



User Guide for Marketing & Member Communications

In this guide you will find an overview on how to use ULG's Octave TMS for requesting comprehensive translation, localization and accessibility services to ensure compliance and boost engagement with multicultural audiences.

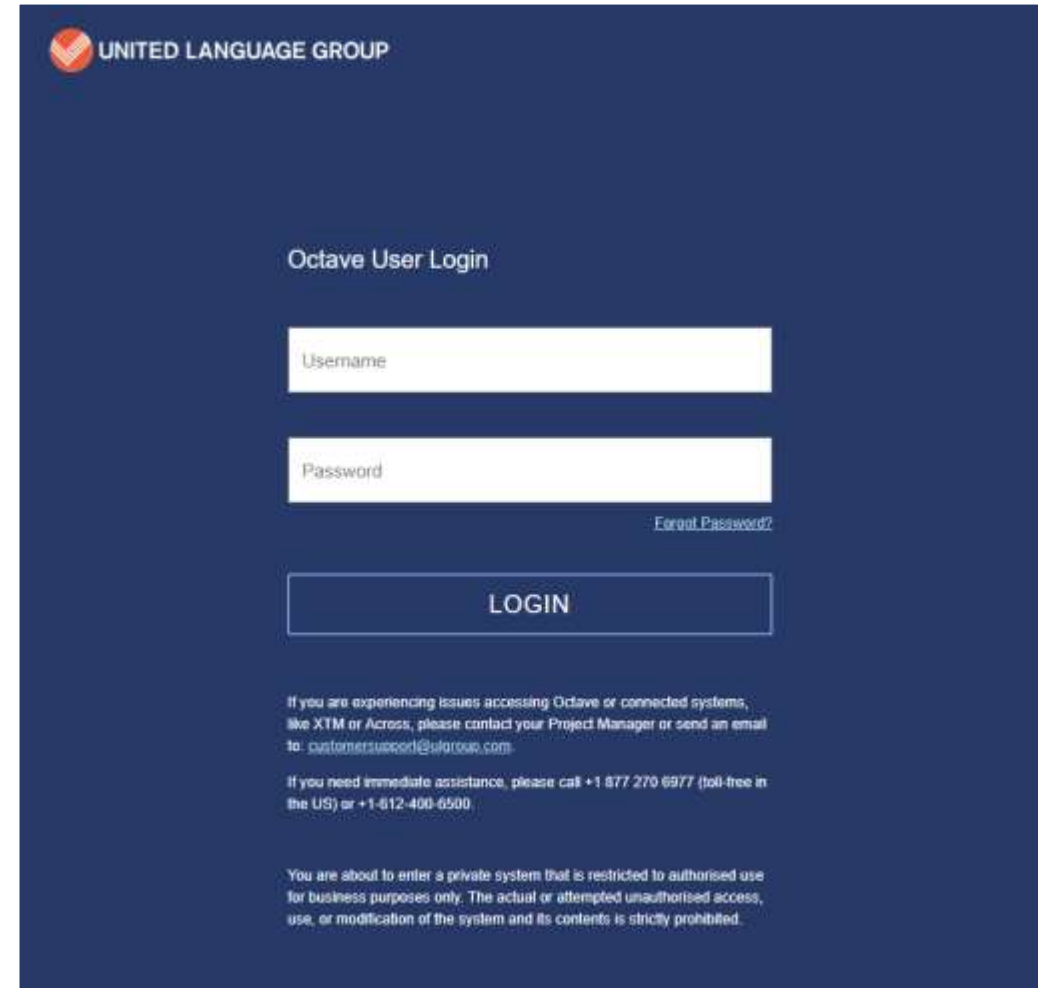
If you have any questions about using this guide, please contact GeoBlue@ulgroup.com

Getting Started

To submit a project 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 shows 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 support 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.

