

Nativy Handbook for Clients

About Nativy's Translation Services	3
Professional Translation and Editing Services	3
Language Combinations	4
Pricing	4
Delivery Time	5
Security and Privacy	5
Happy Clients	6
How to Order	7
How do I order translations?	7
How do I order translations for more than one language?	13
How do I order translations of several documents at the same time?	19
How do I order translations of text by typing it in or copying/pasting it?	20
How do I know I have successfully placed an order?	22
Payment and Invoicing	24
How do I pay?	24
How do I get the invoice?	25
How long do I have to pay the invoice?	25
Can I use multiple addresses for invoicing?	25
Translation Process	31
How can I contact my translator?	31
How can my translator contact me?	33
What if I have a general question? How can I contact Nativy?	35
How can I see the status or progress of my order?	36
Can I work with the same translator(s) every time?	36
Can I choose not to work with a translator again?	38
What if I am not happy with the translation?	39
Integrating Nativy into your CMS or SaaS	40
How to integrate using Rest API	40
How to integrate using hybrid iFrame-API solution	40
Get in touch for a demo	40

Quality Control and Special Needs	41
Who are your translators?	41
How do you ensure that translations are of high quality?	41
I need a translator that is specialized in my industry or field. How can I get that?	43
My company uses special vocabulary. How do you incorporate that?	46
What if I need a translation faster?	46
Streamlining Translations on a Company-wide level	47
How to create groups	47
How can I see what my team members have ordered?	49
How can everyone from my department use the same translators?	50
How can I delete a group?	51
Editing Account Information	52
I forgot my password. How can I reset it?	52
How can I change my password (even if I haven't forgotten it)?	54
Where can I change the name on my account or my billing address?	55
Contact Us. We're here to help.	55

1. About Nativy's Translation Services

1.1. Professional Translation and Editing Services

At Nativy, you can order professional translations and editing of any kind of written content. We work exclusively with professional translators who are native speakers.

Our professional translation is a 3-step process: first the content is translated by a professional translator who is a native-speaker; then a second professional translator--also a native speaker--proofreads it and discusses revisions with the translator; and in the final step the translator incorporates the feedback and finishes the order.

Our editing service comprises of proofreading/correction of content by a professional writer who is a native speaker. You would use this service, say, to have your French press release, corrected for grammar, punctuation, and word-choice by a professional writer who is a native speaker of the French language.

The image displays two screenshots of the Nativy website interface, illustrating the process for ordering translation and editing services. Both screenshots feature a top navigation bar with icons for 'Create', 'Address', 'Payment', and 'Finish'. Below this, a horizontal progress bar indicates the current step.

Top Screenshot (Translation Service): The 'Translation' tab is selected and highlighted with a red circle. The interface shows a language selection dropdown set to 'English', a 'to...' field, and an 'Upload' button. Below these, there is a text input area with the prompt 'Click upload or drag & drop a file'. A checkbox labeled 'With Proofreading' is checked. To the right, a 'How it works' section contains three testimonials from AccorHotels Austria, Holidays on the Farm, Austria, and SCHLADMING-DACHSTEIN Tourism Marketing.

Bottom Screenshot (Editing Service): The 'Editing' tab is selected and highlighted with a red circle. The interface is similar to the top screenshot, but the 'With Proofreading' checkbox is unchecked. The 'How it works' section on the right is identical to the top screenshot.

1.2. Language Combinations

We offer translation services for over 500 language combinations. Out of English, we offer 65 languages; out of French 48 languages, out of German 51 languages, out of Spanish 39 languages; out of Italian 34 languages; out of Portuguese 18 languages, and so on.

You can see a complete list of our language offerings here:

<https://www.nativy.com/languages>

Should we happen to not currently offer a language you need, please do get in touch. We would be happy to assist you.

1.3. Pricing

Our pricing is typically calculated on a per word basis. When you upload or copy/paste text, our system calculates the number of words and then the price accordingly. The translation prices include translation with proofreading by experienced professional translators who are native speakers.

For an exact quote, please upload your content, and pick your languages on our Website [here](#). If you have questions or concerns about any pricing-related issues, feel free to contact us.

Below is a price list of average pricing per language. Please note these prices may be slightly lower or higher depending on translator availability and specialized translation needs.

		Prices with proofreading			Prices with proofreading
German	English	€ 0,15	English	German	€ 0,15
German	Arabic	€ 0,13	English	Arabic	€ 0,08
German	Brazilian	€ 0,15	English	Brazilian	€ 0,08
German	Bulgarian	€ 0,11	English	Bulgarian	€ 0,08
German	Chinese	€ 0,18	English	Chinese	€ 0,08
German	Croatian	€ 0,13	English	Croatian	€ 0,08
German	Czech	€ 0,13	English	Czech	€ 0,10
German	Danish	€ 0,21	English	Danish	€ 0,16
German	Dutch	€ 0,15	English	Dutch	€ 0,14
German	Finnish	€ 0,19	English	Finnish	€ 0,15
German	French	€ 0,13	English	French	€ 0,12
German	Hungarian	€ 0,13	English	Hungarian	€ 0,09
German	Italian	€ 0,13	English	Italian	€ 0,09

German	Japanese	€ 0,22	English	Japanese	€ 0,12
German	Norwegian	€ 0,28	English	Norwegian	€ 0,20
German	Polish	€ 0,13	English	Polish	€ 0,09
German	Portuguese	€ 0,13	English	Portuguese	€ 0,08
German	Romanian	€ 0,09	English	Romanian	€ 0,06
German	Russian	€ 0,09	English	Russian	€ 0,07
German	Serbian	€ 0,13	English	Serbian	€ 0,07
German	Slovak	€ 0,12	English	Slovak	€ 0,09
German	Slovenian	€ 0,13	English	Slovenian	€ 0,11
German	Spanish	€ 0,12	English	Spanish	€ 0,08
German	Swedish	€ 0,21	English	Swedish	€ 0,16
German	Turkish	€ 0,11	English	Turkish	€ 0,09

1.4. Delivery Time

Delivery times depend on the volume of content. For smaller jobs our delivery time is usually overnight or within 1 to 2 days. To get an exact delivery date for your job, please upload or enter your content and pick your languages on our Website [here](#).

Should you need something delivered faster than the date shown, please contact us in the chat room or by email. We would be happy to find a way to meet your request.

1.5. Security and Privacy

At Nativy we understand the importance of proprietary information and have several measures in place to ensure that your content is secure and is handled with confidentiality.

All of our translators are bound by our strict non-disclosure agreements. Moreover, only the translator and proofreader that work on your job are given access to your documents. Unlike other translation agencies, we do not send out your document to several translators and wait for a quote.

For highly sensitive documents, we can encrypt your files by swapping out numbers, figures, and names. We can also slice your project into several parts and assign each part to a different translators to ensure that no one translator has complete knowledge of your project. Please get in touch should you require such assistance.

All transactions on nativy.com are conducted on a secure https line. Nativy does not store any credit card information. All our credit card payments go through Mpay24, a leading payment provider that is PCI compliant. Nativy is hosted on Microsoft Azure, and all files are stored on the Windows Azure Cloud.

1.6. Happy Clients

SIEMENS

RPHI

AMAG
AUSTRIA METALL

pewag **STRONG IS NOT ENOUGH**
www.pewag.com

ThyssenKrupp

wirtschafts
agentur
wien

Ein Fonds der
Stadt Wien

Springer

LINZ AG

WIBERG

HERBST KINSKY

PAXMATIC
Packaging Machines | Swiss Quality

Caritas
in
Oberösterreich

Fabasoft

Schärdinger **URLAUB AM BAUERNHOF**

ACCOR HOTELS.COM
Feel Welcome

seekda

FASTBOOKING
THINK DIRECT

feratel
window to the world

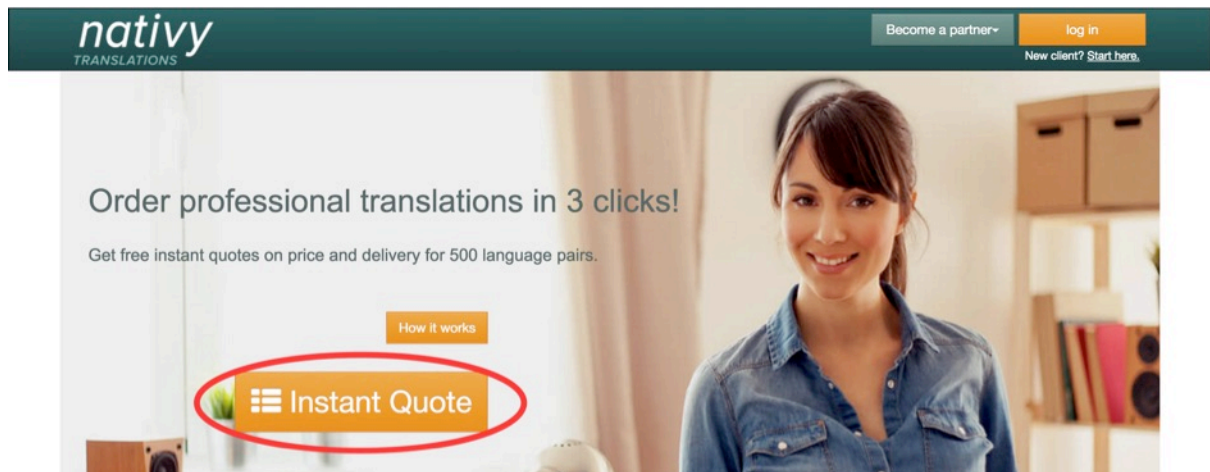
**therme
laa**
hotel & spa

**SCHLADMING
DACHSTEIN**

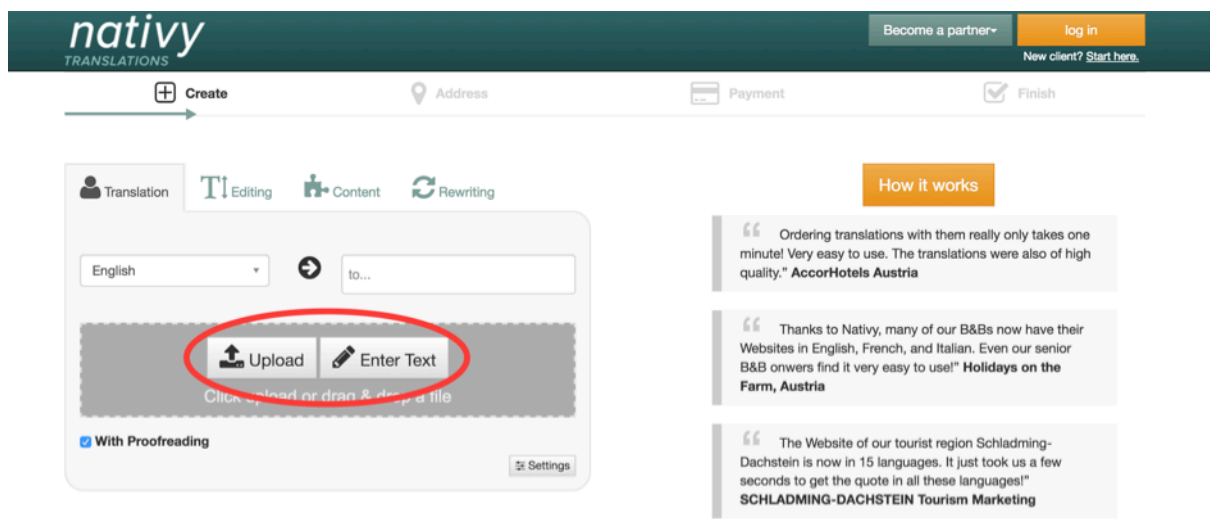
2. How to Order

2.1. How do I order translations?

1. Click on **Instant quote** on the main page.



2. You will come to this screen. Click on **Upload** to upload a text or **Enter text** to type in or paste text you want translated.



- Now type in the language you want to translate into, and select it.

Create

Address

Payment

Finish

Translation

Editing

English

fre

French

Upload

Click upload or drag & drop a file

Preview

Word count

THIS IS A TEST – DO NOT TRANSLATE THIS IS A TEST – DO NOT TRANSLATE THIS IS A TEST – DO NOT TRANSLATE...

1120

×

With Proofreading

Settings

How it works

“ Ordering translations with them really only takes one minute! Very easy to use. The translations were also of high quality.” **AccorHotels Austria**

“ Thanks to Nativy, many of our B&Bs now have their Websites in English, French, and Italian. Even our senior B&B owners find it very easy to use!” **Holidays on the Farm, Austria**

“ The Website of our tourist region Schladming-Dachstein is now in 15 languages. It just took us a few seconds to get the quote in all these languages!” **SCHLADMING-DACHSTEIN Tourism Marketing**

- You will see a quote on price and delivery appear on the right side, along with a photo of the recommended translator and proofreader.

Translation

Editing

English

French × |

Upload

Click upload or drag & drop a file

Preview

Word count

THIS IS A TEST – DO NOT TRANSLATE THIS IS A TEST – DO NOT TRANSLATE THIS IS A TEST – DO NOT TRANSLATE...

1120

×

With Proofreading

Settings

Order now

Target languages (Delivery date)	Price (EUR)
  French 18. Oktober 2016 See more offers	125.41

Sum

125.41

Discount +

0

VAT

25.08

Total amount (EUR)

150.49

Download offer as PDF

Send this offer by Email.

Order now

5. To see more quotes on price and delivery, click on **See more offers**.

Order now

Target languages (Delivery date)	Price (EUR)
French 18. Oktober 2016	125.41 See more offers
Sum	125.41
Discount +	0
VAT	25.08
Total amount (EUR)	150.49











Download offer as PDF
Send this offer by Email.

Order now

6. Pick the quote that suits your needs best. As a returning customer, under “Collaboration” you see if you (or anyone from your group) has worked with the translator before.

Offers

Source language	English	Word count	1120
Target languages	French	Content(s)	Test.odt

Translator	Proofreader	Price	Delivery date	Collaboration
 Laetitia	 CATHERINE	125.41 EUR	18. Oktober 2016 17:00	not yet ✓
 Mariannick	 Charles-James	128.10 EUR	19. Oktober 2016 09:00	not yet Select
 Charles-James	 Anne-Elisbeth	130.78 EUR	18. Oktober 2016 17:00	not yet Select
 Anne-Elisbeth	 Béatrice	119.46 EUR	20. Oktober 2016 08:00	not yet Select
 Cécile	 Charles-James	134.06 EUR	19. Oktober 2016 09:00	not yet Select

7. Then, click on **Order now** to continue to payment.

The screenshot shows the Nativy interface with a progress bar at the top: Create → Address → Payment → Finish. The main content area is divided into two sections. The left section, titled 'Translation' and 'Ti Editing', shows a language pair of English to French, an 'Upload' button, a preview of the text 'THIS IS A TEST - DO NOT TRANSLATE THIS IS A TEST - DO NOT TRANSLATE...', a word count of 1120, and a checkbox for 'With Proofreading'. The right section, titled 'Order now', contains a table with the following data:

Target languages (Delivery date)	Price (EUR)
French 18. Oktober 2016 See more offers	125.41
Sum	125.41
Discount +	0
VAT	25.08
Total amount (EUR)	150.49

Below the table are buttons for 'Download offer as PDF' and 'Send this offer by Email.', and a large orange 'Order now' button at the bottom.

8. If you are a first time user, fill in your details to register and continue. If you are an existing customer, simply log in.

The screenshot shows the 'Sign Up or Log In' modal form. It has two main sections: 'New user?' and 'Log In'. The 'New user?' section includes fields for Gender (M/F), First name*, Last name*, Company, Currency* (EUR), Email*, Re-enter Email*, Password*, Timezone* ((+01:00) W. Europe Standard Time), and Invited by. There is a checkbox for 'I have read and agree to the terms of use.' and a large orange 'Register Now' button at the bottom. The 'Log In' section includes fields for Email and Password, a 'Forgot your password?' link, and a 'Log In' button. The background shows a blurred view of the translation interface.

