



Lionbridge

Purchasing a Plan

A Guide to Selecting and Purchasing a Plan for Translation Workspace

Version 1.8
April 29, 2013



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Purchasing a Translation Workspace Plan



This document describes how to find and purchase a Translation Workspace plan. When you purchase a plan, you become a subscriber. You get a tenancy in which to work, where you can create system users, manage your assets, and perform translation work in the clients. As a subscriber, you can also participate in the GeoWorkz Marketplace for jobs, which allows you to search for and reply to localization jobs posted by Lionbridge’s global network of project managers and language leads.

Finding a Service Plan

Access to the Translation Workspace is by subscription, with innovative pricing plans based on concurrent users (that is, licenses) and translation volume of throughput. Subscribers can take advantage of value-priced bundles, starting with low-cost entry plans for budget-conscious providers that primarily work for others, to unmatched small and medium business plans. Subscribers can opt for short or long-term commitments and can change plans (effective at the next billing cycle). The Translation Workspace features full account management functionality, allowing you, as a subscriber, to easily modify your subscription, track spend levels, and analyze usage over time, to better align investment with business needs.



In the **View All Plans** section of the **Products** tab at www.GeoWorkz.com, you can view the default plans for the three types of subscriptions (Freelancers, Agencies, and Enterprises):

 For Freelancers >>	Words	Licenses	Cost	Buy Now
Whether you are working for other subscribers or driving your own projects through Translation Workspace, you'll find a plan that's right for you. One license and a range of words per month are included in each plan, and every plan includes pay as you go words if you need more.	5,000	1	\$14/month or \$151/annual	Buy Now
	30,000	1	\$35/month or \$381/annual	Buy Now
	50,000	1	\$49/month or \$529/annual	Buy Now
	80,000	1	\$71/month or \$762/annual	Buy Now

 For Agencies 

Look into Agency plans if you need the flexibility of multiple users and larger word volumes. These plans all include the ability to add short-term additional licenses and provide the flexibility to take on more business with pay as you go pricing if you need more than the included monthly word volumes.

Words	Licenses	Cost	
10,000	2	\$71/month or \$762/annual	Buy Now
20,000	4	\$139/month or \$1,497/annual	Buy Now
80,000	2	\$167/month or \$1,799/annual	Buy Now
160,000	4	\$307/month or \$3,317/annual	Buy Now
240,000	4	\$391/month or \$4,218/annual	Buy Now
350,000	5	\$530/month or \$5,727/annual	Buy Now
500,000	7	\$741/month or \$7,998/annual	Buy Now
750,000	8	\$951/month or \$10,269/annual	Buy Now
1,000,000	10	\$1,230/month or \$13,287/annual	Buy Now

 For Enterprises 

Consider an Enterprise plan for maximum value and flexibility. These plans allow for large-scale production at the lowest unit cost per monthly word and license.

Words	Licenses	Cost	
250,000	3	\$363/month or \$3,920/annual	Buy Now
500,000	5	\$698/month or \$7,543/annual	Buy Now
1,000,000	7	\$1,188/month or \$12,834/annual	Buy Now
Need more? Contact Us for custom words, licenses, and pricing			Contact Us

If you need more words and licenses than are included in these base plans, you can contact Lionbridge to have a custom plan configured for you.

Once you have selected one of these by clicking its **Buy Now** button, you are taken to the **Checkout** page, where you can select whether you want to be billed monthly or annually (and in what currency), and where you can add more licenses and an Extended Support plan.

Here we have selected an Agency plan and clicked **Buy Now**:

Checkout

[Checkout](#) > [Login](#) > [Billing Address](#) > [Payment Information](#) > [Review](#) > [Receipt](#)

Chosen Plan

Agency 10,000 words 2 license(s) \$71/Monthly

Need additional licenses? [What is this?](#) 0: \$+0/Monthly

Geoworkz Extended Support [What is this?](#) **Include extended support?** No Support: \$+0/Monthly

Subtotal: \$71

In this plan, by default, you get 2 licenses and 10,000 words per month (and no Extended Support). This means two users at a time can work in Translation Workspace, and after 10,000 words have been translated in the tenancy, the tenancy will be billed for "overage." See [Words](#) for particulars on how word usage is charged.