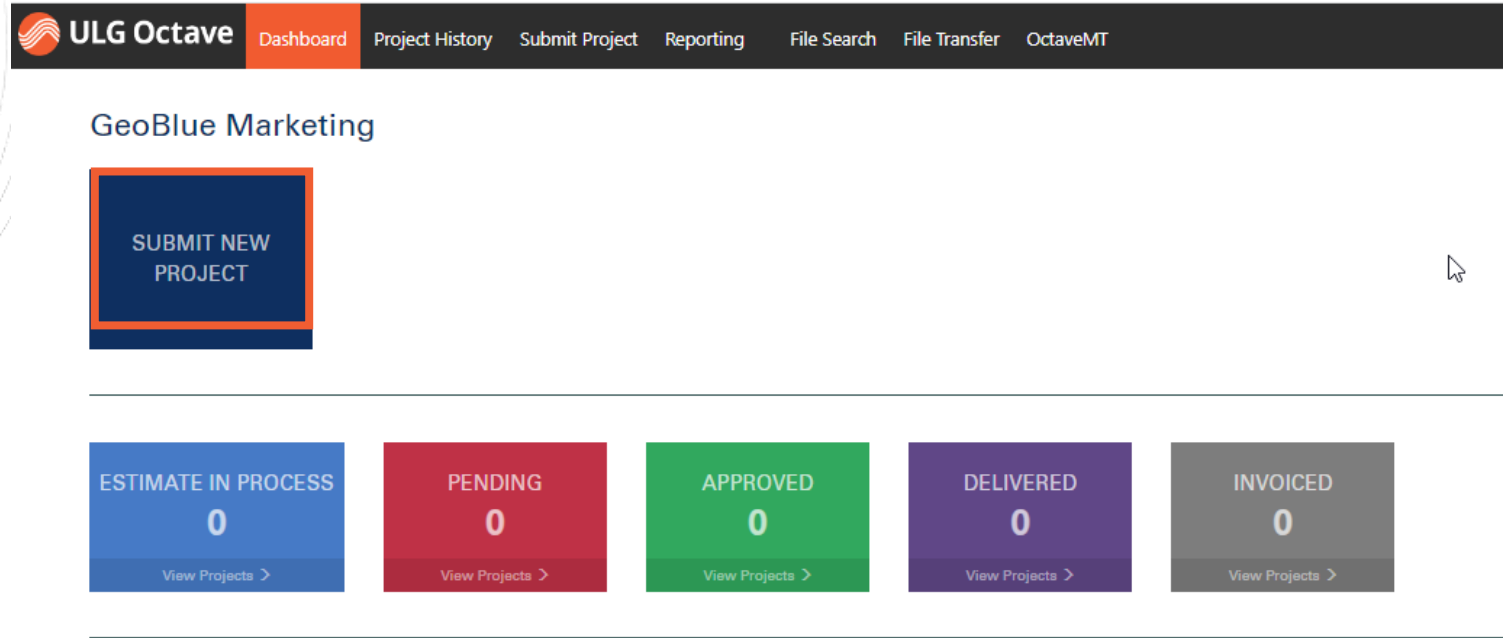
If you need immediate assistance, please call +1 877 270 6977 (toll-free in the US) or +1-612-400-6500.

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

Requesting an Estimate/Submitting a New Project

Now that you have logged into Octave Portal you will be in the main dashboard.

- 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” section.
- You will the proceed with entering the new project request details outlined on the following page in order to obtain a translation estimate.



