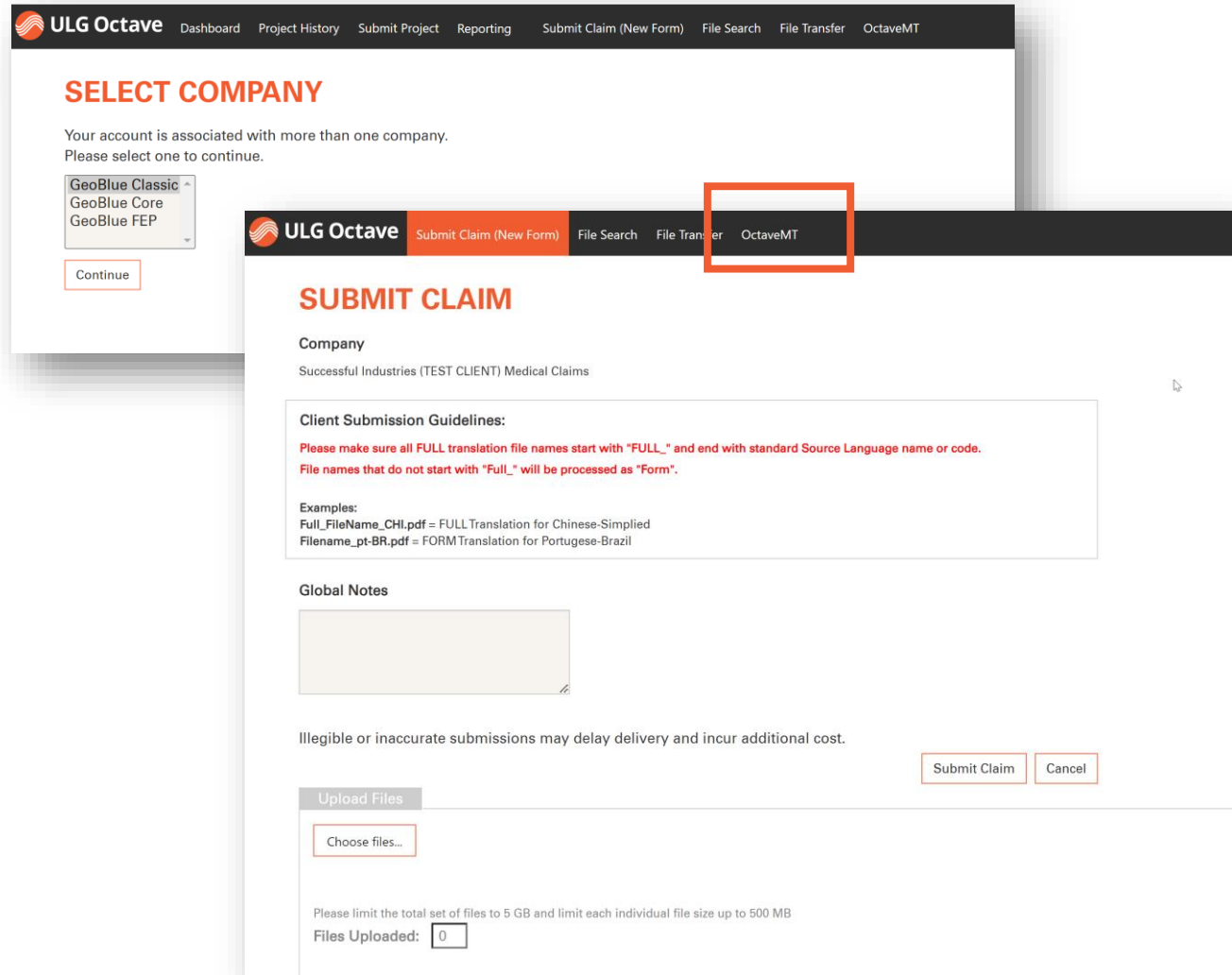
You are about to enter a private system that is restricted to authorised use for business purposes only. The actual or attempted unauthorised access, use, or modification of the system and its contents is strictly prohibited.

Selecting Octave MT

Now that you have logged into Octave Portal you will need to access Octave MT.

1. If your account is set up to access to multiple lines of business (LOB) you will be promoted to choose which LOB you are submitting for.
2. Next you will be brought to access page with a top ribbon of options.
3. Go to **OctaveMT**

Important! If you submit files for multiple LOB's it is important to LOG OUT of Octave in between submissions to reset the LOB selection window.