Licenses

Each user in your subscription must have a license to use Translation Workspace. An automatic on-demand license management model makes license assignment easy and quick. "Floating" licenses, if available, are assigned automatically to the users who are actively working in your subscription. Floating licenses are automatically freed up when the user logs out. Translation Workspace also allows tenancy administrators to assign "Fixed" licenses between users as needed. These Fixed licenses stay assigned until the admin removes them. This model allows subscribers to scale the number of concurrent users accessing their subscription at any time, without having idle users consuming valuable access.

If you have more system users than licenses, a user with permission to assign licenses must allocate licenses for users that do not have a license assigned to them. License assignment is done in the Translation Workspace Web interface, in the **License Management** tab of the Administration area. For instructions on assigning licenses, see the "Assigning Licenses" topic in the Translation Workspace Web interface help system (which is available only to subscribers and system users).

Additional Licenses

You can purchase additional licenses, both during your original purchase and after checkout.

Note: If you purchase a Freelancer plan, you cannot include additional licenses—you get only one license and cannot purchase additional licenses unless you change to an Agency or Enterprise plan.

When you purchase additional licenses, you can get them in increments of 1 through 10:

Need additional licenses? [What is this?](#)

Geoworkz Extended Support [What is this?](#) Include extended support? No Supp

0: \$+0/Monthly

0: \$+0/Monthly

1: \$+42/Monthly

2: \$+84/Monthly

3: \$+126/Monthly

4: \$+168/Monthly

5: \$+210/Monthly

6: \$+252/Monthly

7: \$+294/Monthly

8: \$+336/Monthly

9: \$+378/Monthly

10: \$+420/Monthly

Cont

Words

In order to create Translation Memories in the Translation Workspace, a subscriber must purchase words. As part of your plan you are allocated a number of words. The price per word depends on the subscription plan chosen (plan cost is based on a combination of words and licenses). A subscriber does not use any of their own plan words when working on projects for other subscribers.

The words balance in a tenancy is consumed as content is translated using the subscriber's Translation Memories. The Translation Workspace reports the tenancy's daily word usage (the word usage number is computed each night). When the subscriber's Translation Memories are queried during translation, words are debited from the purchased words balance. If the Translation Memory is made available to users outside the tenancy via the issuance of an alias access key (or "token"), the queries made by those users are also debited from the subscriber's purchased word balance.

If your Translation Memories are going to be used by translators, you should purchase as many words as are likely to be translated.

Every plan has a pay-as-you-go option for additional words above the base allocation (this is called "overage"). If additional words are required, the subscriber is billed on a per word basis for each additional word. For example, a subscriber may be on a plan that has an allocation of 30,000 words monthly. If the subscriber uses 31,000 words in a given month, 1,000 words are billed as pay-as-you-go words. Refer to the subscription agreement for the pay-as-you-go word rates.

You can change to a plan with more words at the next billing period.

Extended Support

You can purchase an Extended Support plan, which entitles you to expert direct responses to Support requests you make via the self-service **Request Support** form accessed via **Support > Submit a Support Request** at GeoWorkz.com.

Without an Extended Support plan, you can still submit a Support request, but the response will be automated. With the Extended Support plan, you get personalized assistance with the advanced features of Translation Workspace, such as:



- Penalty and Premium TM linking
- Live Asset Aliasing™
- Permissions management
- Review management
- Translation client configuration and usage

Lionbridge experts can offer extensive knowledge on these in-depth topics.

Purchasing a Plan

This section gives the basic steps of purchasing the plan you have chosen, and thereby becoming a subscriber to Translation Workspace. When you have selected a plan and proceeded through checkout, you are a subscriber to the Translation Workspace and can start configuring your tenancy, creating system users and assigning them licenses.

After selecting a plan, if you are new to GeoWorkz.com, you must create an account with these simple steps:

1. Click **Buy Now** for the plan you want.
2. Select the billing period (monthly or annually), additional licenses (optional), and Extended Support (optional), then **Continue to Checkout**.
3. Click **I need to create a login**.
4. Enter your personal information (name, address, email, telephone) and specify a username, tenancy name, and password. Your user name must be different from your password.

Note: Required fields are indicated by the gold bar to their left. (However, the Postal Code, though indicated with a gold bar, is optional for countries that don't have postal codes.)

5. Enter a billing address, which may be the same as that supplied as your personal information.

Note: If you are in a European Union country you will be charged VAT (value added tax) unless you have enter a valid VAT number (Value added tax identification number, or VATIN). If you have a valid VAT number, please enter it in this field. If the number is valid, you will then be able to complete your transaction without paying VAT.