9. You can enter your billing address, give your job a title, and add any special instructions for the translator. Then click on **Pay Now** to choose a payment method.

Address

Billing address

Test
Hauptstraße
1030 Vienna
Austria

Edit

Extras

Working title:

Special instructions:

Pay Now!

Target languages (Delivery date)	Price (EUR)
<div> French 18. Oktober 2016 </div>	125.41
Sum	125.41
Discount	0
VAT	25.08
Total amount (EUR)	150.49

Pay Now!

10. You can pay by credit card or upon receipt. Please note that the first time you choose to pay upon receipt, it'll take a few extra minutes for us to confirm the order as we have to manually approve you and your company.

Create

Address

Payment

Finish

Target languages (Delivery date)	Price (EUR)
<div> Französisch 23. Oktober 2016 </div>	163.55
Sum	163.55
Discount	0
VAT	32.71
Total amount (EUR)	196.26

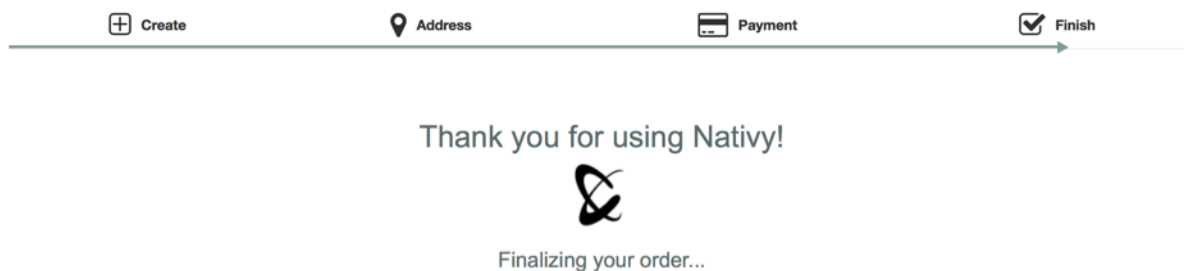
VISA

MasterCard

JCB

Upon receipt

11. Once you pay, your order has been placed!

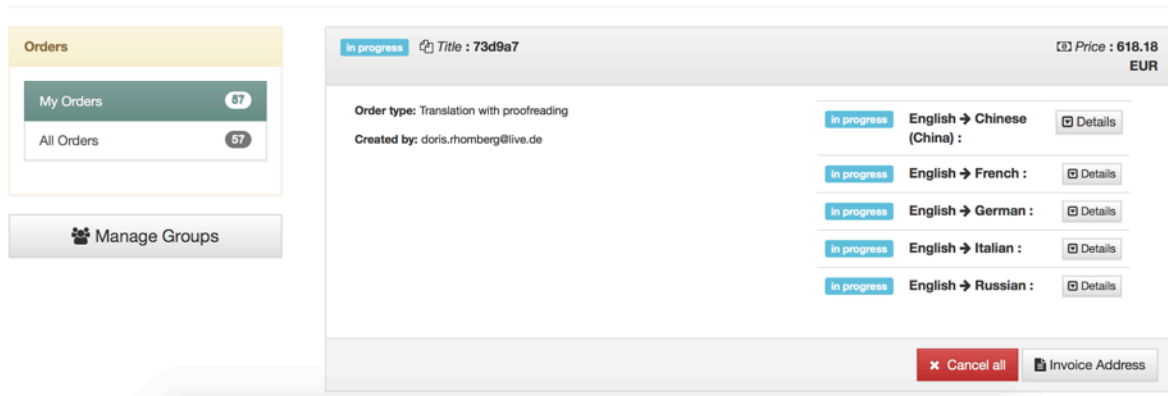


12. You will then be directed to the Order Overview page, where you can see a summary of all your orders.

Order Overview

Below is an overview of all orders created by you and by all members of your group(s).

The Groups function is new and we are constantly improving it based on your needs, so please do give us your feedback or reach out if you have questions.

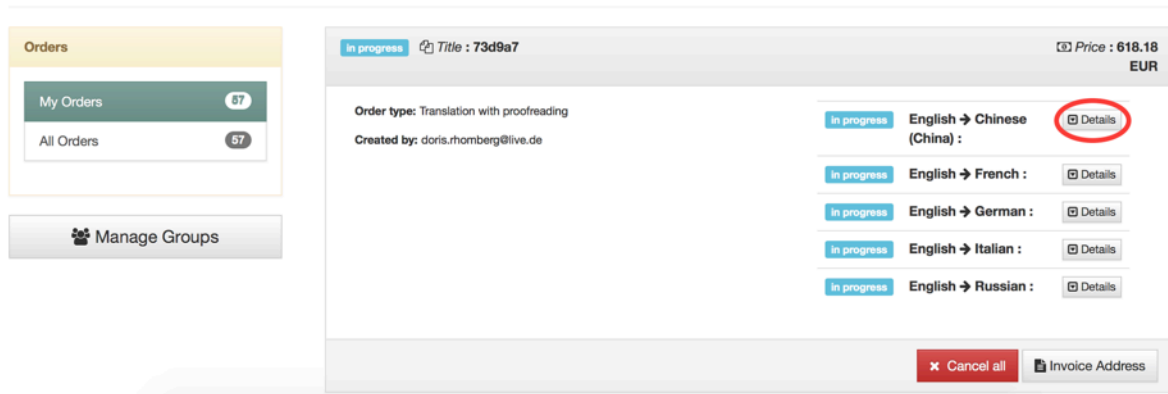


13. To see more detailed information about your order, simply click on **Details**.

Order Overview

Below is an overview of all orders created by you and by all members of your group(s).

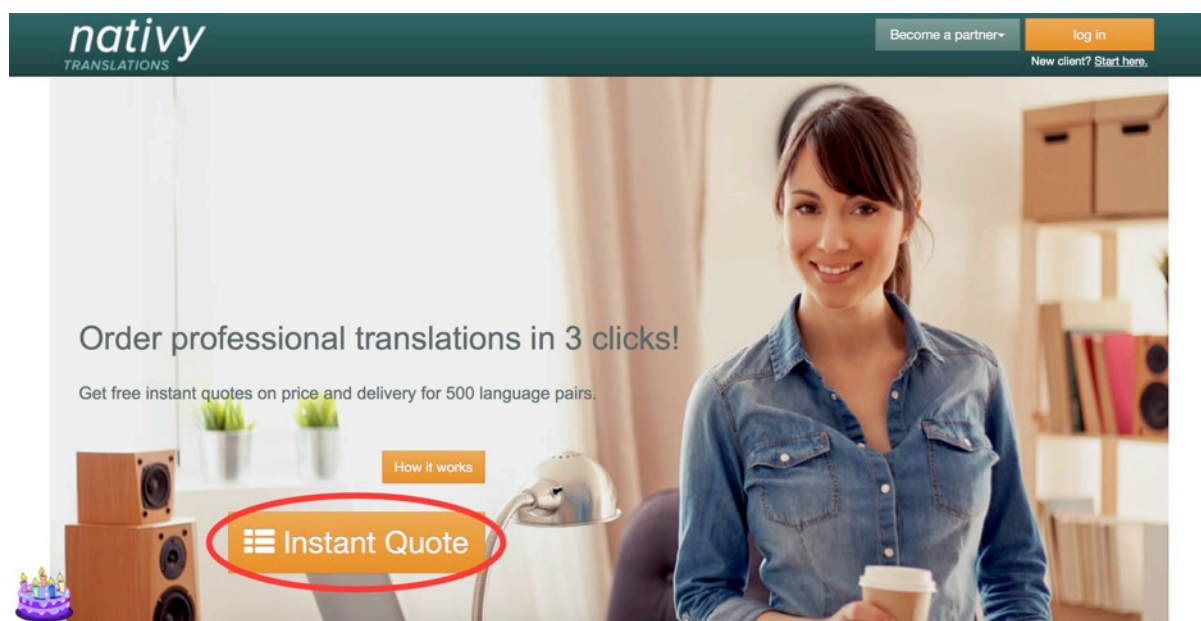
The Groups function is new and we are constantly improving it based on your needs, so please do give us your feedback or reach out if you have questions.



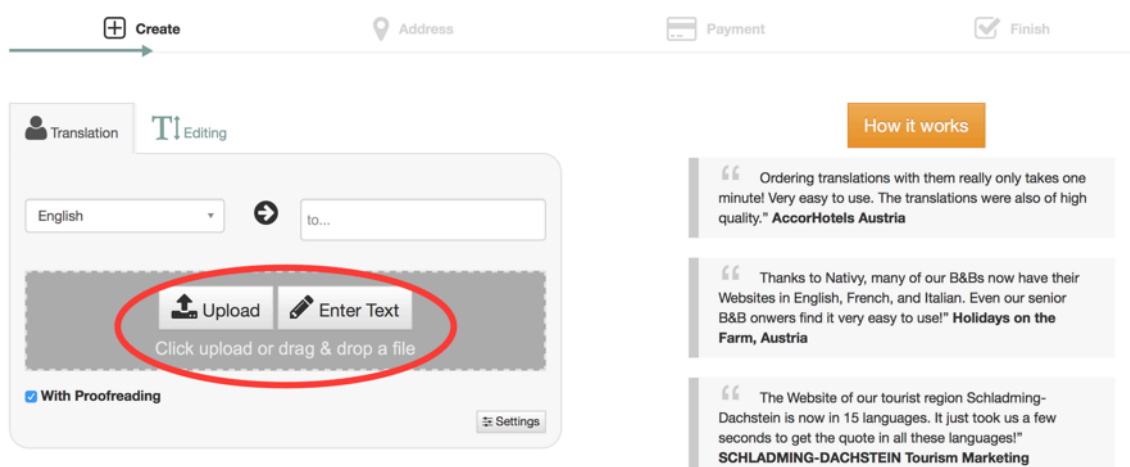
2.2. How do I order translations for more than one language?

The order process is exactly the same as that for one language. The only difference is that you enter multiple languages!

1. Click on Instant quote on the main page.



2. You will come to this screen. Click on **Upload** to upload a text or **Enter text** to type in or paste text you want translated.



- Now choose as many languages as you want. Just type in the names of the languages. Quotes appear on the right side.

The screenshot shows the Nativy Translation interface. On the left, the 'Translation' tab is active. The source language is set to 'English'. The target languages are selected in a dropdown menu: Chinese (China), French, German, Italian, and Russian. Below the dropdown is an 'Upload' button and a preview section showing a test text and a word count of 1120. On the right, the 'Order now' panel displays a table of target languages with their respective prices and delivery dates.

Target languages (Delivery date)	Price (EUR)
Russian Tue, Sep 20, 2016	64.05 See more offers
Italian Wed, Sep 21, 2016	77.45 See more offers
German Wed, Sep 21, 2016	143.74 See more offers
French Tue, Sep 20, 2016	116.18 See more offers
Chinese (China) Wed, Sep 21, 2016	102.78 See more offers
Sum	504.20
Discount +	0.00

- You will then see instant quotes appear on the right side. You see the price, delivery date, and pictures of the translator and proofreader for your job.

This screenshot provides a detailed view of the 'Order now' panel. It shows a table of target languages with their respective prices and delivery dates. Below the table, there is a summary section with a 'Sum' of 504.20 EUR, a 'Discount' of 0.00 EUR, a 'VAT' of 100.85 EUR, and a 'Total amount (EUR)' of 605.05 EUR. At the bottom, there are buttons to 'Download offer as PDF' and 'Send this offer by Email', followed by an 'Order now' button.

Target languages (Delivery date)	Price (EUR)
Russian Tue, Sep 20, 2016	64.05 See more offers
Italian Wed, Sep 21, 2016	77.45 See more offers
German Wed, Sep 21, 2016	143.74 See more offers
French Tue, Sep 20, 2016	116.18 See more offers
Chinese (China) Wed, Sep 21, 2016	102.78 See more offers
Sum	504.20
Discount +	0.00
VAT	100.85
Total amount (EUR)	605.05

5. You can click on **See more offers** to see more price and delivery options.

Order now

Target languages (Delivery date)		Price (EUR)
	Russian Tue, Sep 20, 2016	0.00 See more offers
	Italian Wed, Sep 21, 2016	77.45 See more offers
	German Wed, Sep 21, 2016	143.74 See more offers
	French Tue, Sep 20, 2016	116.18 See more offers
	Chinese (China) Wed, Sep 21, 2016	102.78 See more offers

6. Then, pick a different quote depending on your needs. As a returning customer, you see under “Collaboration” if you (or anyone from your group) has worked with the translator before.

Offers
×

Previous
Next

Source language	English	Word count	1120
Target languages	Russian	Content(s)	Test.odt

Translator	Proofreader	Price	Delivery date	Collaboration	
 Alexey	 Nesterenko	64.05 EUR	20.9.2016 16:00	not yet	✓
	 Nesterenko	74.48 EUR	21.9.2016 16:00	not yet	Select
 Aleksei	 Nesterenko	74.48 EUR	21.9.2016 16:00	not yet	Select
 Artem	 Nesterenko	74.48 EUR	21.9.2016 16:00	not yet	Select

7. When you are done, click on **Order now**.

The screenshot shows the Nativy Translation interface. On the left, there's a sidebar with tabs: Translation, Editing, Content, and Rewriting. The main area shows a language selection dropdown set to 'English', a target language selection box with 'Chinese (China)', 'French', 'German', 'Italian', and 'Russian' options, and an 'Upload' button. Below this is a 'Preview' section showing a sample text and a 'Word count' of 1120. At the bottom, there's a 'With Proofreading' checkbox and a 'Settings' button. On the right, there's a summary table with columns 'Target languages (Delivery date)' and 'Price (EUR)'. The table lists prices for Russian (64.05), Italian (77.45), German (143.74), French (116.18), and Chinese (China) (102.78). Below the table, there's a 'Sum' of 504.20, a 'Discount' of 0.00, a 'VAT' of 100.85, and a 'Total amount (EUR)' of 605.05. At the bottom of the summary, there are buttons for 'Download offer as PDF' and 'Send this offer by Email', and a large orange 'Order now' button at the very bottom.

8. Then, if you are a first time user, fill in your details to register and continue. If you are an existing customer, simply log in.

The screenshot shows the 'Sign Up or Log In' form. It has two main sections: 'New user?' and 'Log In'. The 'New user?' section includes fields for Gender (M/F), First name*, Last name*, Company, Currency* (set to EUR), Email*, Re-enter Email*, Password*, Timezone* (set to (+01:00) W. Europe Standard Time), and Invited by. Below these fields is a checkbox for 'I have read and agree to the terms of use.' The 'Log In' section includes fields for Email and Password, a 'Forgot your password?' link, and a 'Log In' button. At the bottom of the form, there is a large orange 'Register Now' button.

9. You can enter your billing address, give your job a title, and add any special instructions for the translator. Then click on **Pay Now** to choose a payment method.

Address

Billing address

Marxergasse
1030 vienna
Austria

Edit

Extras

Working title:

Notes for the translator:

Pay Now!

Target languages (Delivery date)	Price (EUR)
Russian Tue, Sep 20, 2016	64.05
Italian Wed, Sep 21, 2016	77.45
French Tue, Sep 20, 2016	116.18
Chinese (China) Wed, Sep 21, 2016	102.78
German Wed, Sep 21, 2016	143.74
Sum	504.20
Discount	0.00
VAT	100.85
Total amount (EUR)	605.05

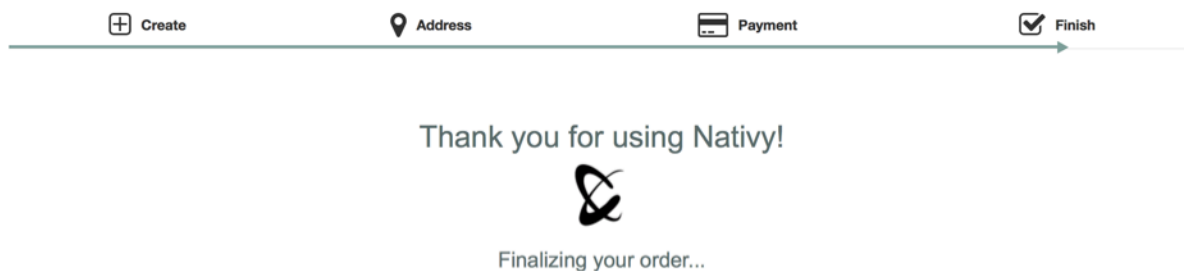
Pay Now!

