



Lionbridge Technologies

## Translation Workspace for New Lionbridge Suppliers

*How to sign up for and use your Translation Workspace subscription*

**Contents**

What are GeoWorkz and Translation Workspace? .....3

How do I sign up for a Lionbridge Supplier GeoWorkz and a Translation Workspace account? .....3

What is the Start Up plan? .....4

GeoWorkz Contact and Profile .....4

Further Information.....5

How do I submit support requests?.....5

How do I reset my password? .....5

How do I download Translation Workspace Clients (MS Word Plug-in and XLIFF Editor)? .....5

How do I access the available training material? .....5

Service Partner Portal (SPP) Additional Information .....6

# Translation Workspace Subscription for Lionbridge Suppliers

---

Translation Workspace is the industry's first Software as a Service (SaaS) translation memory solution. It is also Lionbridge's preferred translation memory tool, although some projects are executed in other tools according to customer requirements.

## What are GeoWorkz and Translation Workspace?

**GeoWorkz** is the e-commerce platform where you will log in to manage and access your Translation Workspace account. At [www.geoworkz.com](http://www.geoworkz.com), you can perform the following tasks:

- Manage your account (contact details, subscription type, users, payment method, etc.)

- Submit support requests

- Access training material such as documentation, streaming videos and webinar sessions

- Single Sign On with Lionbridge CAT (Computer Aided Translation) tool, Translation Workspace

**Translation Workspace** is the actual CAT tool where all translation work is completed. You can also log in directly to your account at [translate.translationworkspace.com](http://translate.translationworkspace.com) using your GeoWorkz credentials. There are different components that you will need to learn in order to use the tool:

- Translation Workspace Web Interface

- Translation Workspace XLIFF Editor

- Translation Workspace MS Word Plug-in

- Translation Workspace Tools

- Translation Workspace Online Review

## How do I sign up for a Lionbridge Supplier GeoWorkz and a Translation Workspace account?

Once your vendor record is active, you will receive a welcome email from GeoWorkz with your account details (user name, tenancy name and account number). We have created this account for you so that you can get started with your own subscription as quickly as possible. **You will have 48 hours to set up your password.** After that period, you will have to reset your password using the GeoWorkz Login page.

## What is the Start Up plan?

If you are eligible, you will be provided with a Start Up promotional plan. You will not be charged any subscription fee, and we will not collect any payment information from you up front.

This promotional plan expires when you receive more than 30,000 words from Lionbridge in a given month. At that time, you will be presented with the option to either cancel your promotional plan or migrate to a paid plan.

The Start Up plan is only available if you are working against a TM that exists under the Lionbridge tenancy. If you would like to work on your own projects, you must upgrade to a paid plan.

If you choose to create a TM for your own projects (instead of subscribing to a Lionbridge TM using a token) and work from the Translation Clients against that TM, you will be metering words inside your own tenancy and will not be eligible for a Start Up plan. There is a word meter located in the Translation Workspace tab (see *screenshot below*) at GeoWorkz.com, which will increase when you do any personal work using your own Translation Workspace tenancy.

The screenshot displays the 'TRANSLATION WORKSPACE' page. At the top, there is a navigation bar with links for HOME, SUPPORT, PRODUCT, CONTACT, and a 'GEOWORKZ TEAM' button. Below the navigation bar is a header image of a hand typing on a keyboard. The main content area is divided into a left sidebar and a main panel. The sidebar contains a user profile for 'GEOWORKZ TEAM' located in 'NETHERLANDS', and three menu items: 'Translation Workspace', 'My Account', and 'Manage Users'. The main panel is titled 'TRANSLATION WORKSPACE' and features a 'Subscription Usage' section. This section includes a progress bar showing '10,000 Words remaining' out of a total of 10,000. Below the progress bar, there are several status messages: '10,000 words per month and 2 license(s) in your subscription (Agency)', 'Word Usage through 11/2/2017', 'You are currently subscribed for extended support', and 'Thank you for changing your plan. Your plan change (Freelancer monthly plan, 1 User, 5000 words per month, \$14 per month) will take effect on Saturday, March 31, 2018'. A note indicates that to continue receiving extended support, users must purchase support after Saturday, March 31, 2018, and ensure no more than 1 active user(s) by March 31. At the bottom of the main panel, there is a button labeled 'Click here to modify your subscription' and a 'CANCEL ACCOUNT' button.

## GeoWorkz Contact and Profile

Once you have logged in using the credentials with which you have been provided in the welcome email, you can fill in your personal information and complete your GeoWorkz profile so that other subscribers can look for your services.

## Further Information

For more detailed information, you can log in to [GeoWorkz.com](https://www.geoworkz.com) to access the Support pages.

### How do I submit support requests?

You can submit support requests by logging in to [GeoWorkz.com](https://www.geoworkz.com) and clicking on the Support button at the top of the page. This will open up the support section with a navigation pane on the left hand side where you can click on "Submit Support Request" to complete the available form.

Alternatively, you can also use the [Contact](#) page that will create a support request if you cannot login to GeoWorkz.com

### How do I reset my password?

If you need to reset your password, you can click on the ["Forgot Credentials" link](#)

### How do I download Translation Workspace Clients (MS Word Plug-in and XLIFF Editor)?

If you need to download the Translation Workspace Translation Clients, you can do so from the following locations:

From Translation Workspace

- 1- Log in to [translate.translationworkspace.com](https://translate.translationworkspace.com) using your GeoWorkz credentials
- 2- Click on the Resources menu at the top and then select "Download"
- 3- A new tab will appear with the most updated versions of both Translation Clients. We encourage you to install both applications

From the GeoWorkz Portal

- 1- From the [GeoWorkz.com](https://www.geoworkz.com) home page, scroll down to the "Downloads" section.
- 2- Click on "Translation Clients" link to open the installer page in Translation Workspace Web Interface (it is required to be logged in).
- 3- Click on the Resources menu at the top and then select "Download"
- 4- A new tab will appear with the most updated versions of both Translation Clients. We encourage you to install both applications

### How do I access the available training material?

As a GeoWorkz subscriber, you also have access to free instructor-led training, streaming training, help systems, reference documentation, and Basic Support. To take advantage of these offerings, please log in to [GeoWorkz.com](https://www.geoworkz.com) and visit the [Resources Training Section](#). In particular, we recommend the following streaming training materials to start with:

- Introduction to Translation Workspace
- Asset Aliasing
- Translation Workspace Client - XLIFF Editor OR
- Translation Workspace Client - Microsoft Word Plug-in
- Introduction to File Pre/Post Processing

**We also have detailed reference documentation and help systems**, and regularly scheduled instructor-led training sessions. If you still need more help, please do not hesitate to let us know by asking detailed questions using the form "Support > Submit a Support Request".

## **Service Partner Portal (SPP) Additional Information**

For additional information, you can view the “Translation Workspace for New Lionbridge Suppliers” webinar in the Translation Workspace section of the Lionbridge Service Partner Portal (SPP).