Billing Address

Use account name and address

First Name

Marcel

Last Name/ Surname

Proust

Address line 1

123 Champs Elysee

Address line 2

Country

France

City

Paris

State/Province

Zip/Postal Code

75008

VAT Number What is this?

Telephone

[Continue to Payment Method](#)

You will not see this VAT Number field if your address is not in a VAT levying country.

Note: If you do not know your VAT ID right now, you can leave the field blank and fill it out later via the **Edit Billing Address** button in the **My Account** tab.

6. Supply payment information (credit card or PayPal).
7. Review your subscription plan order then place the order.

Note: The **Checkout: Review Order** page shows that your listing in the GeoWorkz Directory is included free of charge.

Checkout: Review Order

[Checkout](#) > [Login](#) > [Billing Address](#) > [Payment Information](#) > **Review** > [Receipt](#)

Place Order
You will be charged

Chosen Plan

Agency 10,000 words 2 licenses

\$71/Monthly

Additional licenses	3 additional licenses (\$+126.00/Monthly)
Extended Support	Added Extended Support (\$17.00)
What is this? GeoWorkz Directory	GeoWorkz Directory Listing (\$0.00)

Subtotal: \$214.00

Tax: \$12.32

Total: \$226.32

8. GeoWorkz thanks you for placing the order and encourages you to print the page, which contains your order number and other information, before finalizing your purchase.

Checkout: Thanks for your order

[Checkout](#) > [Login](#) > [Billing Address](#) > [Payment Information](#) > **Review** > [Receipt](#)

Order #: 1066241
Thank you for your order. Please print this page for your records and click the button below to finalize your purchase.

Finalize your purchase

Print

Chosen Plan

Agency 10,000 words 2 licenses

\$71/Monthly

Additional licenses	3 additional licenses (\$+126.00/Monthly)
Extended Support	Added Extended Support (\$17.00)
GeoWorkz Directory	GeoWorkz Directory Listing (\$0.00)

Subtotal: \$214.00

Tax: \$12.32


Total: \$226.32

9. In the **Finalize Your Plan** page, you set up your Directory Profile, which allows other tenancies to find you and to initiate partnerships.

Finalize Your Plan

[Directory Profile](#) > [Software Download](#) > [Go to your Translation Workspace Portal](#)

This is your GeoWorkz Profile! It is a great way to share your contact information, capabilities, and skills with all the other Translation Workspace subscribers. To update your profile, just select the "Edit" button. Once you edit and publish your profile, it will be available in the Directory and can be found through Directory Search. Keep your profile updated so you can be contacted for projects that fit your experience.

Personal Information Name, Contact Info, Photo, Company Info & Location 

Industry Expertise Language Pairs, Areas of Expertise 

I am a

Native Language

Language Pairs [Add...](#)

Areas of Expertise
 Unknown
 General
 Computing Software
 Computing Hardware
 Electronics

[Continue](#)

- Some of the fields in the Personal Information section are filled out for you from the data you have already provided:

Personal Information Name, Contact Info, Photo, Company Info & Location

Company or Freelancer Name

Company Phone **Company Fax** **Company Email**

Website

First Name **Last Name** **Title**

Phone **Fax** **Email**

Number of Employees

Full or Part Time

Photo *.JPG only, max size 1 MB

NO IMAGE

You can supply additional information, including a photo, number of employees, whether you work full-time or part-time, and in a free text field, additional information.

- In the Industry Expertise section you can add information about your language skills and domain expertise.
- Click **Continue** to go to the Lionbridge Approved Vendor Application page.

Lionbridge Approved Vendor Application

[Directory Profile](#) > [Lionbridge Approved Vendor Application](#) > [Software Download](#) > [Go to your Translation Workspace Portal](#)