10. You can pay by credit card or upon receipt. Please note that the first time you choose to pay upon receipt, it'll take a few extra minutes for us to confirm the order as we have to manually approve you as a verified company.

Target languages (Delivery date)	Price (EUR)
Russian Tue, Sep 20, 2016	64.05
Italian Wed, Sep 21, 2016	77.45
French Tue, Sep 20, 2016	116.18
Chinese (China) Wed, Sep 21, 2016	102.78
German Wed, Sep 21, 2016	143.74
Sum	504.20
Discount	0.00
VAT	100.85
Total amount (EUR)	605.05

VISA
 MasterCard
 JCB
 Upon receipt

11. Once you pay, your order has been placed!

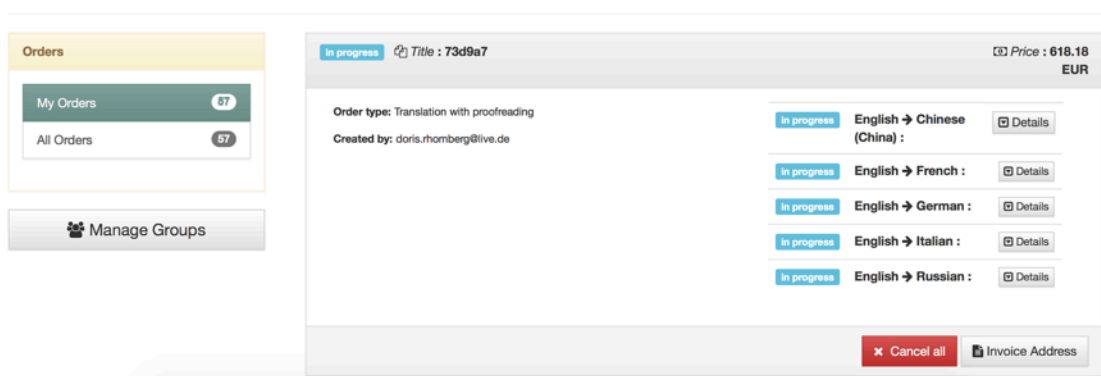


12. You will then be directed to the Order Overview page, where you can see a summary of all your orders.

Order Overview

Below is an overview of all orders created by you and by all members of your group(s).

The Groups function is new and we are constantly improving it based on your needs, so please do give us your feedback or reach out if you have questions.

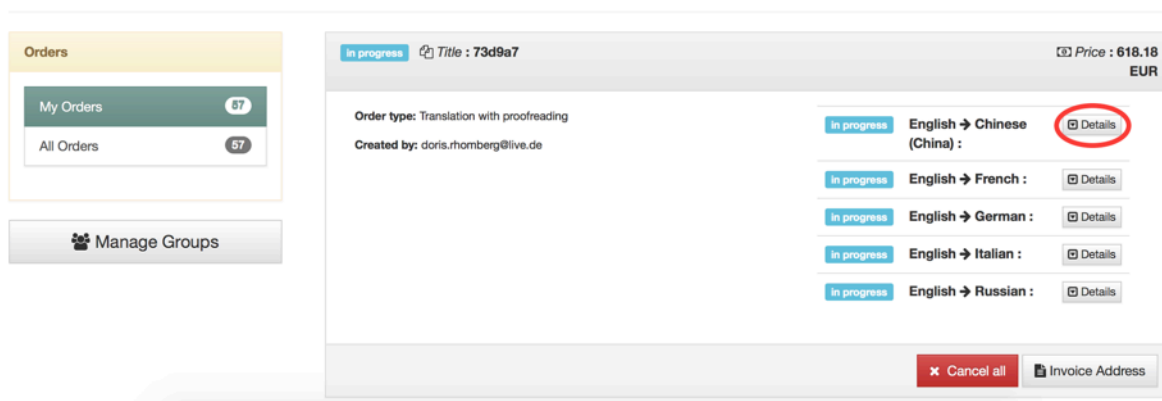


13. To see more detailed information about your order, simply click on **Details**.

Order Overview

Below is an overview of all orders created by you and by all members of your group(s).

The Groups function is new and we are constantly improving it based on your needs, so please do give us your feedback or reach out if you have questions.



2.3. How do I order translations of several documents at the same time?

1. After uploading one file, simply click on **Upload** again to upload another file.

The screenshot shows the Nativy interface with a progress bar at the top: Create → Address → Payment → Finish. The main panel is divided into two sections. The left section, titled 'Translation' and 'Ti Editing', shows a language selection dropdown set to 'English' and target language buttons for French, Italian, Russian, and Spanish. Below this is an 'Upload' button with a red circle around it, and a text prompt 'Click upload or drag & drop a file'. A preview window shows a sample text and a word count of 1120. The right section, titled 'Order now', displays a table of target languages and prices.

Target languages (Delivery date)	Price (EUR)
Spanish 26. Oktober 2016	117.52 See more offers
Russian 26. Oktober 2016	83.41 See more offers
Italian 26. Oktober 2016	96.82 See more offers
French 25. Oktober 2016	125.41 See more offers
Sum	423.15
Discount	0
VAT	84.62
Total amount (EUR)	507.78

2. The new file will be uploaded and new quotes will appear. You can upload more files by clicking on Upload again or click on **Order now** to continue.

The screenshot shows the Nativy interface after uploading a second file. The 'Upload' button is still visible. The preview window now shows two files: 'S. 155-176183-191 Teststoff BPQM' with a word count of 982, and '21.10.15[bookmark: _GoBack]Wertpapiere und BörseWertpapiere dienen...' with a word count of 1120. The right section, titled 'Order now', displays a new table of target languages and prices, with the 'Order now' button highlighted by a red circle.

Target languages (Delivery date)	Price (EUR)
Spanish 27. Oktober 2016	220.57 See more offers
Russian 28. Oktober 2016	239.86 See more offers
Italian 28. Oktober 2016	179.75 See more offers
French 29. Oktober 2016	229.23 See more offers
Sum	869.41
Discount	0
VAT	173.88
Total amount (EUR)	1043.29

2.4. How do I order translations of text by typing it in or copying/pasting it?

1. Click on **Enter Text**.

The screenshot shows the 'Create' step of the Nativy interface. At the top, there is a progress bar with four stages: 'Create' (active), 'Address', 'Payment', and 'Finish'. Below this, the main workspace is divided into two sections. On the left, under the 'Translation' tab, there is a language selection dropdown set to 'English' and a 'to...' field. Below these, there is a large grey box with two buttons: 'Upload' and 'Enter Text'. The 'Enter Text' button is circled in red. Below the buttons, it says 'Click upload or drag & drop a file'. There is also a checkbox for 'With Proofreading' and a 'Settings' button. On the right, there is a 'How it works' section with three testimonials from AccorHotels Austria, Holidays on the Farm, Austria, and SCHLADMING-DACHSTEIN Tourism Marketing.

2. You will see a blank box where you can copy/paste or enter text.

The screenshot shows the 'Editing' step of the Nativy interface. The progress bar at the top now shows 'Create' as completed and 'Address' as the active step. The main workspace is divided into two sections. On the left, under the 'Editing' tab, there is a language selection dropdown set to 'English' and a 'to...' field. Below these, there is a large white text box for input. To the right of the text box, there are three buttons: 'French x', 'Italian x', and 'Spanish x'. Below the text box, there are two buttons: 'Back' and 'Calculate offer'. There is also a checkbox for 'With Proofreading' and a 'Settings' button. On the right, there is a 'How it works' section with three testimonials from AccorHotels Austria, Holidays on the Farm, Austria, and SCHLADMING-DACHSTEIN Tourism Marketing.

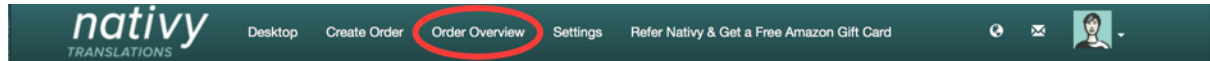
3. Enter your text and click on **Calculate offer**.

4. To add additional pieces of text, simply enter it in the white box, and click **Add and Calculate Again**. When you are finished, click on **Order Now** to proceed.

Target languages (Delivery date)	Price (EUR)
Spanish 26. Oktober 2016	5.92 See more offers
Italian 28. Oktober 2016	5.42 See more offers
French 27. Oktober 2016	6.32 See more offers
Sum	17.66
Discount +	0
VAT	3.51
Total amount (EUR)	21.18

2.5. How do I know I have successfully placed an order?

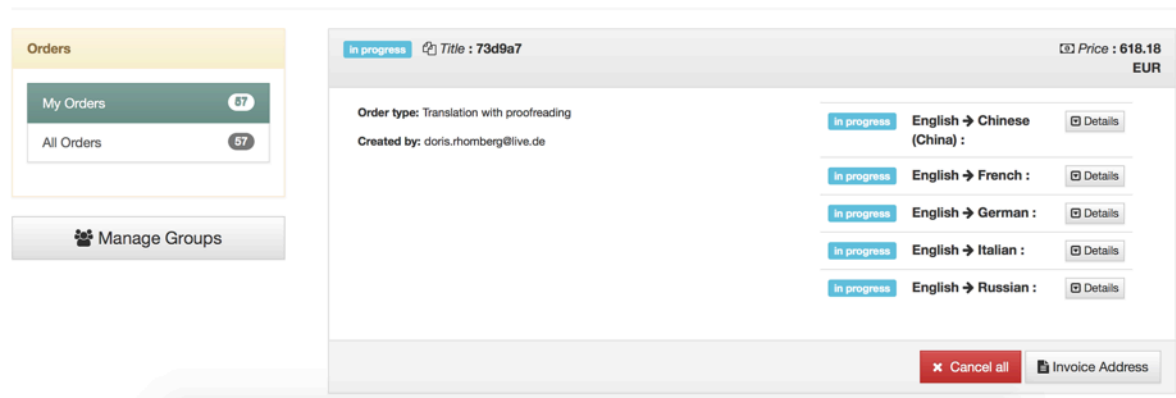
1. Click on **Order Overview** on the main menu.



Order Overview

Below is an overview of all orders created by you and by all members of your group(s).

The Groups function is new and we are constantly improving it based on your needs, so please do give us your feedback or reach out if you have questions.

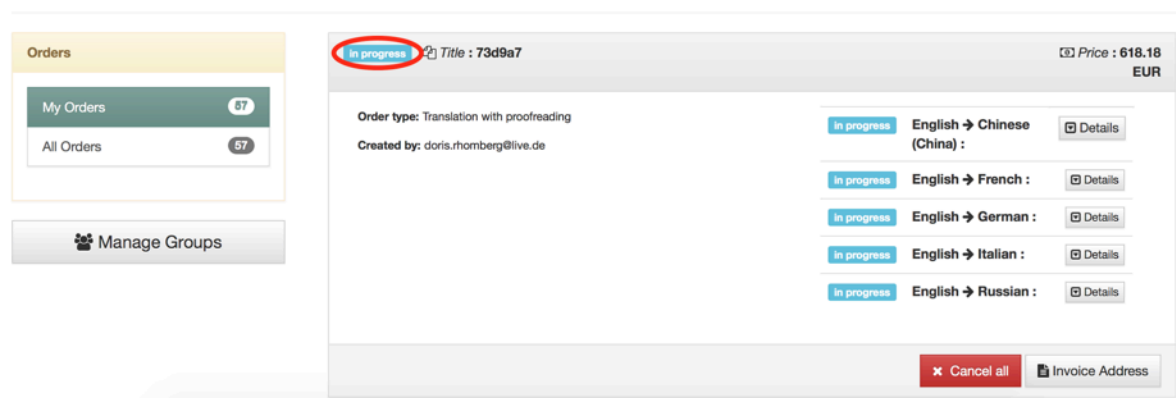


- a. If you have successfully placed your order, it will be marked “in progress”.

Order Overview

Below is an overview of all orders created by you and by all members of your group(s).

The Groups function is new and we are constantly improving it based on your needs, so please do give us your feedback or reach out if you have questions.



- b. Please note that if your order is marked “open” and displays the price as “0,” your order has NOT been placed.

Order Overview

Below is an overview of all orders created by you and by all members of your group(s).

The Groups function is new and we are constantly improving it based on your needs, so please do give us your feedback or reach out if you have questions.

To place this order, simply click on **Calculate quote again.**

Order Overview

Below is an overview of all orders created by you and by all members of your group(s).






The Groups function is new and we are constantly improving it based on your needs, so please do give us your feedback or reach out if you have questions.




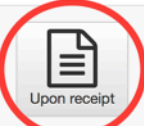
3. Payment and Invoicing

3.1. How do I pay?

You can pay by credit card or upon receipt after the translation has been completed. You will see the payment screen below as part of the order process.

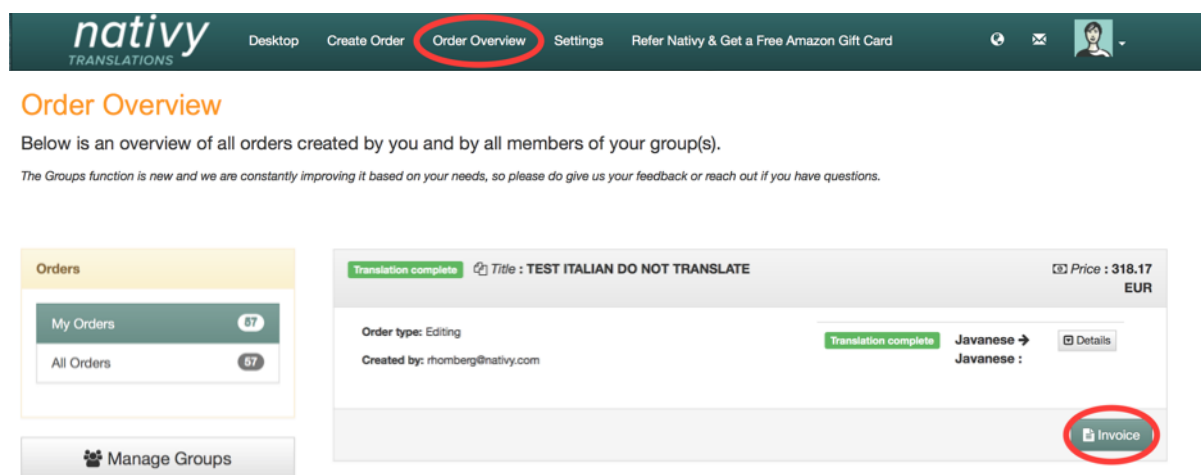
Please note that the first time that you request to pay upon receipt, the order might take a few minutes to be confirmed as we manually approve each company to use this payment method.

Target languages (Delivery date)		Price (EUR)
	Russian Tue, Sep 20, 2016	64.05
	Italian Wed, Sep 21, 2016	77.45
	French Tue, Sep 20, 2016	116.18
	Chinese (China) Wed, Sep 21, 2016	102.78
	German Wed, Sep 21, 2016	143.74
Sum		504.20
Discount		0.00
VAT		100.85
Total amount (EUR)		605.05

3.2. How do I get the invoice?

We send you the invoice by email after the order has been completed. You can also always download a copy of your invoice from your **Order Overview**. Simply click on **Invoice**.



3.3. How long do I have to pay the invoice?

We ask you to pay your invoice within 14 days of receipt.