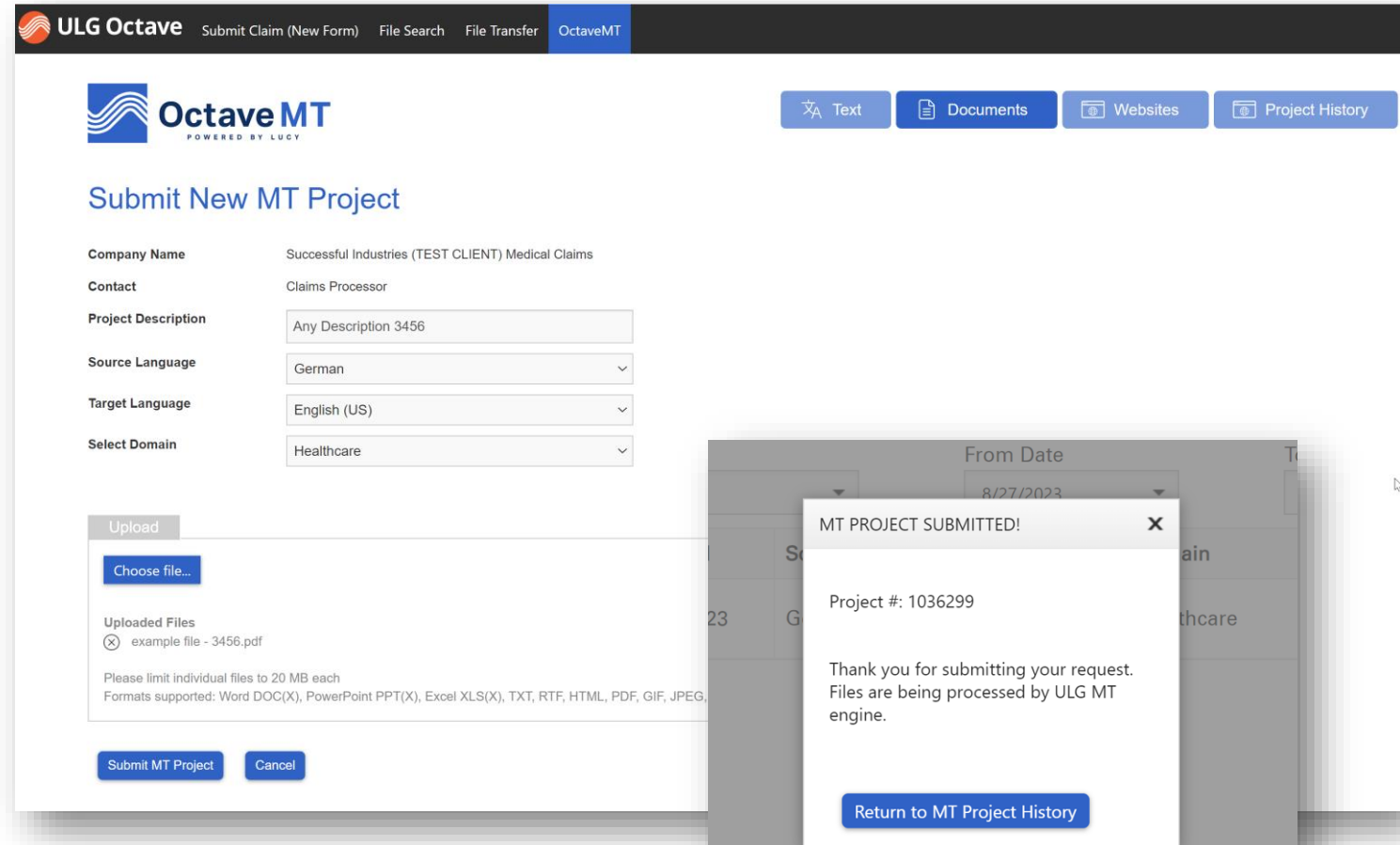
The image shows two overlapping screenshots of the ULG Octave web portal. The top screenshot is the 'SELECT COMPANY' page, which has a navigation bar with links: Dashboard, Project History, Submit Project, Reporting, Submit Claim (New Form), File Search, File Transfer, and OctaveMT. The main content area is titled 'SELECT COMPANY' and states: 'Your account is associated with more than one company. Please select one to continue.' Below this is a dropdown menu with options: GeoBlue Classic, GeoBlue Core, and GeoBlue FEP. A 'Continue' button is at the bottom. The bottom screenshot is the 'SUBMIT CLAIM' page, also with the same navigation bar. The 'OctaveMT' link in the navigation bar is highlighted with a red rectangle. The main content area is titled 'SUBMIT CLAIM' and shows 'Company: Successful Industries (TEST CLIENT) Medical Claims'. It includes 'Client Submission Guidelines' with instructions on file naming conventions, 'Examples' of file names, and a 'Global Notes' section with a text area. At the bottom, there is a warning about illegible submissions, 'Submit Claim' and 'Cancel' buttons, an 'Upload Files' section with a 'Choose files...' button, and a 'Files Uploaded' counter showing 0.