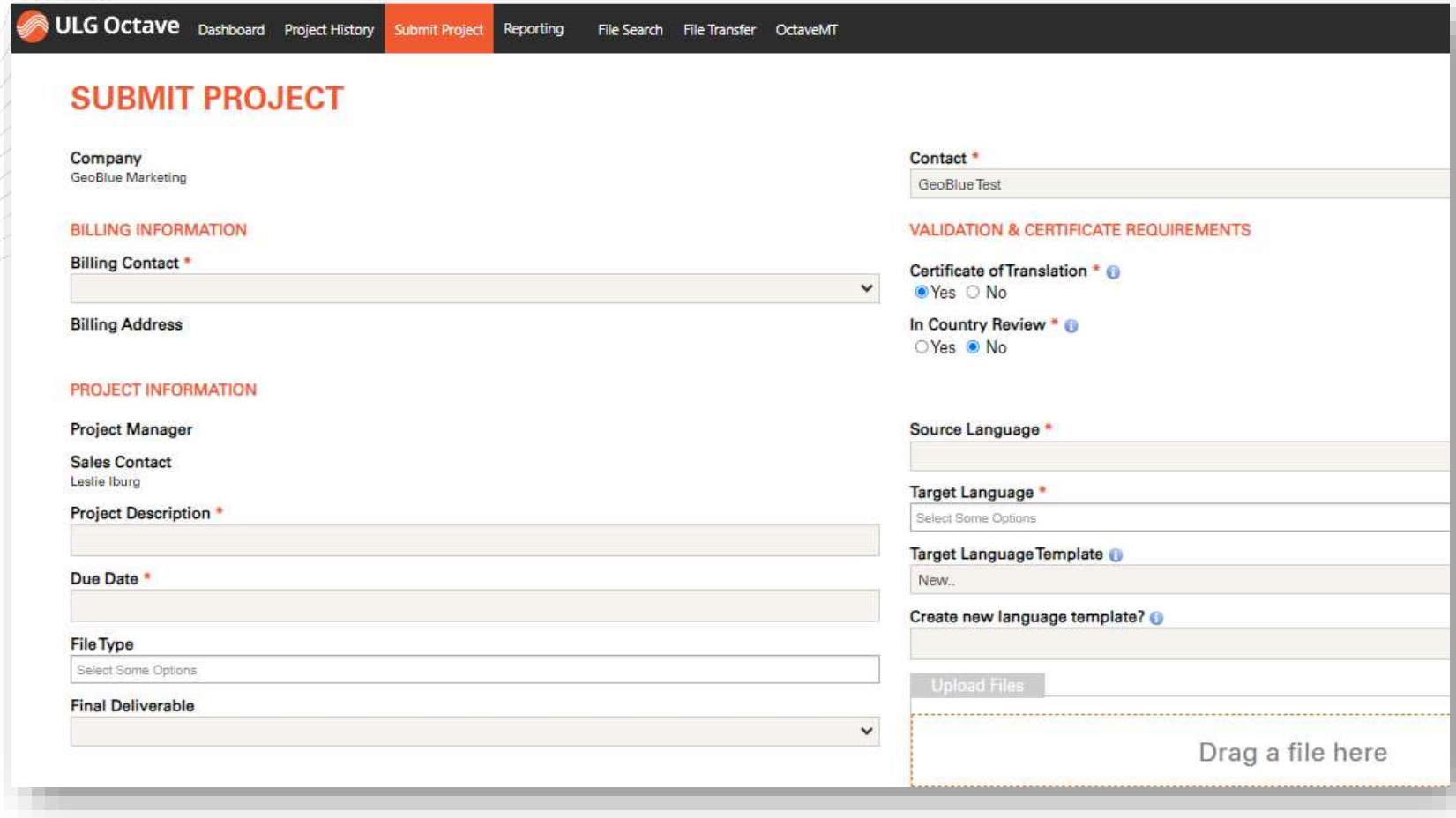
The screenshot shows the ULG Octave Dashboard for GeoBlue Marketing. The dashboard has a dark header with the ULG Octave logo and navigation links: Dashboard, Project History, Submit Project, Reporting, File Search, File Transfer, and OctaveMT. Below the header, the user's name 'GeoBlue Marketing' is displayed. A prominent blue button with an orange border labeled 'SUBMIT NEW PROJECT' is highlighted with a red box. Below this, there are five colored cards representing project status counts: ESTIMATE IN PROCESS (0), PENDING (0), APPROVED (0), DELIVERED (0), and INVOICED (0). Each card has a 'View Projects >' link at the bottom.

Status	Count	Action
ESTIMATE IN PROCESS	0	View Projects >
PENDING	0	View Projects >
APPROVED	0	View Projects >
DELIVERED	0	View Projects >
INVOICED	0	View Projects >

Requesting an Estimate/Submitting a New Project—Cont'd

Once you have successfully entered the Submit Project section, you can proceed with your request:

1. Enter all data into project submission form and upload the source file(s).
SEE Appendix for "Project Submission Key.
2. Once you have completed project submission form and verified data, click Submit Project
3. You will receive a confirmation message with the project number