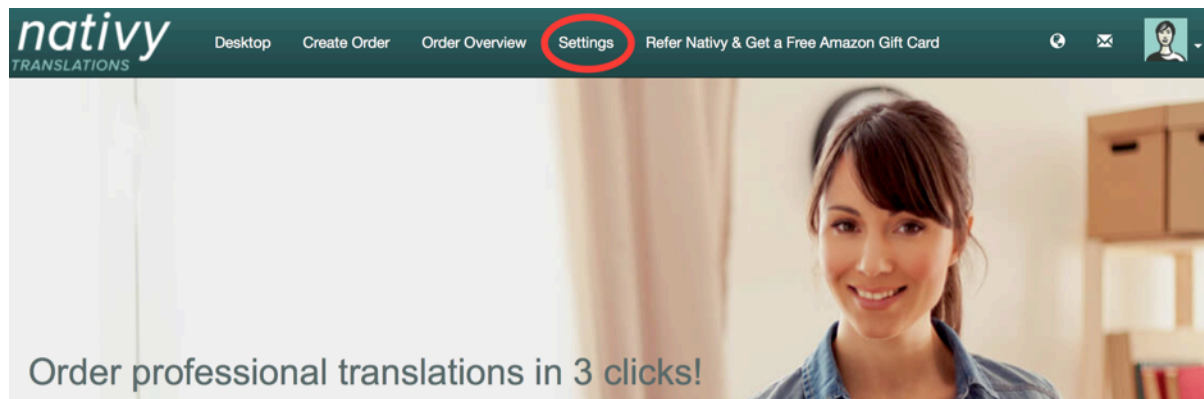
3.4. Can I use multiple addresses for invoicing?

Yes, you can add multiple billing addresses to your account. You will be prompted to choose your billing address every time you place an order.

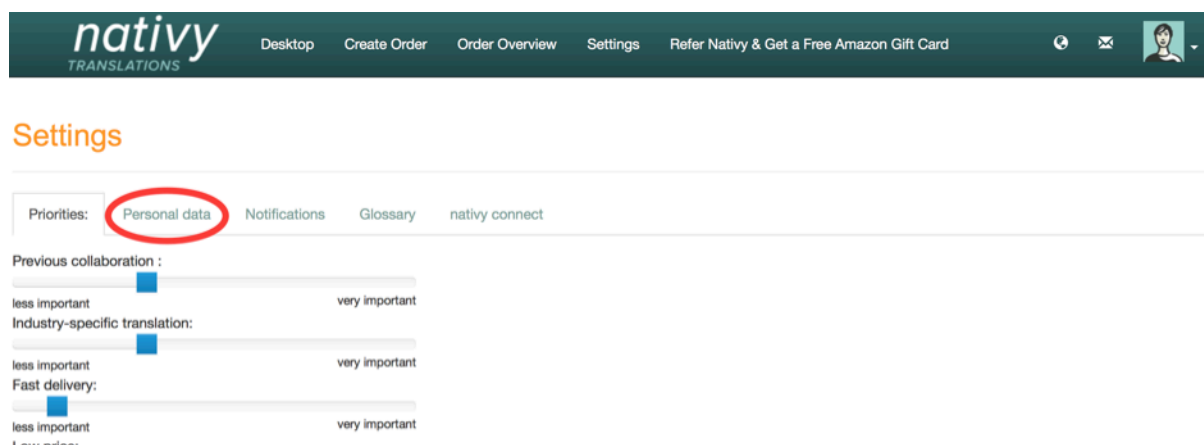
There are 2 ways to add additional billing addresses: (1) Through the Settings section of your account; or (2) During the order process.

3.4.1. Adding multiple billing addresses in the **Settings** section of your account

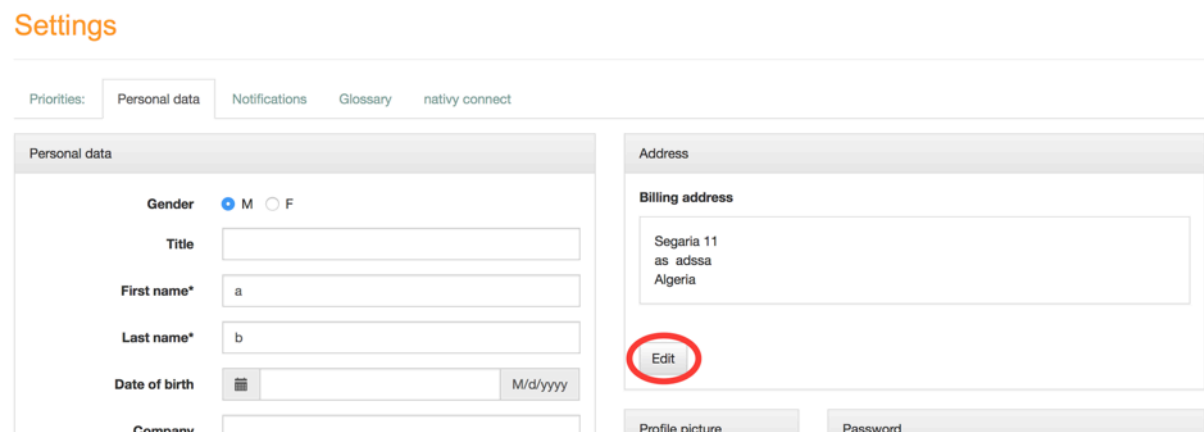
1. Click on **Settings** in the main menu.



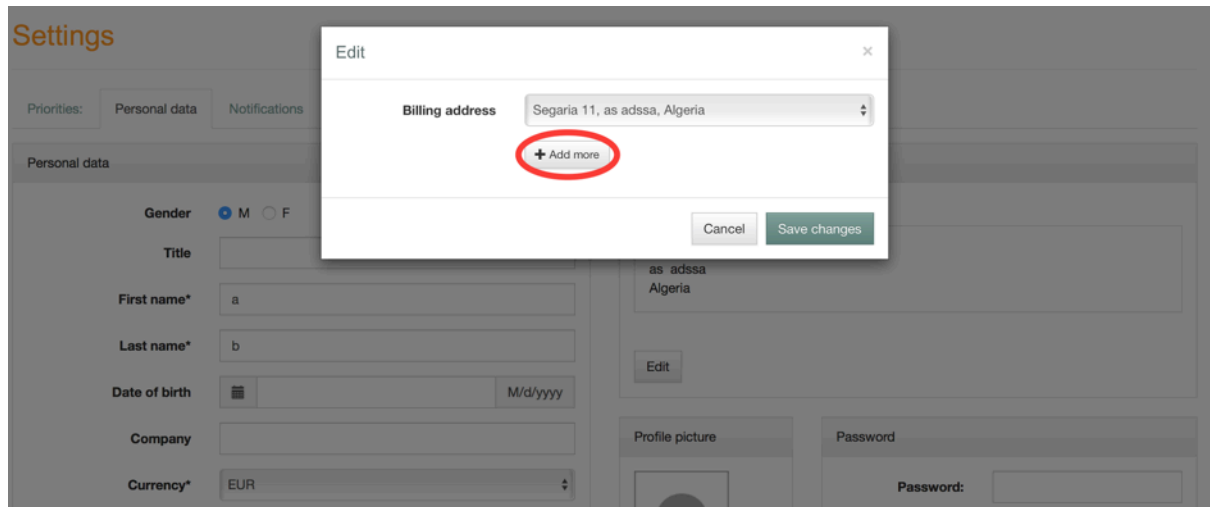
2. Click on **Personal data**.



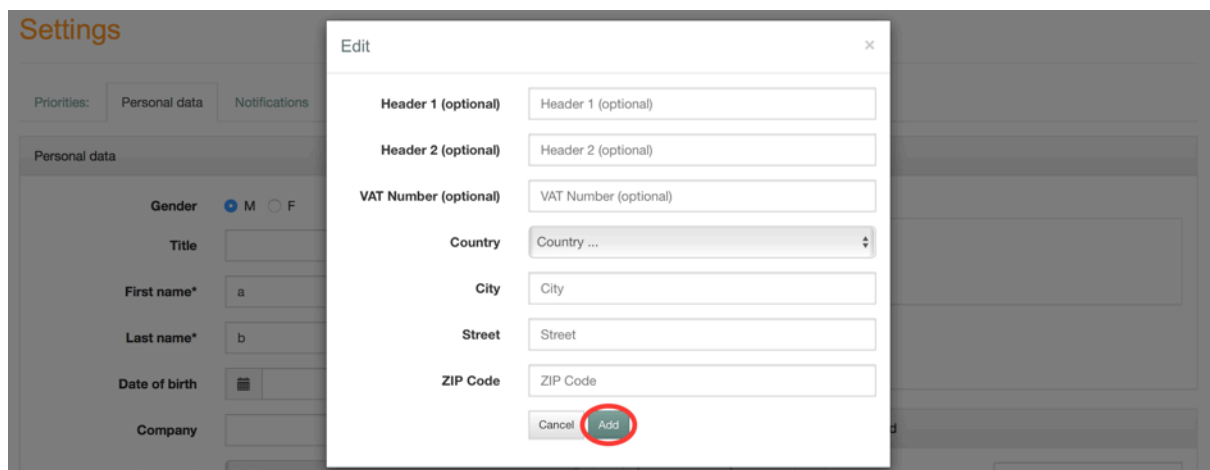
3. On the right side you see your billing address. Click on **Edit**.



4. To add another billing address, just click on **Add more**.



5. Fill in the new address and click on **Add**. You can then repeat the process to add more billing addresses.



3.4.2. Adding multiple billing addresses during the order process.

1. Start by placing an order as usual: upload or copy/paste text, choose your languages and click on Order Now to proceed.

Translation Editing

English → French × German × Spanish ×

Upload
Click upload or drag & drop a file

Preview Word count

THIS IS A TEST - DO NOT TRANSLATE THIS IS A TEST - DO NOT TRANSLATE THIS IS A TEST - DO NOT TRANSLATE... 1120

☒ With Proofreading

Settings

Order now

Target languages (Delivery date)	Price (EUR)
Spanish 25. Oktober 2016	119.16 See more offers
German 25. Oktober 2016	163.85 See more offers
French 31. Oktober 2016	122.14 See more offers
Sum	405.15
Discount +	0
VAT	81.03
Total amount (EUR)	486.18

Download offer as PDF
Send this offer by Email.

Order now

2. You will come to this screen. Click on **Edit**.

Address

Billing address

Test
Hauptstraße
1030 Vienna
Austria

Edit

Extras

Working title:
93d344

Special instructions:

Pay Now!

Target languages (Delivery date)	Price (EUR)
French Get delivery estimate	122.14
Spanish 25. Oktober 2016	119.16
German 25. Oktober 2016	163.85
Sum	405.15
Discount	0
VAT	81.03
Total amount (EUR)	486.18

Pay Now!

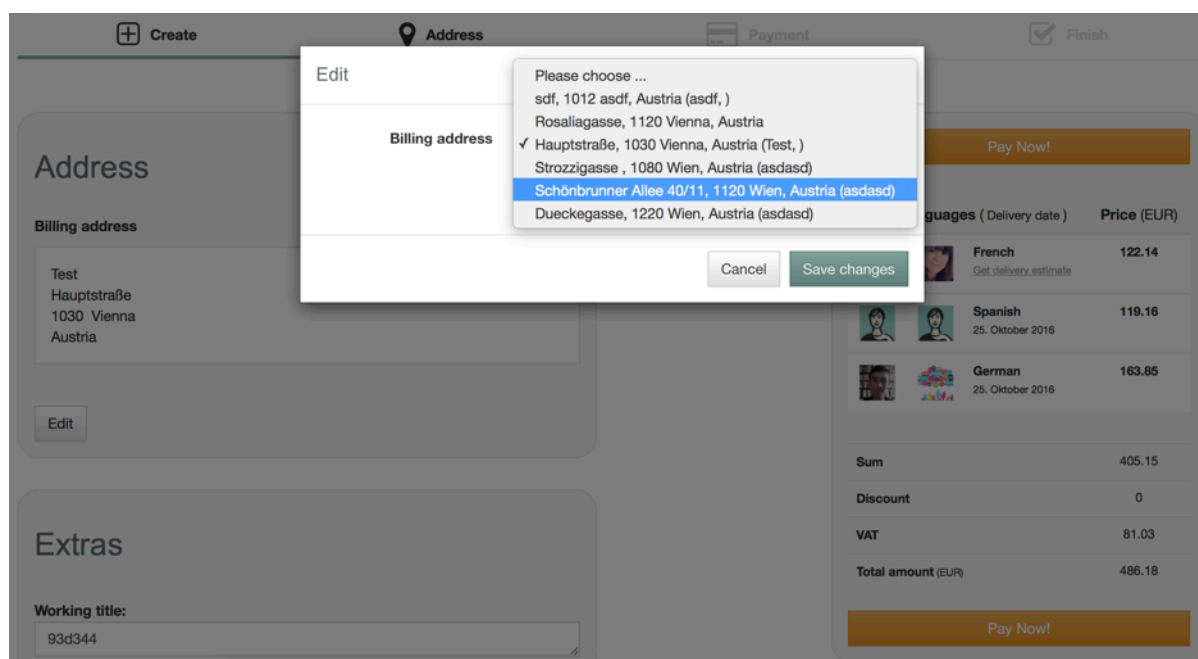
- Choose a different address from the drop-down menu, or add another by clicking on **Add more**.

The screenshot shows the 'Edit' modal for an address. The modal has a close button (X) in the top right corner. It contains a 'Billing address' dropdown menu with the current address 'Hauptstraße, 1030 Vienna, Austria (Test,)'. Below the dropdown is a red circle around a '+ Add more' button. The background shows the 'Address' section of the user interface with a list of addresses and an 'Edit' button.

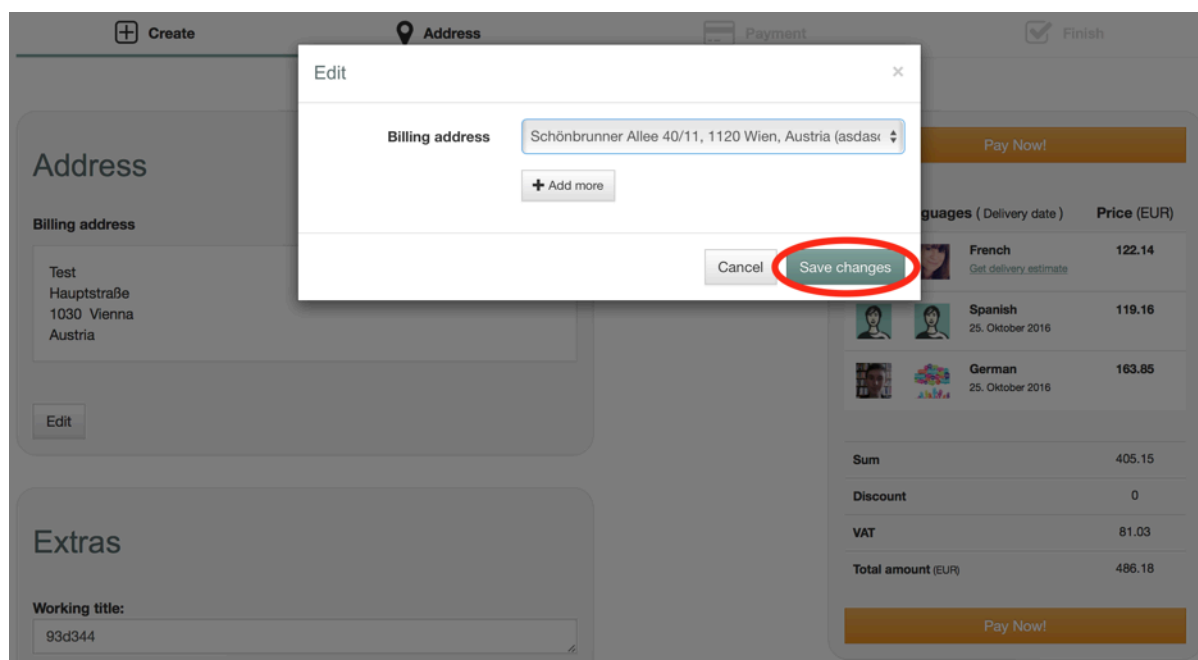
- Fill in your new address and click on **Add**.