Octave MT for Medical Records

Once you have successfully entered the OctaveMT section, you will be presented with Submit New MT Project page.

Here you can machine translate text via copy/paste, documents, websites, and more but for this training we will focus on “Documents”.

1. Click on the **Documents** button.
2. Enter a **Project Description**.
3. Choose **Source** and **Target** Language.
4. Select **Domain** if applicable, not required.
5. **Choose** file via browse function
6. Click **Submit MT Project** button.
7. MT Project Submitted **confirmation** window.



The screenshot displays the Octave MT web application interface. The top navigation bar includes the ULG Octave logo and links for Submit Claim (New Form), File Search, File Transfer, and OctaveMT. The main header features the Octave MT logo and a navigation bar with buttons for Text, Documents, Websites, and Project History. The 'Submit New MT Project' form is visible, with fields for Company Name (Successful Industries (TEST CLIENT) Medical Claims), Contact (Claims Processor), Project Description (Any Description 3456), Source Language (German), Target Language (English (US)), and Select Domain (Healthcare). Below the form is an 'Upload' section with a 'Choose file...' button and a list of uploaded files (example file - 3456.pdf). A 'Submit MT Project' button is at the bottom of the form. A confirmation modal is overlaid on the right, titled 'MT PROJECT SUBMITTED!', displaying the Project #: 1036299, a thank you message, and a 'Return to MT Project History' button.

ULG Octave Submit Claim (New Form) File Search File Transfer OctaveMT

Octave MT
POWERED BY LUCY

Submit New MT Project

Company Name Successful Industries (TEST CLIENT) Medical Claims

Contact Claims Processor

Project Description Any Description 3456

Source Language German

Target Language English (US)

Select Domain Healthcare

Upload

Choose file...

Uploaded Files
example file - 3456.pdf

Please limit individual files to 20 MB each
Formats supported: Word DOC(X), PowerPoint PPT(X), Excel XLS(X), TXT, RTF, HTML, PDF, GIF, JPEG,

Submit MT Project Cancel

MT PROJECT SUBMITTED!

Project #: 1036299

Thank you for submitting your request.
Files are being processed by ULG MT engine.

Return to MT Project History

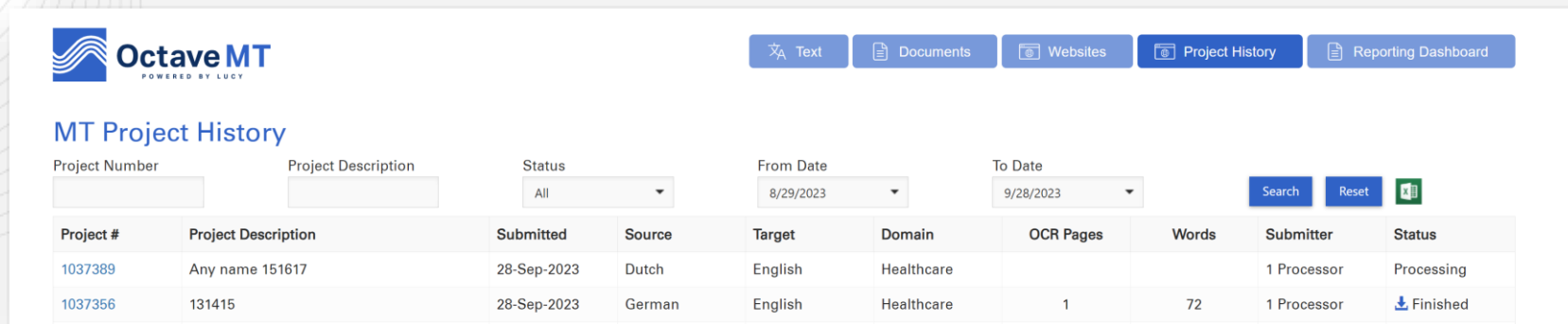
Octave MT Process & Project History

After you have submitted your MT project and received the confirmation, you can view the project under Project History.