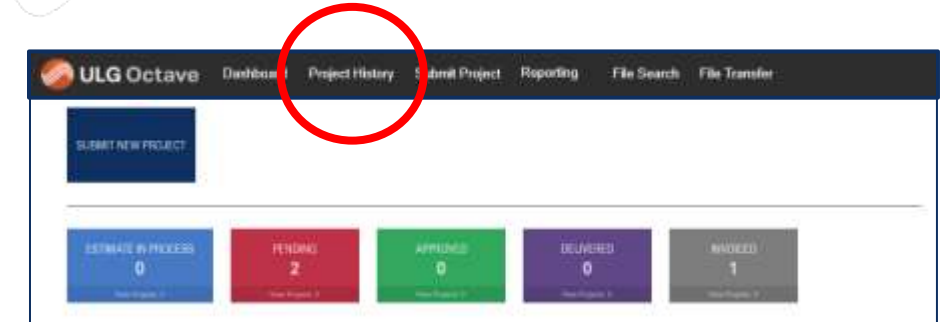
The screenshot shows the 'SUBMIT PROJECT' form in the ULG Octave system. The form is divided into several sections:

- Company:** GeoBlue Marketing
- BILLING INFORMATION:**
 - Billing Contact: [Dropdown menu]
 - Billing Address: [Text field]
- PROJECT INFORMATION:**
 - Project Manager: [Text field]
 - Sales Contact: Leslie Iburg
 - Project Description: [Text field]
 - Due Date: [Text field]
 - File Type: [Dropdown menu with 'Select Some Options']
 - Final Deliverable: [Dropdown menu]
- Validation & Certificate Requirements:**
 - Contact: GeoBlue Test
 - Certificate of Translation: ☒ Yes ☐ No
 - In Country Review: ☐ Yes ☒ No
 - Source Language: [Text field]
 - Target Language: [Text field with 'Select Some Options']
 - Target Language Template: [Text field with 'New..']
 - Create new language template? ☐
 - Upload Files: [Button]
 - Drag a file here: [Dashed box area]

Octave Project Approval & Process

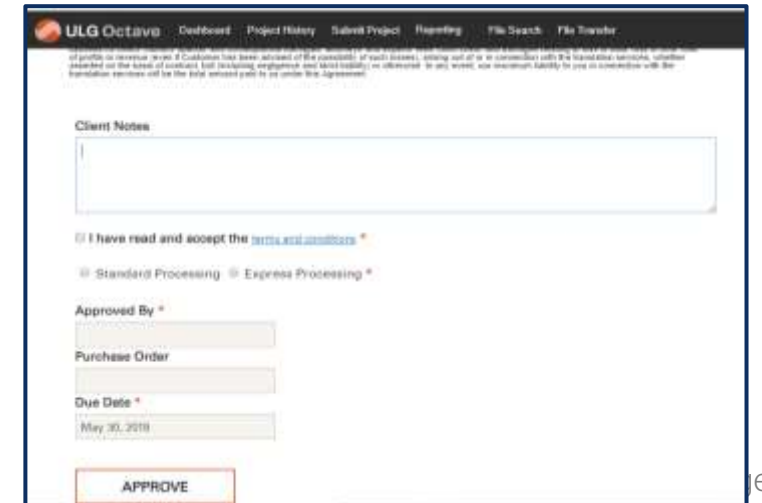
Reviewing and Approving Requests

1. After you submit your request, you can view the status in the Project History or main Dashboard.
2. When estimates are complete, you will be notified via email and the status will now be in the “Pending” box.
3. To approve, go to the “Pending” status in the dashboard.
4. Locate and click on your project request,
5. Click the Terms and Conditions and click “approve.”



Project Initiation/Completion

1. Once approved,, your project will now be in the “Approved” status and the translation will initiate!
2. When the project is complete, you will be notified via email by your Project Manager with instructions for retrieval.
3. The project status will then move to the “delivered” status, eventually residing in the “invoiced” section upon the invoice being issued.