The screenshot shows the 'Edit' modal for an address. The modal has a close button (X) in the top right corner. It contains several input fields: 'Header 1 (optional)', 'Header 2 (optional)', 'VAT Number (optional)', 'Country' (a dropdown menu), 'City', 'Street', and 'ZIP Code'. At the bottom of the modal are 'Cancel' and 'Add' buttons. The 'Add' button is highlighted with a red circle. The background shows the 'Address' section of the user interface with a list of addresses and an 'Edit' button.

- To use this new address, select it from the drop-down menu.



- Then click on **Save changes**.



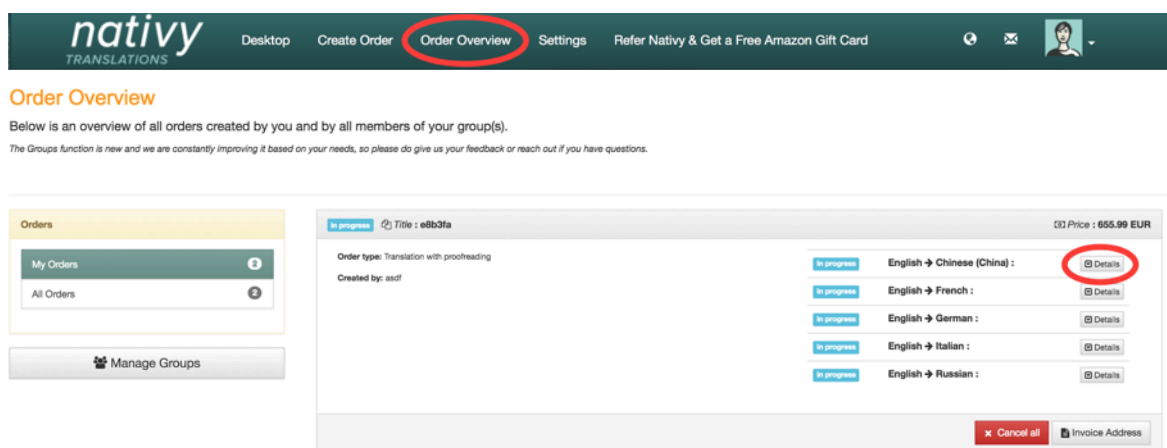
4. Translation Process

4.1. How can I contact my translator?

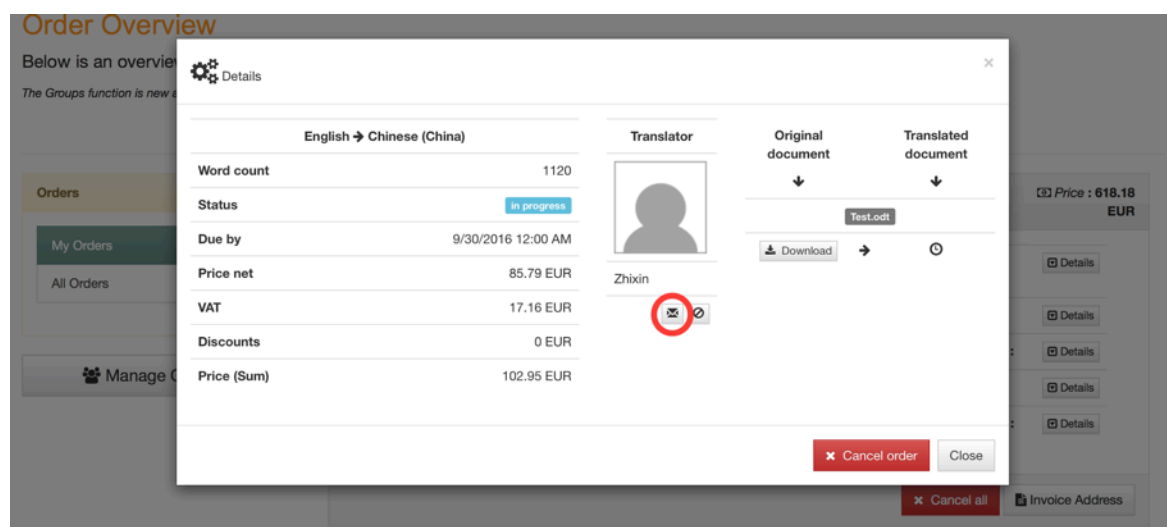
Unlike several translation agencies, we at Nativy believe that direct contact between the translator(s) and client is extremely important to ensure high-quality translations. Translators often have questions about the content they are translating, and being able to directly communicate with the client is what makes the difference between an approximate and accurate translation.

You can get in touch with your translator(s) through our chat room.

1. Go to your **Order Overview**. Find the order for which you want to contact the translator, and click on **Details**.

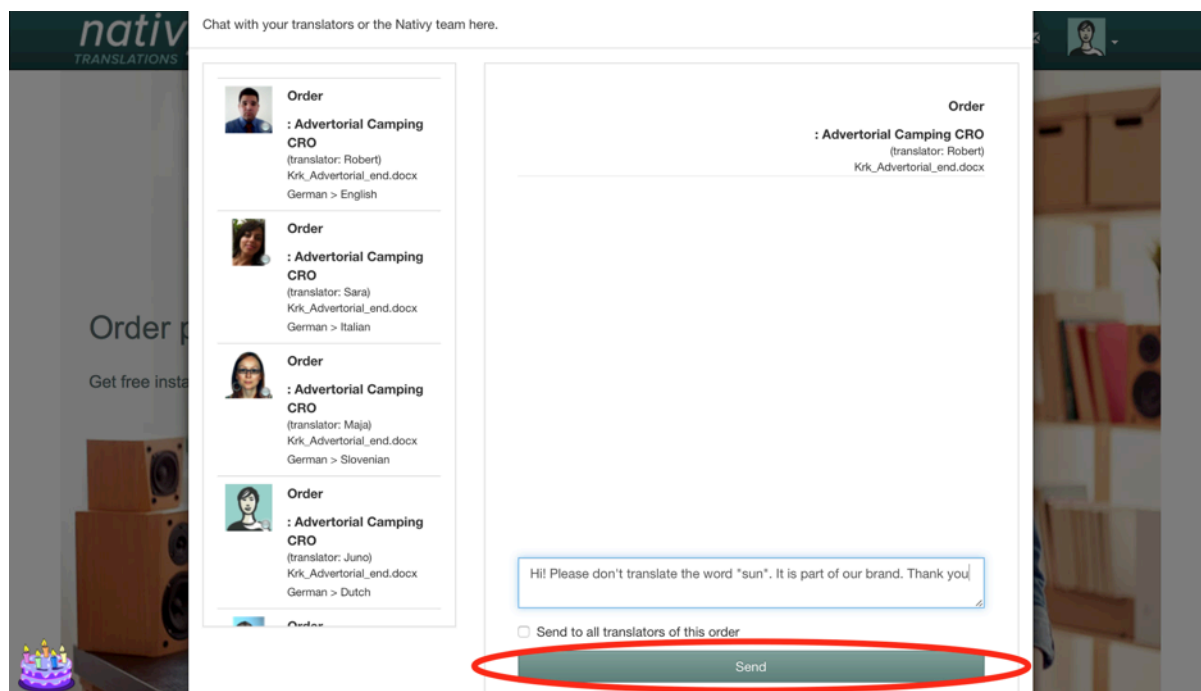


2. Under the picture of the translator, click on the **envelope symbol** to open the chat room.

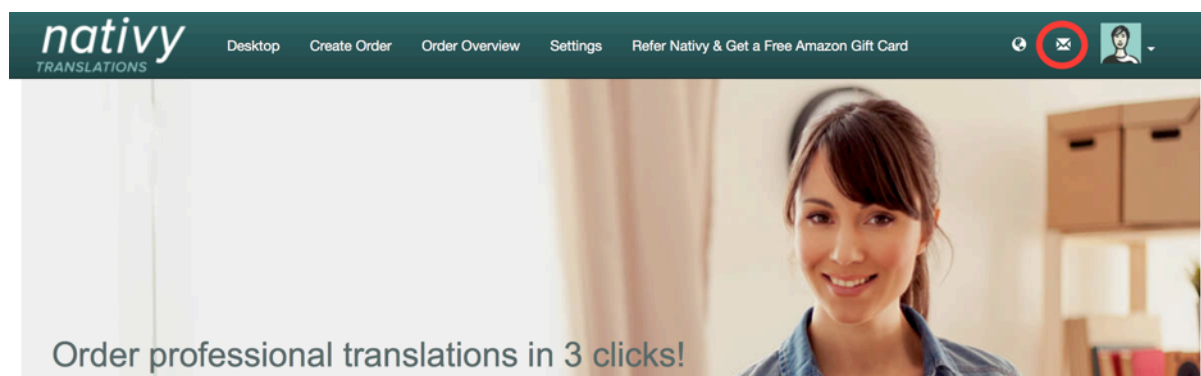


- The chat room opens with the relevant translator selected. Type in your message and click on **Send**.

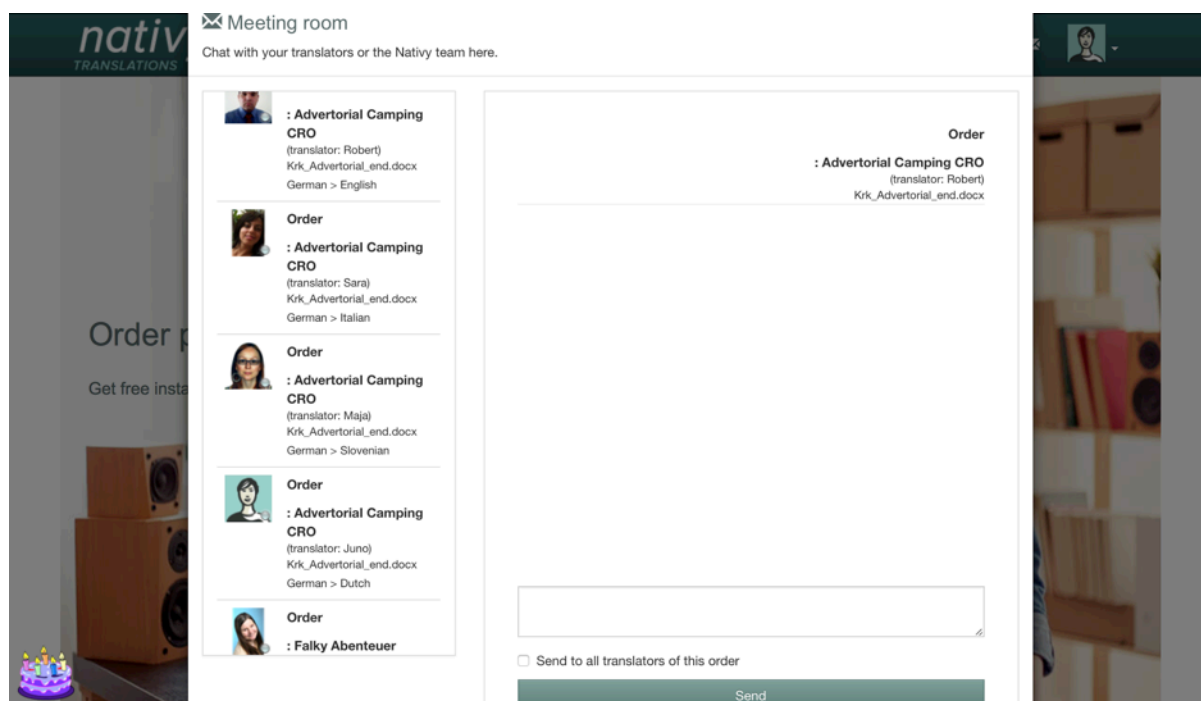
In case the translator is not online at the time and does not reply to you immediately, you will receive an email with his/her response. You can then log in again and reply to the message.



You can also access the chat room by clicking on the **envelope symbol** on the main menu.



This will open up the chat room. On the left side you can select the translator you want to chat with.



4.2. How can my translator contact me?

Translators can also get in touch with you through the chat room. We notify you by email whenever there is a new message for you in the chat room. See a copy of the email below.

Dear Per Bergvall,

You have a new message in the Nativy Meeting Room regarding the following order:

Per Bergvall:

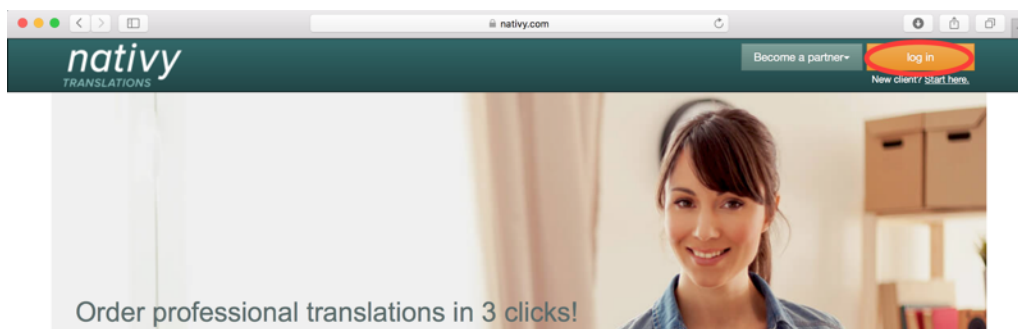
Hi Per! As you told me yesterday via email I just wanted to remind you to please translate the new order. Best wishes,
Doris

Please log in to reply to the message: <https://www.Nativy.com/>

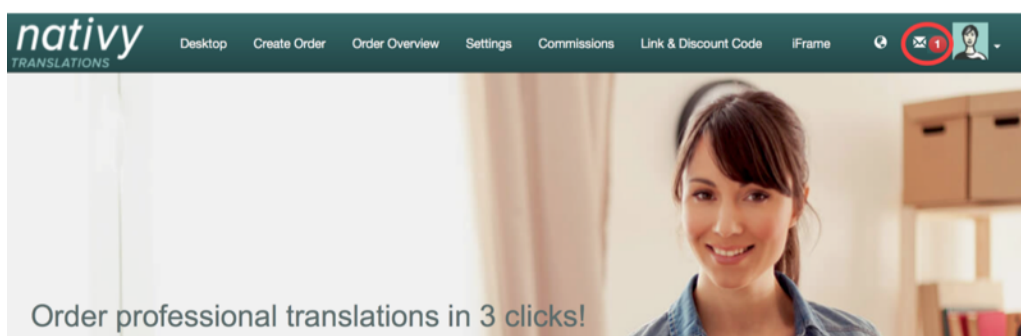
Best regards,

Your Nativy Team
<https://www.Nativy.com>

To reply to the message, please go to www.nativy.com and log in to your Nativy account.