1. Your MT Project will immediately begin in status **"Processing"**.
2. When complete the status will change to **"Finished"** with a download icon.
3. Click the download icon to **retrieve your translated file**.

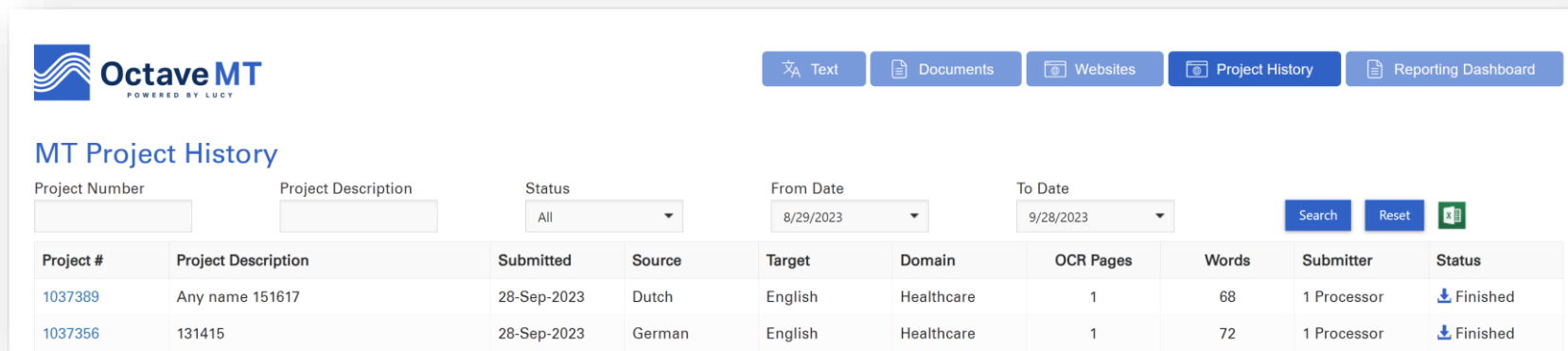
Helpful Tip

Processing time can be a few seconds to a few minutes depending on the size of the file.



The screenshot shows the Octave MT interface with the 'Project History' tab selected. The 'MT Project History' section displays a table with the following data:

Project #	Project Description	Submitted	Source	Target	Domain	OCR Pages	Words	Submitter	Status
1037389	Any name 151617	28-Sep-2023	Dutch	English	Healthcare			1 Processor	Processing
1037356	131415	28-Sep-2023	German	English	Healthcare	1	72	1 Processor	Finished



The screenshot shows the Octave MT interface with the 'Project History' tab selected. The 'MT Project History' section displays a table with the following data:

Project #	Project Description	Submitted	Source	Target	Domain	OCR Pages	Words	Submitter	Status
1037389	Any name 151617	28-Sep-2023	Dutch	English	Healthcare	1	68	1 Processor	Finished
1037356	131415	28-Sep-2023	German	English	Healthcare	1	72	1 Processor	Finished

Full Human Translation into English

- If the Octave MT output does not produce fully useable results, you will need to do a full human translation.
- In the next part of the guide, we will provide an overview on **how to submit the file for full human translation**.

Octave Full Translation – Submitting Medical Record

Helpful Clarifications:

Submit Claim (New Form) - This interface was originally used for medical claims and medical records prior to the release of medical claims specific portal. **GeoBlue use here is primarily Medical Records.**