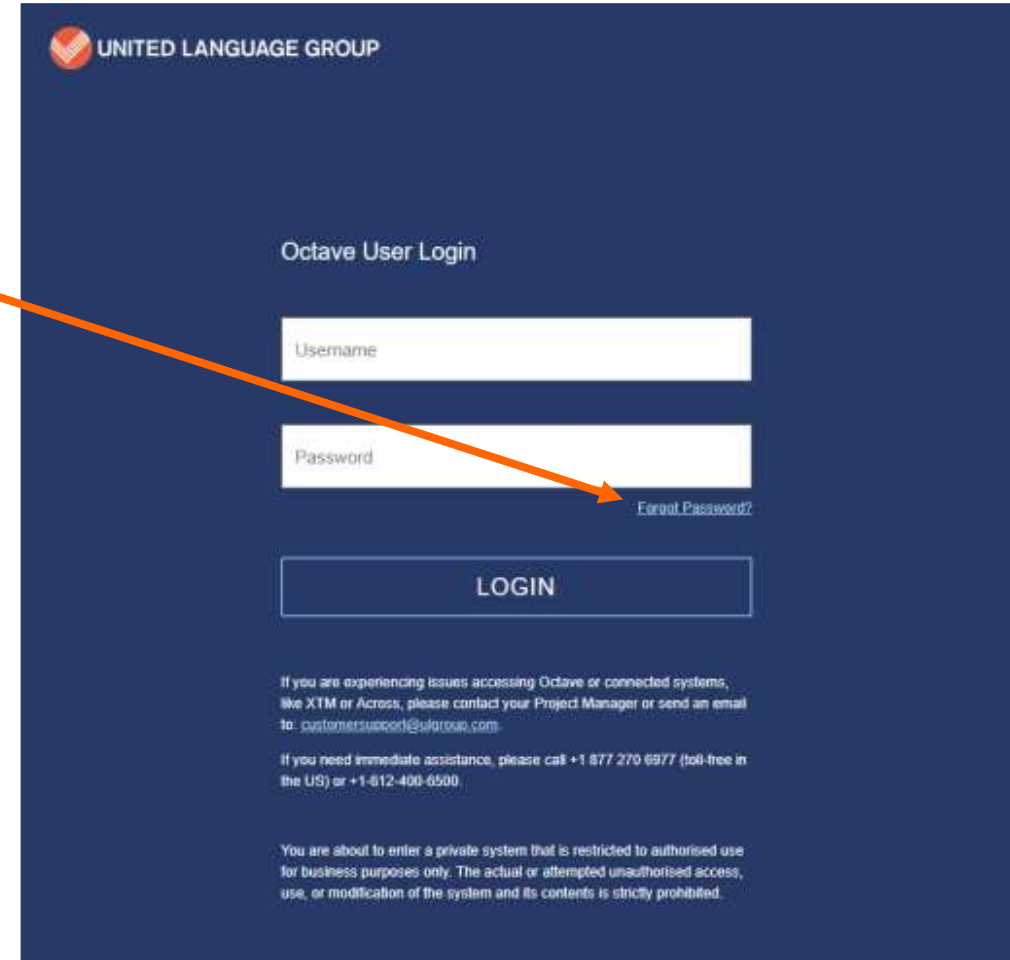


Project Submission Page Key

- **Project Description:** Use any identifiable project name for easy tracking and version control.
- **Billing contact:** Keep the default billing contact as “Accounts Payable”
- **Due Date:** Requested final delivery date
- **File Type:** ULG can work with all file formats and applications. For best results, a native or “source” file is recommended, i.e. Microsoft Word, InDesign packages, etc.
- **Final Deliverable:** Unless otherwise requested, ULG will provide the translations in the same format as received as well as a PDF
- **Certificate of Translation:** An attestation will be provided with each translation delivery at no cost
- **In-County Review (ICR):** ICR is a translation validation process where clients utilize internal native-speaking resources to validate final translation content in relation to corporate/branding terminology . Select “No” unless you utilize internal corporate reviewers prior to language release
- **Source Language:** Original language
- **Target Language:** Final deliverable language(s)
- **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.

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. It features a dark blue background with the United Language Group logo at the top left. The login form consists of two white input fields: 'Username' and 'Password'. Below the 'Password' field is a blue link labeled 'Forgot Password?'. An orange arrow points from the text in the list above to this link. Below the input fields is a white 'LOGIN' button. At the bottom, there is a small text block providing contact information for technical support and a disclaimer about system access.

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

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please contact: GeoBlue@ulgroup.com