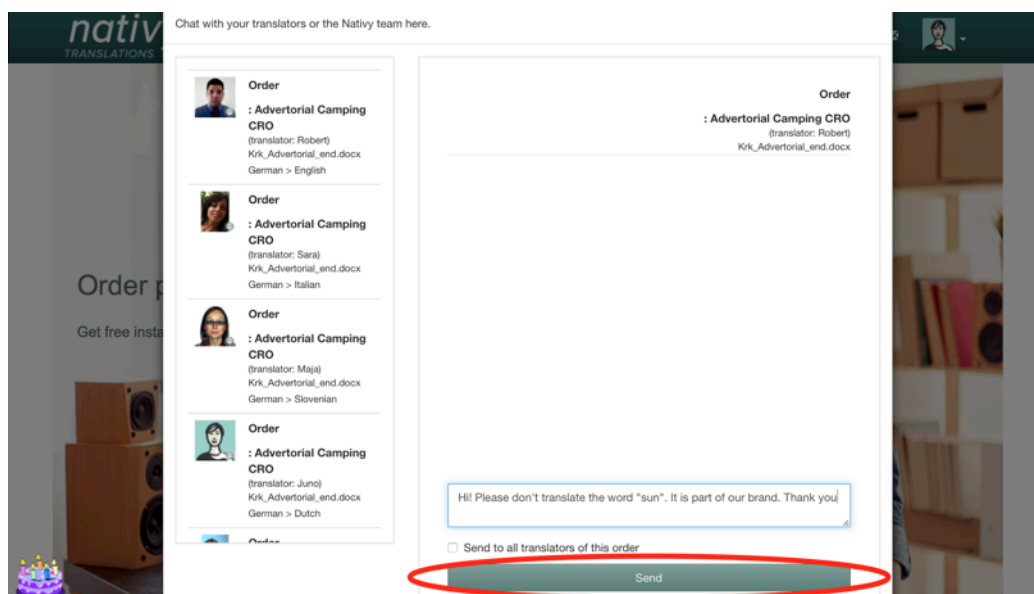


1. Then, click on **envelope symbol** on the main menu to access the chat room.



2. Select the translator you want to reply to on the left side. Type in your message, and click on **Send**.

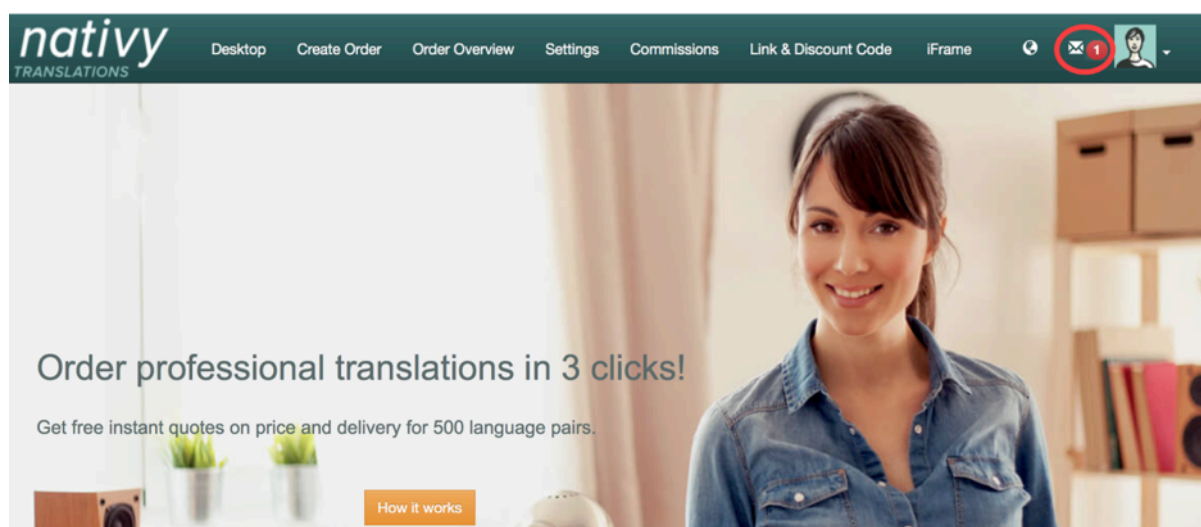
In case the translator is not online at the time and does not reply to you immediately, you will receive an email notifying you of the response. If need be, you can then log in again and reply to the message.



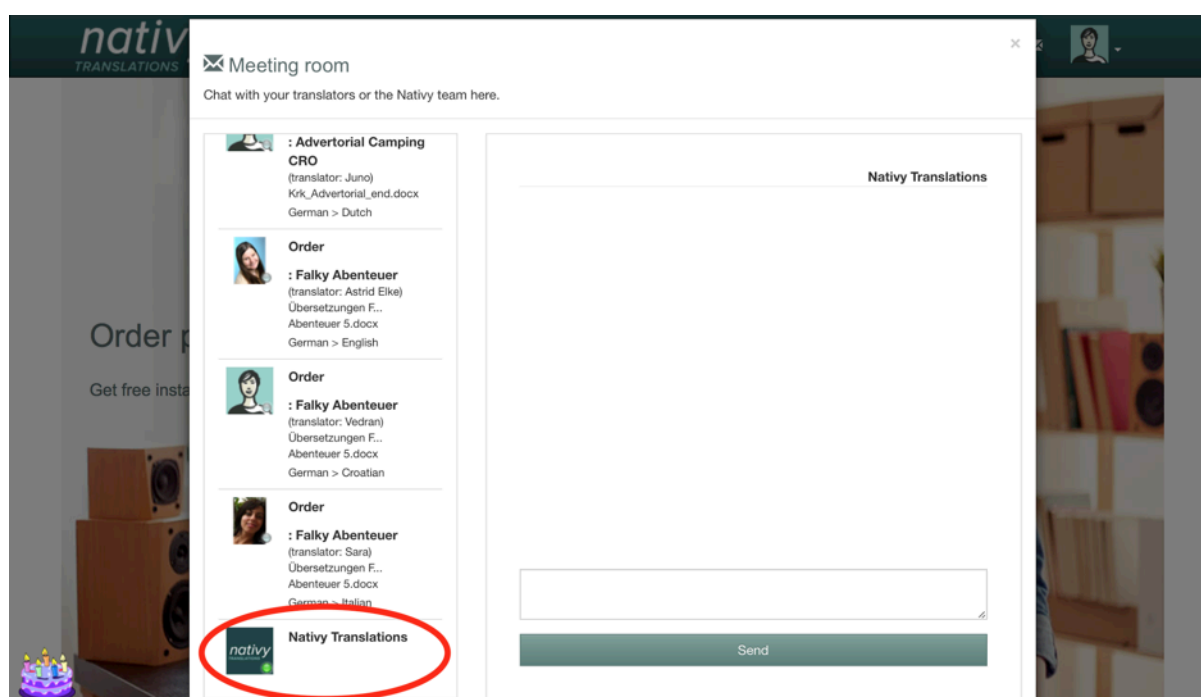
4.3. What if I have a general question? How can I contact Nativy?

We at Nativy are always happy to help you. You can chat with us just the way you chat with your translators! You can also reach us by email at office@nativy.com, or by phone at +43 677 614 739 20.

To access the chat room, just click on the envelope symbol on the top right corner

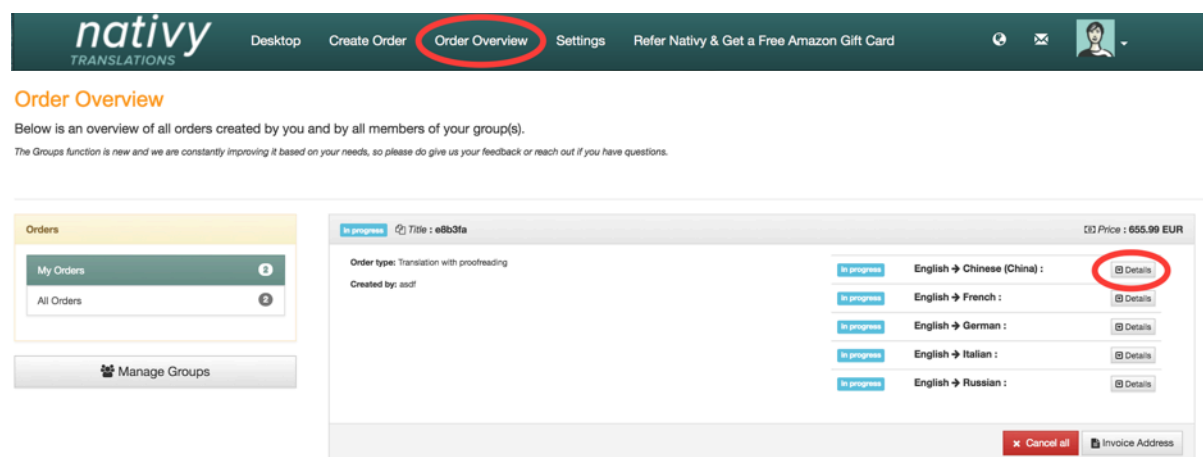


In the chat room, select **Nativy Translations** on the left side to send us a message.



4.4. How can I see the status or progress of my order?

Go to **Order Overview**, and click on **Details** to see the status of your order, the delivery date, and other information.

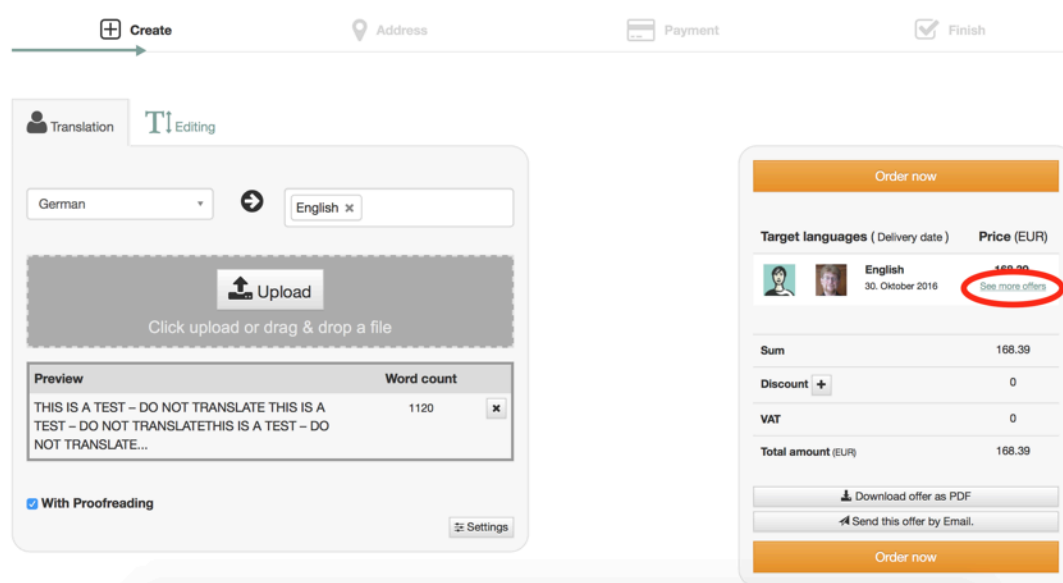


4.5. Can I work with the same translator(s) every time?

Yes, of course. In fact, unless you specify otherwise, we always include quotes from translators you have worked with before.

Below is how you can make sure you are hiring the same translators every time:

1. After creating an order (uploading your file, and choosing your languages), click on **See more offers**.



- Under “Collaboration” you can see how many times you have worked with that translator before.

Offers

Translator	Proofreader	Price	Delivery date	Collaboration	
Richard	Christopher	168.39 EUR	30. Oktober 2016 02:00	several times	✓
Robert	Sandra	178.49 EUR	Get delivery estimate	once	Select
Sandra	Christopher	155.62 EUR	Get delivery estimate	several times	Select
Allison	Christopher	186.82 EUR	Get delivery estimate	not yet	Select
Andrew	Christopher	186.82 EUR	Get delivery estimate	not yet	Select

Close

- Select** the offer that best suits your needs. When you are finished, click on **Close**.

Offers

Translator	Proofreader	Price	Delivery date	Collaboration	
Richard	Christopher	168.39 EUR	30. Oktober 2016 02:00	several times	Select
Robert	Sandra	178.49 EUR	Get delivery estimate	once	Select
Sandra	Christopher	155.62 EUR	Get delivery estimate	several times	✓
Allison	Christopher	186.82 EUR	Get delivery estimate	not yet	Select
Andrew	Christopher	186.82 EUR	Get delivery estimate	not yet	Select

Close

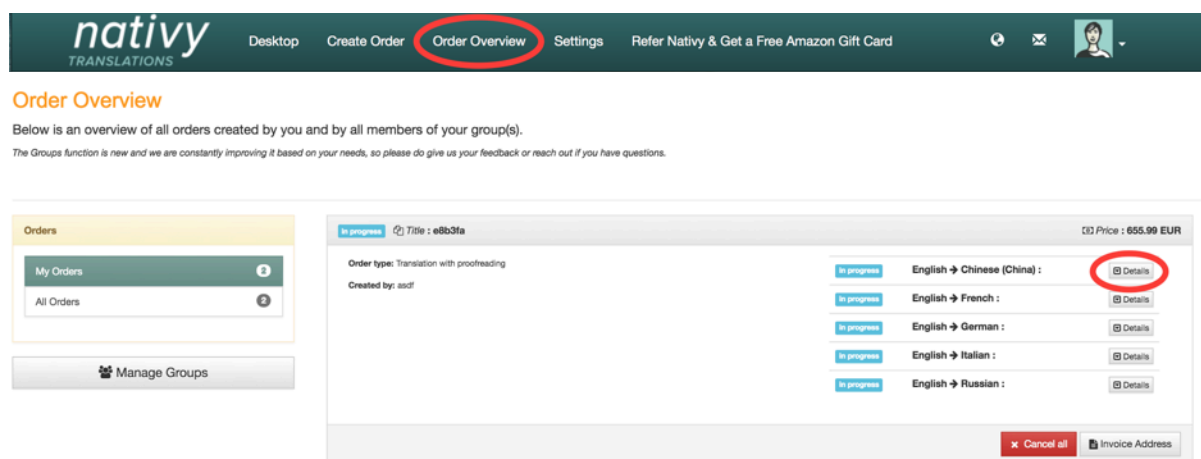
4.6. Can I choose not to work with a translator again?

Although our clients rarely choose to exercise this option, yes, you are able to block translators. See detailed steps below.

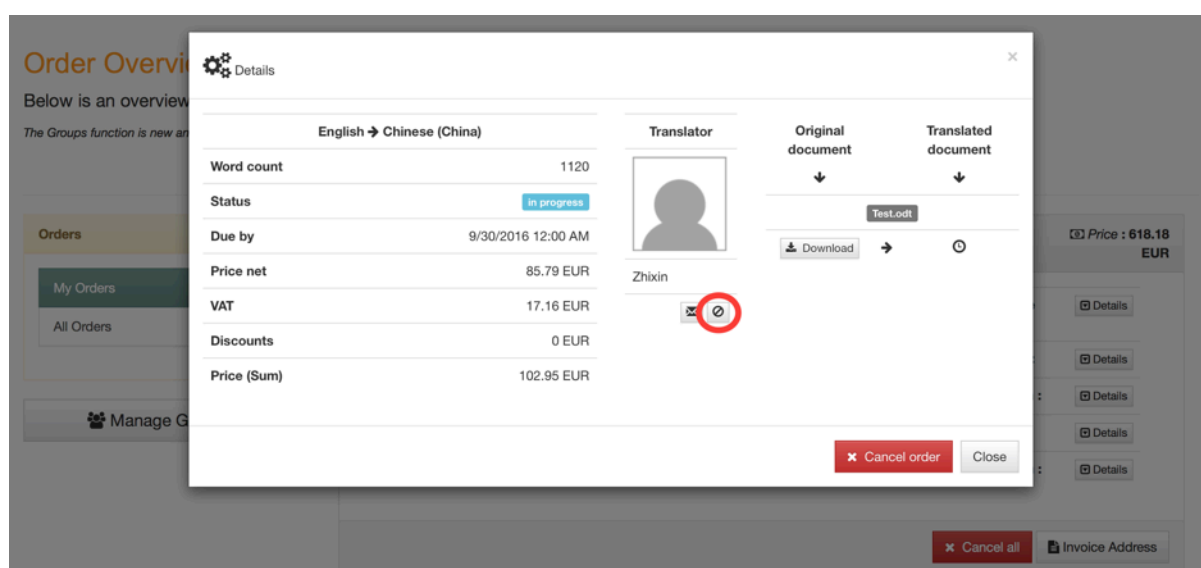
To ensure that our translators are able to better meet your needs in the future, we would like to learn more about why a particular translator was not a good fit, and how we can match you with someone more suited to your needs.