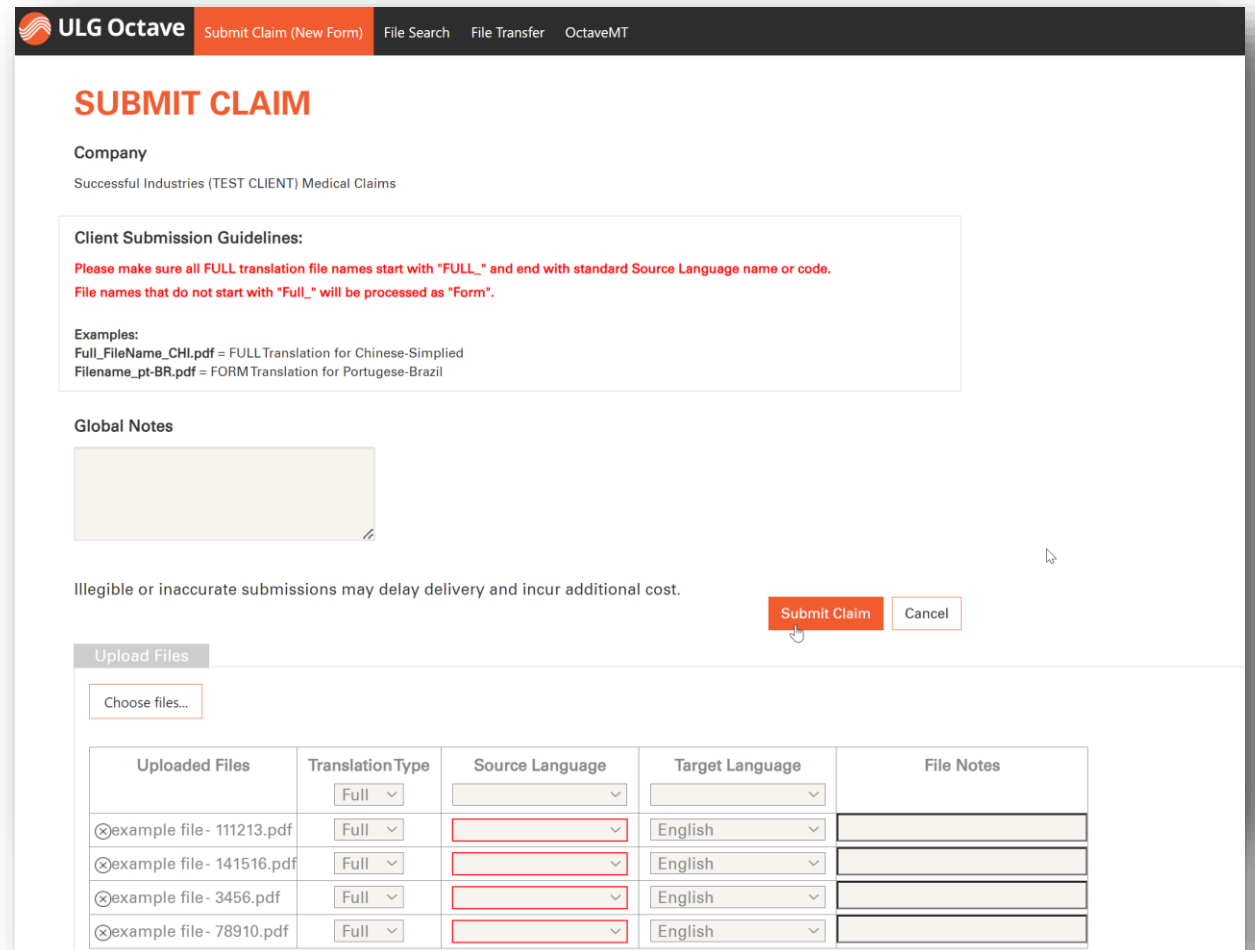
Client Submission Guidelines - optional guidelines for accounts setup with legacy claims automation – **GeoBlue submitters should disregard at this time.**

Submitting Medical Records for Full Translation:

1. Click **Submit Claim (New Form)** from top menu
2. Upload Files > **Choose files** from browse function
 - As the files are uploaded, they will appear in a detail table.
3. Select Translation Type = **Full**.
4. Select **Source** Language.
5. Select **Target** Language.
6. Add any applicable **file notes**. (example, "Please translate only page 6" or "Please translate pages 2 – 11")
7. Click **Submit Claim** button.

Global Notes (if applicable):

Optional field available for any notes that may apply to all files submitted.



ULG Octave Submit Claim (New Form) File Search File Transfer OctaveMT

SUBMIT CLAIM

Company
Successful Industries (TEST CLIENT) Medical Claims

Client Submission Guidelines:
Please make sure all FULL translation file names start with "FULL_" and end with standard Source Language name or code.
File names that do not start with "Full_" will be processed as "Form".