Please do get in touch with us through the chat room or on email at office@nativy.com.

1. Go to **Order Overview** and scroll down to the order with the translator you don't want to work with again. Then click on **Details**.



2. Under the picture of the translator, click on the **block symbol**.



4.7. What if I am not happy with the translation?

All customers have the option to request revisions or corrections after their order has been completed. You have 7 days to do so upon completion of the order. Please contact the translator through the chat room.

You are also welcome to contact us at Nativy about your order. We would be happy to assist you in the revision process. Please send us a message through the chat room or by email.

5. Integrating Nativy into your CMS or SaaS

Nativy's translation services can be seamlessly integrated into your CMS, CRM, or other software solution.

Integration is a great way to go if you need to translate large volumes of content, and that content is regularly updated, or if you are a SaaS provider and want to offer your clients a streamlined translation process.

You can integrate using Rest API or our hybrid iFrame-API solution, which has been especially designed to make the integration process as easy and fast as possible.

5.1. How to integrate using Rest API

Please see our API documentation here: <https://www.nativy.com/connect/>

5.2. How to integrate using hybrid iFrame-API solution

Please see our iFrame-API documentation here: <https://www.nativy.com/connect/iframe>

5.3. Get in touch for a demo

We would be delighted to speak with you in person and to show you a demo of a suitable integration for your CMS or SaaS solution. For all integration-related issues, please contact Anchal Lochan, CMO, at lochan@nativy.com

6. Quality Control and Special Needs

6.1. Who are your translators?

Nativy works exclusively with experienced professional translators. All our translators are native-speakers of the language into which they translate. Our 3000+ professional translators translate in 500+ language combinations, live in 63 countries, and specialize in various fields including tourism/hospitality, fashion, law, banking, insurance, engineering, IT, and construction among others.

We individually vet each translator's references and qualifications before they are allowed to work with us. We do not work with students, bilinguals, or others who do not translate professionally. Most of our translators live in the country/area to which the language is native, and are therefore able to not only translate content, but also properly localize it.

6.2. How do you ensure that translations are of high quality?

In addition to working exclusively with experienced professional translators who translate into their native language, our 3-step translation process includes a quality control mechanism.

1. Unless you choose otherwise, two professional translators (one translation + one proofreader) work on each order.

The screenshot displays the Nativy web interface. At the top, a progress bar shows four steps: 'Create' (active), 'Address', 'Payment', and 'Finish'. Below this, the 'Create' step is detailed. It includes a language selection dropdown set to 'English', with 'French' and 'Spanish' listed as target languages. An 'Upload' button is present with the instruction 'Click upload or drag & drop a file'. A 'Preview' section shows a sample text: 'THIS IS A TEST - DO NOT TRANSLATE THIS IS A TEST - DO NOT TRANSLATE THIS IS A TEST - DO NOT TRANSLATE...' with a word count of 1120. A checkbox for 'With Proofreading' is checked. To the right, a summary box titled 'Order now' shows the target languages and prices: Spanish (112 EUR) and French (128 EUR). It also displays a total amount of 289.20 EUR and buttons for 'Download offer as PDF' and 'Send this offer by Email'.

+

TRANSLATIONS

Translation

English

Preview

THIS IS A TEST TEST – DO NOT TRANSLATE

With Proofreader

Offers

Previous

Next

Source language

English

Word count











1120

Target languages

Spanish

Content(s)

Test.odt

Translator	Proofreader	Price	Delivery date	Collaboration
 Anya	 Cecilia	112.90 EUR	28. Oktober 2016 16:00	not yet ✓
 Anna	 Cecilia	124.82 EUR	28. Oktober 2016 15:00	not yet <button>Select</button>
 Julia	 Cecilia	130.78 EUR	28. Oktober 2016 15:00	not yet <button>Select</button>
 Yvonne	 Cecilia	134.06 EUR	28. Oktober 2016 15:00	not yet <button>Select</button>
 Rosa	 Cecilia	134.06 EUR	28. Oktober 2016 15:00	not yet <button>Select</button>

Price (EUR)

112 [See more offers](#)

128 [See more offers](#)

241

0

48.

289.20

- After the content is translated, the second professional translator proofreads it and discusses revisions with the translator. The proofreader and translator are in direct contact through the chat function.

Order Details

Details

Financial

File Manager

Order History(22)

Chat History(5)

Declines(1)

Feedback(5)

Comments

Internal ID

Chat History

Create Date Time (UTC)	Sender	Text	Person Receiver	Read Message Time
2016-02-02T19:26:46.31	Sandra McPartland, Master Business, Bachelor Education (Freelance)	Hello again - No worries, I have the information I need. Thank you! Sandra	Verena Eder (Wirtschaftsagentur Wien. Ein Fonds der Stadt Wien.)	2016-02-02T19:26:46
2016-02-02T15:59:53.7	Sandra McPartland, Master Business, Bachelor Education (Freelance)	Hello, a question about the "Bauwesen" fact sheet - Baubook Gmbh, Oekologische Ausschreibungen - do you know if these are tenders, peer reviews, or something similar? I am checking because "Ausschreibungen" can have several different meanings - Thank you! Sandra	Verena Eder (Wirtschaftsagentur Wien. Ein Fonds der Stadt Wien.)	2016-02-02T15:59:53
2016-02-01T16:36:07.267	Sandra McPartland, Master Business, Bachelor Education (Freelance)	Sounds good!	Martina Une (Clear Translate)	2016-02-01T16:36:07
2016-02-01T05:57:41.41	Martina Une (Clear Translate)	Hi there, Sandy, I got an even better idea. You can just go ahead and send me the correct document directly to my email at martina@cleartranslate.com . Then I can just use that. Thanks! Best regards, Martina	Sandra McPartland, Master Business, Bachelor Education (Freelance)	2016-02-01T05:57:41
2016-02-01T05:51:09.693	Sandra McPartland, Master Business, Bachelor Education (Freelance)	Hello Martina, You will notice some major problems with the "current developments" paragraph of the "Architect" fact sheet. This is because I sent it by accident before I was finished with it. I will correct it when I do the final review. Thanks! Sandy	Martina Une (Clear Translate)	2016-02-01T05:51:09

- After this process, the proofreader rates the translation based on five criteria. If the translator does not get good reviews, we send it to yet another professional translator for review.

Order Details

Details	Financial	File Manager	Order History(28)	Chat History(1)	Declines(2)	Feedback(5)	Comments	Internal ID
---------	-----------	--------------	-------------------	-----------------	-------------	-------------	----------	-------------	-----	-----	-----	-----

Feedback Date	Criteria	Rate	Comment
2016-10-24T14:32:29	Grammar	★★★★★	
2016-10-24T14:32:29	Style	★★★★★	
2016-10-24T14:32:29	Accuracy	★★★★★	
2016-10-24T14:32:29	Completeness	★★★★☆	
2016-10-24T14:32:29	Spelling	★★★★★	

Close Save changes

6.3. I need a translator that is specialized in my industry or field. How can I get that?

We request you to do two things to ensure this: (1) Add comments in the “special instructions” section while placing the order; and (2) Enter this preference in your settings

6.3.1. Add comments in the “special instructions” section

- Pick your languages, upload your content, and click on **Order now**.

Translation
Tl Editing

German
Javanese x

Upload
Click upload or drag & drop a file

Preview
Word count
THIS IS A TEST – DO NOT TRANSLATE THIS IS A TEST – DO NOT TRANSLATE THIS IS A TEST – DO NOT TRANSLATE...
1120

With Proofreading
Settings

Order now

Target languages (Delivery date)	Price (EUR)
Javanese 23. Oktober 2016 See more offers	337.98
Sum	337.98
Discount +	0
VAT	67.
Total amount (EUR)	405.58

Download offer as PDF
Send this offer by Email.

Order now

- Then, in the **Special instructions** section, add a comment on your industry-specific needs. Proceed to checkout as usual.

Address

Billing address

Rosallagasse
1120 Vienna
Austria

Edit

Extras

Working title:

Special instructions:

special instructions for translator

Pay Now!

Target languages (Delivery date)	Price (EUR)
<div> </div> <div>Javanese 23. Oktober 2016</div>	337.98
Sum	337.98
Discount	0
VAT	67.
Total amount (EUR)	405.58

Pay Now!

- Complete the order and click on **Pay Now!**

Create

Address

Payment

Finish

Address

Billing address

Test
Hauptstraße
1030 Vienna
Austria

Edit

Extras

Working title:

Special instructions:

Special instructions for translator

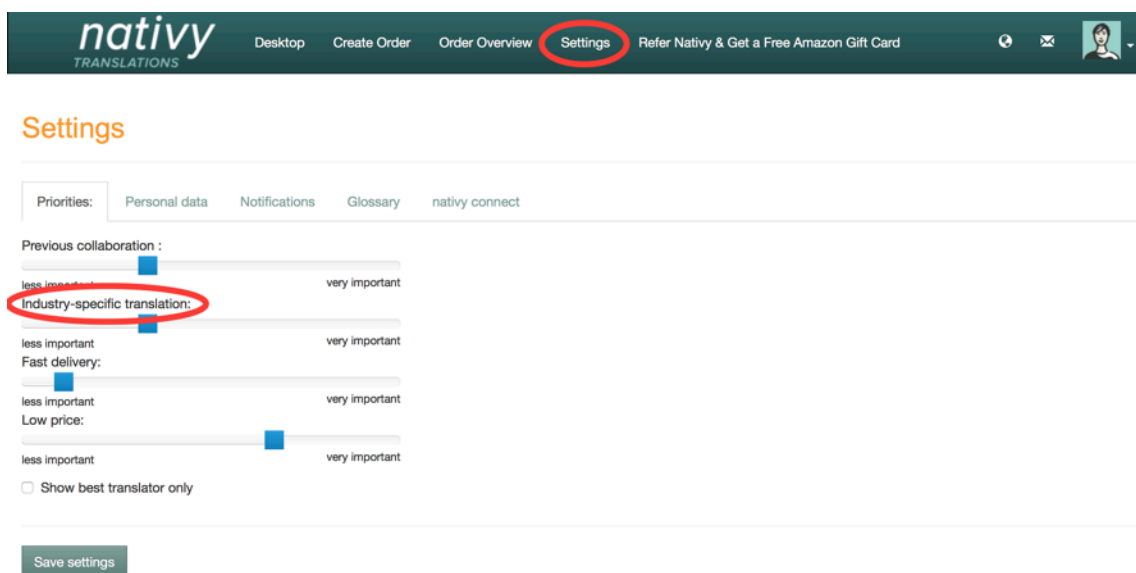
Pay Now!

Target languages (Delivery date)	Price (EUR)
<div> </div> <div>French 24. Oktober 2016</div>	134.06
Sum	134.06
Discount	0
VAT	26.81
Total amount (EUR)	160.87

Pay Now!

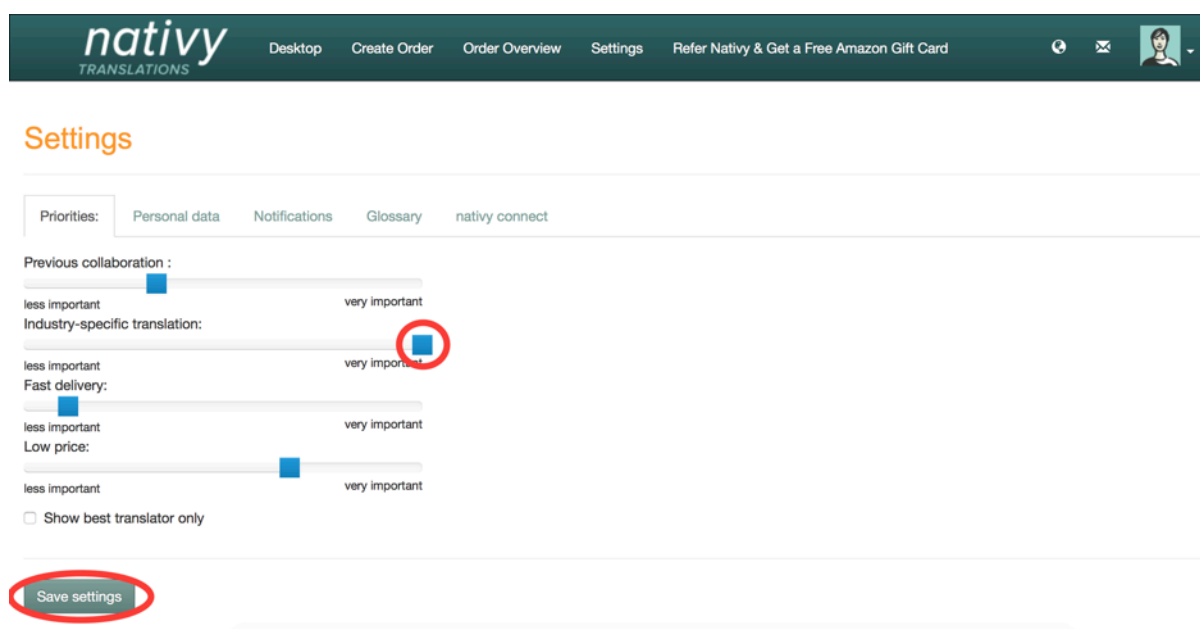
6.3.2. How to make “industry-specific translations” an important criteria in your settings

1. Click on **Settings** in the main menu. Under Priorities you will see the “Industry-specific translation” button.



The screenshot shows the Nativy website header with the 'Settings' link circled in red. Below, the 'Settings' page has a 'Priorities' tab selected. Under 'Priorities', there are sliders for 'Previous collaboration', 'Industry-specific translation', 'Fast delivery', and 'Low price'. The 'Industry-specific translation' slider is highlighted with a red circle. At the bottom, there is a 'Save settings' button.

2. Move the blue button to the right, and click on **Save settings**. Then, proceed with your order.

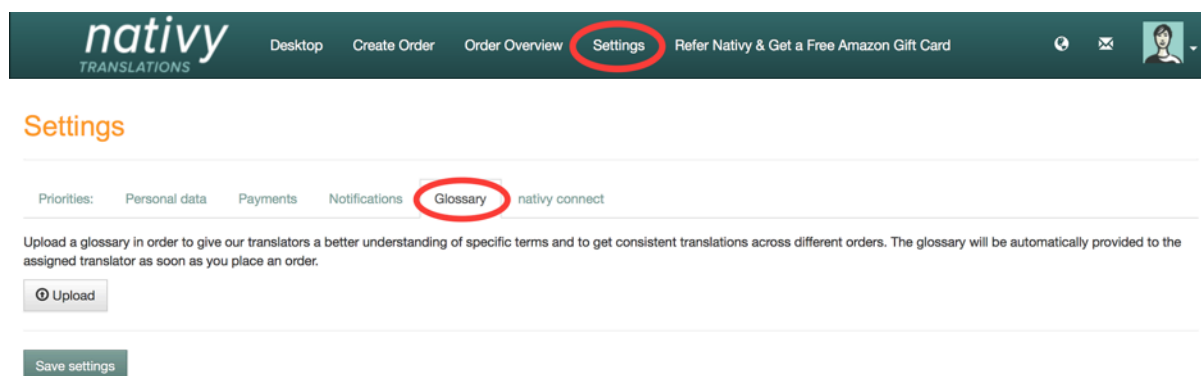


The screenshot shows the Nativy website header with the 'Settings' link circled in red. Below, the 'Settings' page has a 'Priorities' tab selected. Under 'Priorities', there are sliders for 'Previous collaboration', 'Industry-specific translation', 'Fast delivery', and 'Low price'. The 'Industry-specific translation' slider is highlighted with a red circle. At the bottom, there is a 'Save settings' button, also highlighted with a red circle.