Examples:
Full_FileName_CHI.pdf = FULLTranslation for Chinese-Simplified
Filename_pt-BR.pdf = FORM Translation for Portugese-Brazil

Global Notes

Illegible or inaccurate submissions may delay delivery and incur additional cost.

Submit Claim **Cancel**

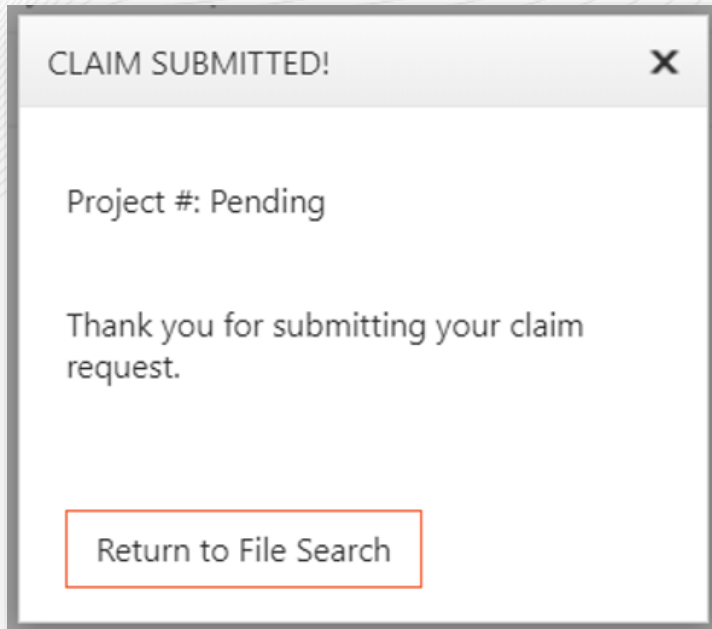
Upload Files

Choose files...

Uploaded Files	Translation Type	Source Language	Target Language	File Notes
example file- 111213.pdf	Full		English	
example file- 141516.pdf	Full		English	
example file- 3456.pdf	Full		English	
example file- 78910.pdf	Full		English	

Octave Full Translation - Project Confirmation

1. After submitted a file a **pop-up window** will appear confirming the job was submitted.

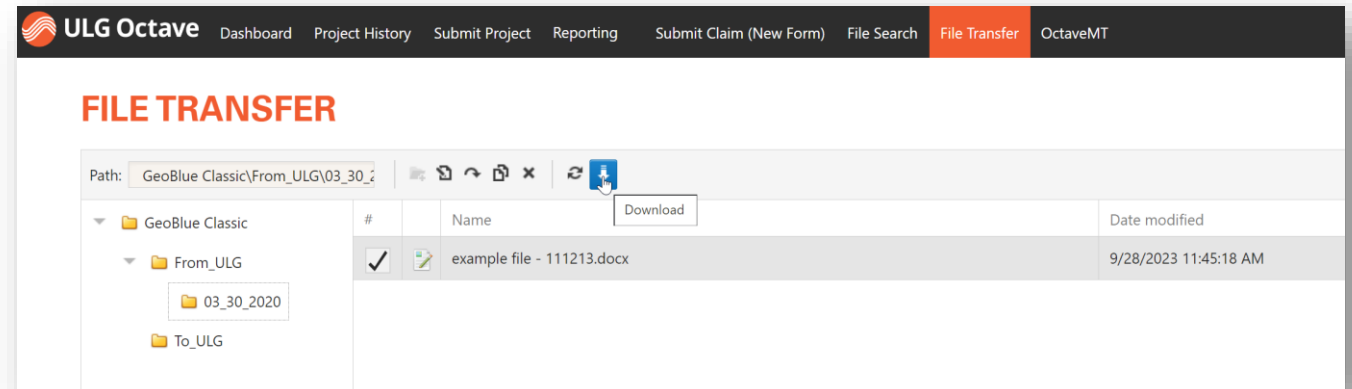
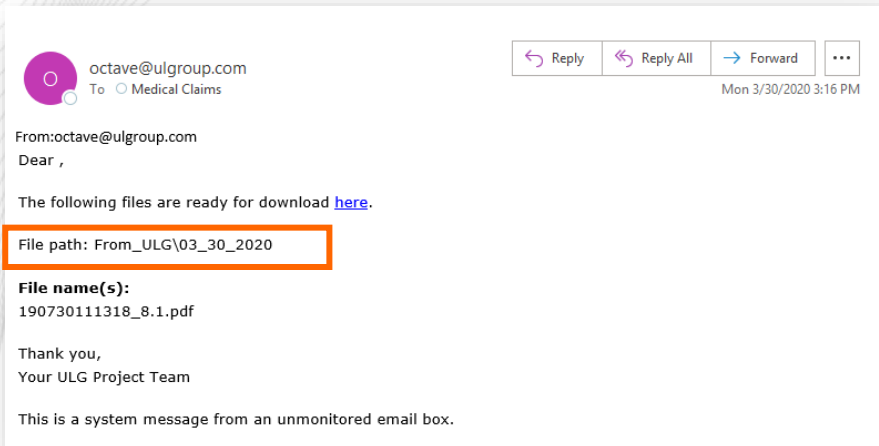