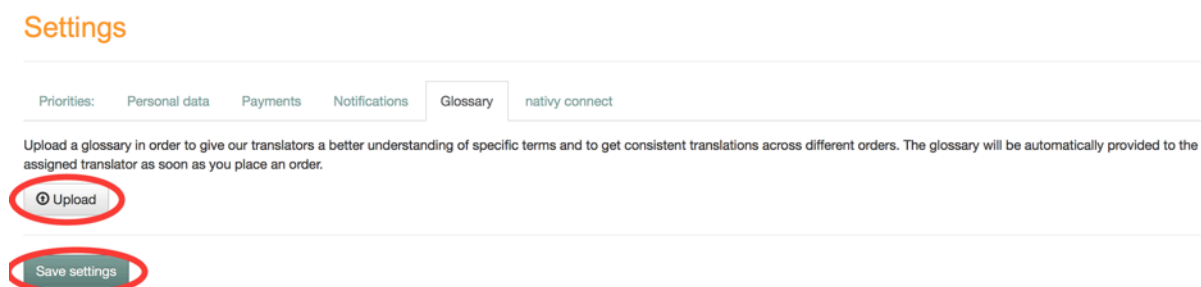
6.4. My company uses special vocabulary. How do you incorporate that?

You are welcome to upload a glossary of terms. Our translators will use it and add to it while translating for you.

1. To upload a glossary, click on **Settings** and then on **Glossary**.



2. **Upload** your glossary, and then click on **Save settings**.



6.5. What if I need a translation faster?

In most cases we are able to deliver faster if need be. Simply contact us with your request. You can contact us through the chat room, email, or the contact form.

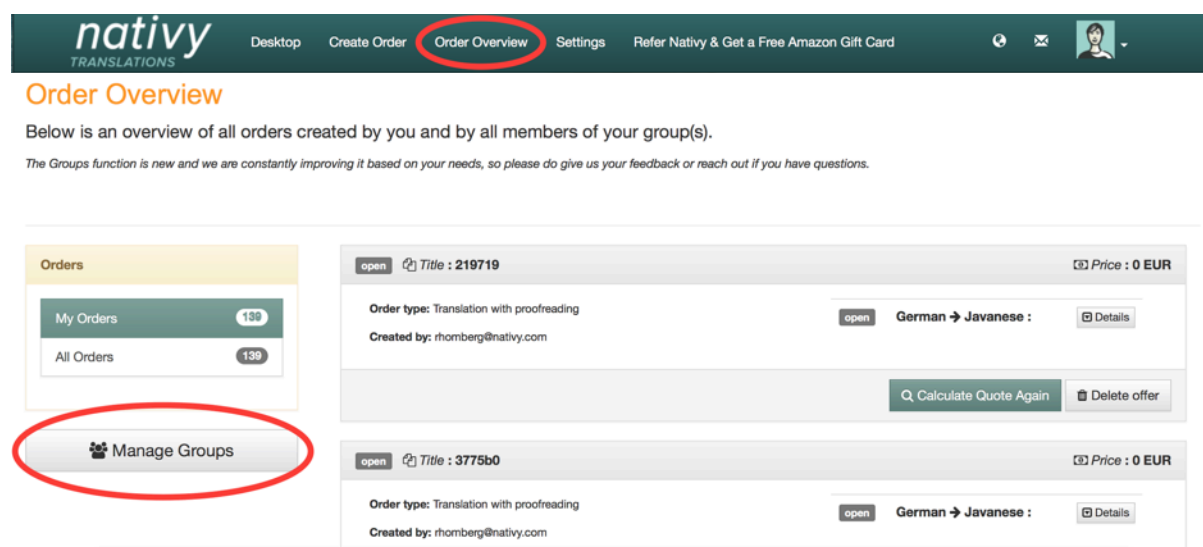
7. Streamlining Translations on a Company-wide level

Based on popular demand, we have added features that allow you to manage translations across departments and the company. For instance, you can create several “groups” in the company, and add several people to each group. All group members can see each other’s orders, and share the same pool of translators.

For example, if one member of the group has used a certain translator for, say, a German to French order, then, when another member of the group makes an order for this language combination, he/she will be able to work with same translator.

7.1. How to create groups

1. In the Order Overview, click on **Manage Groups**.



Order Overview

Below is an overview of all orders created by you and by all members of your group(s).

The Groups function is new and we are constantly improving it based on your needs, so please do give us your feedback or reach out if you have questions.

Orders

- My Orders (139)
- All Orders (139)
- Manage Groups**

Order Details:

- Order type: Translation with proofreading
- Created by: rhombert@nativy.com
- Title: 219719
- Price: 0 EUR
- Language: German → Javanese
- Buttons: open, Details, Calculate Quote Again, Delete offer

2. Then, click on **Create Group**.

Use Groups to allow multiple users from your organization to share one order overview, and the same pool of translators.

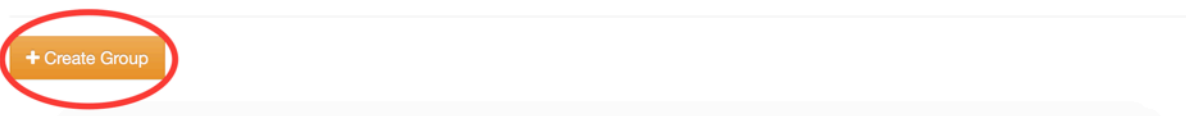
Key Features

- All members of the group will be able to view orders created by other members.
- However, only the owner (or creator) of the order receives notifications about the order, and only the owner can actually manage the order. This means that only the owner can delete the order, or chat with the translator for that order.
- All members of the group have a common pool of preferred translators. This means that if one member of the group has already worked with a certain translator, other members will also be suggested that translator.

How it works:

- (1) Invite people to join an existing group, or create a new group below.
- (2) All members of the group can invite new people.
- (3) To delete the group, simply delete all members.

The Groups function is new and we are constantly improving it based on your needs, so please do give us your feedback or reach out if you have any questions.



3. Click on **Rename** to give the group a new name.

<p>Name of Group :</p> <div>Nativy-CLSR-TK9XA7R</div> <div>Rename</div> <p>Add Members :</p> <div></div> <div>Send</div>	<p>Existing members :</p> <table border="1"> <thead> <tr> <th>person_email</th> <th>Invited by</th> </tr> </thead> <tbody> <tr> <td>a@a.aa</td> <td>a@a.aa</td> </tr> </tbody> </table>	person_email	Invited by	a@a.aa	a@a.aa
person_email	Invited by				
a@a.aa	a@a.aa				

4. Enter the email address of the person you want to invite to that group, and click on **Send**. Repeat the process to invite multiple people.
The invitees will receive an email with a link and instructions to join the group.

<p>Name of Group :</p> <div>marketing department</div> <div>Rename</div> <p>Add Members :</p> <div>a@b.aa</div> <div>Send</div>	<p>Existing members :</p> <table border="1"> <thead> <tr> <th>person_email</th> <th>Invited by</th> </tr> </thead> <tbody> <tr> <td>a@a.aa</td> <td>a@a.aa</td> </tr> </tbody> </table>	person_email	Invited by	a@a.aa	a@a.aa
person_email	Invited by				
a@a.aa	a@a.aa				

5. Once the groups have been created, you can see them in your **Order Overview**.

Order Overview

Below is an overview of all orders created by you and by all members of your group(s).

The Groups function is new and we are constantly improving it based on your needs, so please do give us your feedback or reach out if you have questions.

7.2. How can I see what my team members have ordered?

You can see all your orders, and all orders made by the groups you are part of, in your **Order Overview**.

Simply click on the relevant group to see orders made by others from that group.

Order Overview

Below is an overview of all orders created by you and by all members of your group(s).

The Groups function is new and we are constantly improving it based on your needs, so please do give us your feedback or reach out if you have questions.

7.3. How can everyone from my department use the same translators?

To be able to use the same translators you need to be part of the same group. Create a group with all team members you want to share translators with.

Then, while placing your order, click on **See more offers** to choose your translators.

Translation

German → English x French x

Upload
Click upload or drag & drop a file

Preview **Word count**

THIS IS A TEST – DO NOT TRANSLATE THIS IS A TEST – DO NOT TRANSLATE... 1120

☒ With Proofreading

Order now

Target languages (Delivery date)	Price (EUR)
English 27. Oktober 2016	148.65 See more offers
French 26. Oktober 2016	146.57 See more offers
Sum	295.22
Discount	0
VAT	59.04
Total amount (EUR)	354.26

[Download offer as PDF](#)
[Send this offer by Email.](#)

Order now

Under “Collaboration” you see if you or anyone from your group has worked with that translator before. Choose your desired translator and proceed with the order.

TRANSLATIONS

+

Translation

German

Preview

THIS IS A TEST
TEST – DO NOT
NOT TRANSLATE











With Proofreader

Offers

Previous

Next

Source language	German	Word count	1120
Target languages	English	Content(s)	Test.odt

Translator	Proofreader	Price	Delivery date	Collaboration	
 Sandra	 Laura	148.65 EUR	27. Oktober 2016 20:00	several times	<input checked="" type="checkbox"/>
 Matthias	 Sandra	163.85 EUR	30. Oktober 2016 11:00	not yet	Select
 Laura	 Sandra	163.85 EUR	26. Oktober 2016 10:00	not yet	Select
 Christopher	 Sandra	157.89 EUR	26. Oktober 2016 15:00	not yet	Select
 Eric	 Nancy	160.57 EUR	31. Oktober 2016 14:00	not yet	Select

Price (EUR)

148.65
[See more offers](#)

146.57
[See more offers](#)

295.22

0

59.04

354.26

7.4. How can I delete a group?

1. Go to **Order Overview** and click on **Manage groups**.

2. To delete the group, simply delete all members of the group by clicking on the x symbol next to their email address.

• However, only the owner (or creator) of the order receives notifications about the order, and only the owner can actually manage the order. This means that only the owner can delete the order, or chat with the translator for that order.

• All members of the group have a common pool of preferred translators. This means that if one member of the group has already worked with a certain translator, other members will also be suggested that translator.

How it works:

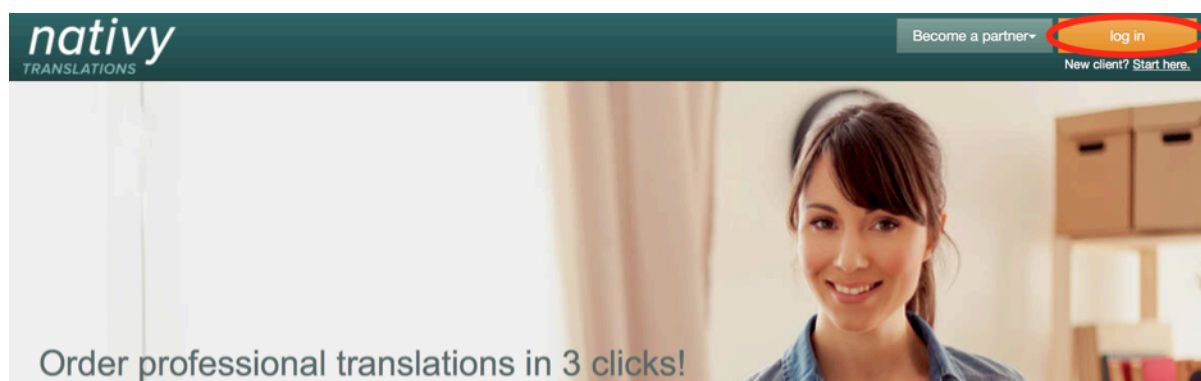
- (1) Invite people to join an existing group, or create a new group below.
- (2) All members of the group can invite new people.
- (3) To delete the group, simply delete all members.

The Groups function is new and we are constantly improving it based on your needs, so please do give us your feedback or reach out if you have any questions.

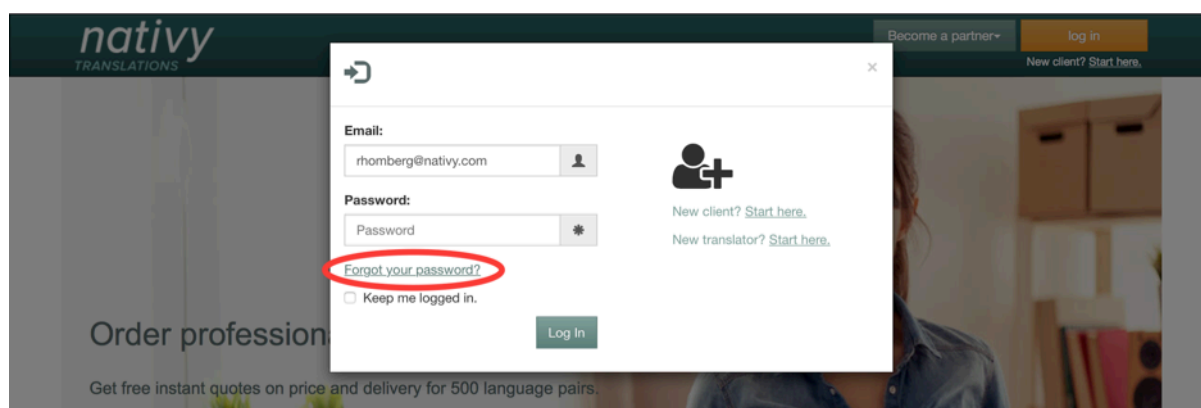
8. Editing Account Information

8.1. I forgot my password. How can I reset it?

1. Click on **log in** on the main page.



2. Click on **Forgot your password?**



3. Then enter your email address, and click on **Submit**. You will receive an email with a link to reset your password.



Please enter your email address to receive your password:

Email:

- Paste the link in the browser. You will then come to this.



Please enter a new password.

New password:

Confirm new password:

Change password

- Enter a new password with letters, special characters and numbers and then click on **Change password**.



Please enter a new password.

New password:

Confirm new password:

Change password

8.2. How can I change my password (even if I haven't forgotten it)?

1. Go to **Settings** and click on **Personal data**.

The screenshot shows the Nativy user interface. At the top, the 'Settings' link in the navigation bar is circled in red. Below the navigation bar, the 'Settings' page is displayed with a sub-tab 'Personal data' also circled in red. The 'Personal data' section contains various input fields for user information. To the right, there is a 'Billing address' section and a 'Password' section. The 'Password' section includes fields for 'Password:', 'New password:', and 'Confirm new password:', along with a 'Change password' button.

2. The password section is on the bottom right corner. Enter your old and new password and click on **Change password**.

This screenshot is identical to the one above, but with a red oval highlighting the 'Password' section in the bottom right corner. This section contains the 'Password:', 'New password:', and 'Confirm new password:' input fields, and the 'Change password' button.

8.3. Where can I change the name on my account or my billing address?

1. Click on **Settings** and then on **Personal data**.

The screenshot shows the Nativy Translations user interface. At the top, the navigation bar includes links for Desktop, Create Order, Order Overview, **Settings** (circled in red), and Refer Nativy & Get a Free Amazon Gift Card. Below the navigation bar, the 'Settings' page is displayed with several tabs: Personal data (circled in red), Payments, Notifications, Glossary, and nativy connect. The 'Personal data' section contains fields for Gender (radio buttons for M and F), Title, First name* (Doris), Last name* (Rhomberg), Date of birth (calendar icon and M/d/yyyy), Company (Nativy GmbH), Currency* (EUR), Phone (069911118969), Email* (rhomberg@nativy.com), Skype name, and Website. To the right, the 'Address' section shows the Billing address (Rosallgasse 1120 Vienna Austria) with an Edit button. Below that, the 'Profile picture' section shows a placeholder image and an Edit picture button. The 'Password' section includes fields for Password, New password, and Confirm new password, with a Change password button.

9. Contact Us. We're here to help.

- 9.1. Doris Rhomberg, Client Services

Email: rhomberg@nativy.com

Phone: +43 699 111 189 69

- 9.2. Anchal Lochan, CMO

Email: lochan@nativy.com

Phone: +43 677 614 739 20