2. You will also receive an **Octave email** notification that a new job was submitted successfully.



Octave Full Translation– Project Delivery

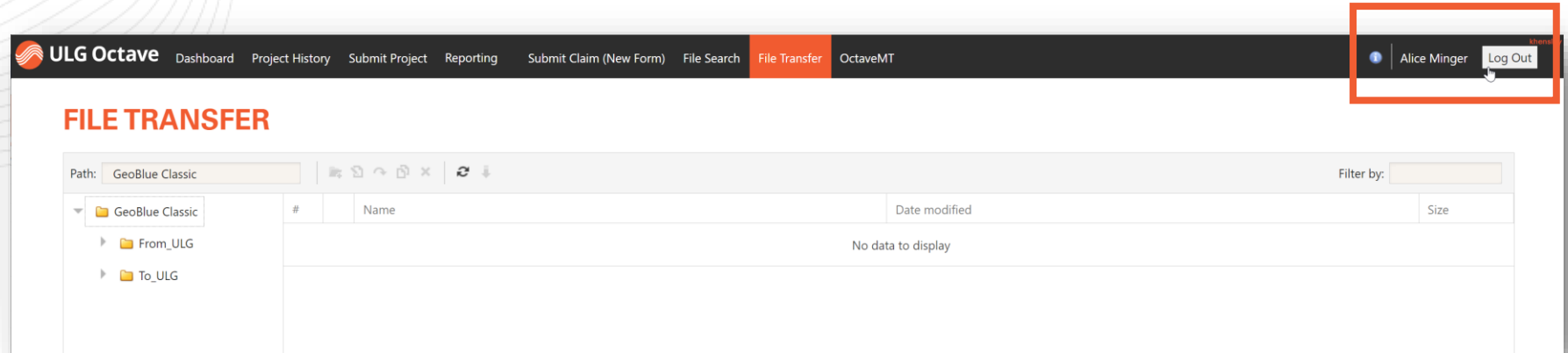
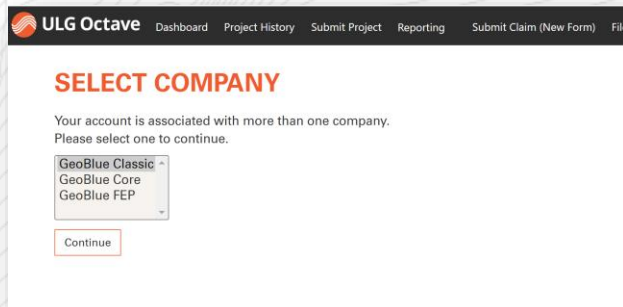
1. An email notification will be sent once the translated delivery file is available in Octave.
2. Click on **download here** link in the email and you will be brought to the Octave login screen to login.
3. Use **File path** to locate the delivery files within the File Transfer page.
4. Once logged in click on **File Transfer** to navigate to the delivery file(s).
5. Follow the file path in the delivery email notification to locate the folder that contains the delivery files.
6. To download the delivery file click on the box to the left of the file(s).
7. Then click the **Download** button.



Important! If you submit files for multiple LOB's it is important to LOG OUT of Octave in between submissions to reset the LOB selection window.

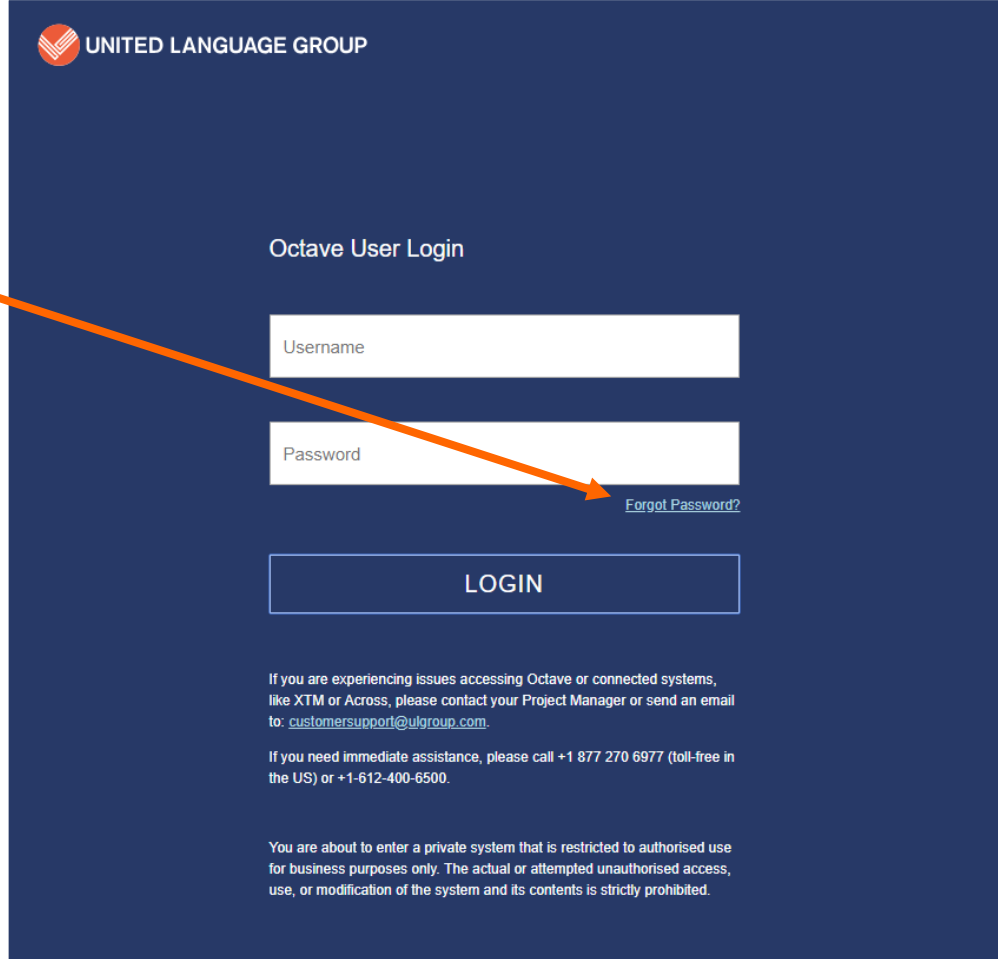
Important Tips

If you submit files for multiple LOB's it is important to LOG OUT of Octave in between submissions to reset the LOB selection window.



Octave Portal - Resetting your Password

- Click the “Forgot Password?” link to reset your password.
- If your account has expired (it will expire every 90 days) or become locked due to too many failed login attempts, you must contact OctaveSupport@ulgroup.com to reset your password.



The screenshot shows the 'Octave User Login' page. At the top left is the United Language Group logo. Below it, the title 'Octave User Login' is centered. There are two input fields: 'Username' and 'Password'. To the right of the 'Password' field is a blue link labeled 'Forgot Password?'. Below these fields is a large blue button labeled 'LOGIN'. At the bottom of the page, there is a disclaimer: 'If you are experiencing issues accessing Octave or connected systems, like XTM or Across, please contact your Project Manager or send an email to: customersupport@ulgroup.com. If you need immediate assistance, please call +1 877 270 6977 (toll-free in the US) or +1-612-400-6500. You are about to enter a private system that is restricted to authorised use for business purposes only. The actual or attempted unauthorised access, use, or modification of the system and its contents is strictly prohibited.'

**Need
Support?
ULG is here
to help.**

For questions or support around Medical Claims MT portal or translation projects contact:
medicalclaims@ulgroup.com

For all other translation questions or support contact:
GeoBlue@ulgroup.com