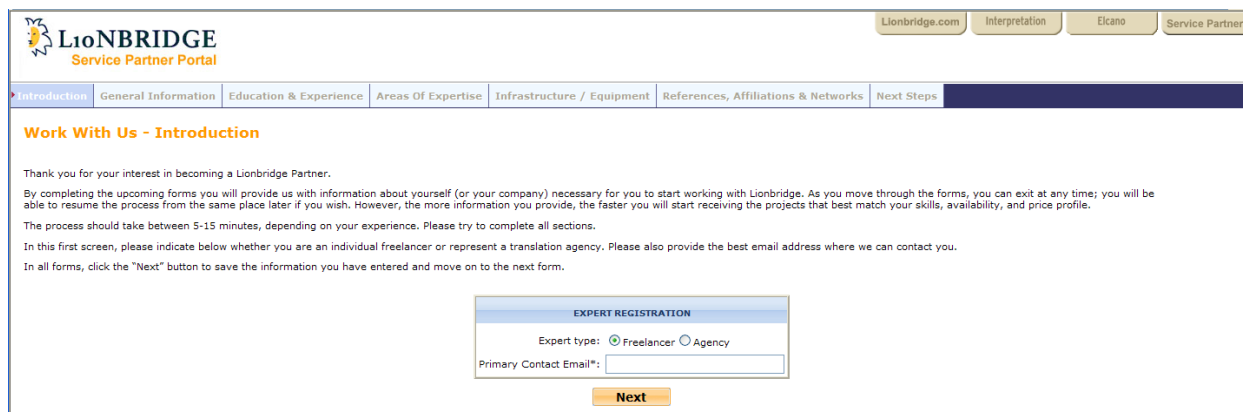
Click on the button below to start your application to become an approved "Lionbridge Vendor". The application process will start in a new browser window and should take between 5-15 minutes to complete, based on your experience. Once you are done, please come back to this page and click on "Continue" to go to the next step in your registration process. If you would like to fill this application at another time, please click "Continue" to go to the next step.

[Apply to become a Lionbridge Approved Vendor](#)

[Continue](#)

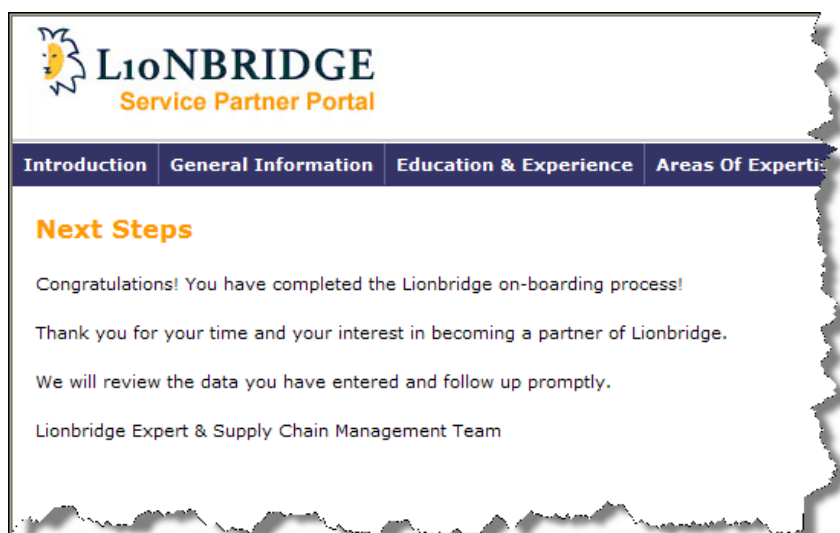
Here you can start the process for applying to become a Lionbridge supplier, which is a necessary step for bidding on Lionbridge jobs in the GeoWorkz Marketplace.

13. Click **Apply to become a Lionbridge Approved Vendor** if you want to start the process now to compete for jobs in the GeoWorkz Marketplace. The registration form displays in another window.



Here you will be asked to supply contact information, education, experience, areas of expertise, references—similar to what you put in your GeoWorkz Directory profile. You can add documents demonstrating your capabilities and you can indicate your rate per unit for the different language pairs you support. For details on becoming a Lionbridge supplier, see the “Registering to be a Lionbridge Supplier” section of the *GeoWorkz Marketplace Beta Guide*.

When you have completed the process you will reach the “Next Steps” page:



At this point, return to the GeoWorkz page you were on (Lionbridge Approved Vendor Application) and click **Continue** to go to the Software Download page where you can download the Translation



Workspace clients (the Word Plug-in and the XLIFF Editor) that translators use to perform translations. (Depending on how long you were at the Lionbridge supplier registration pages, you may be asked to login.)

Note: When you click **Continue** here, your GeoWorkz Directory profile is published. You can select the **Directory > My Profile** tab to make changes to your profile. If you prefer to not have your profile listed, you can click **Un-publish** in the My Profile tab.

Note Also: When you click **Continue**, you will be prompted to login with the username, password, and tenancy name you specified in the System Information section.

14. Click **Continue to Translation Workspace** to go to the Translation Workspace tab in GeoWorkz.com, where you can access Getting Started documentation, free Training courses, and the Translation Workspace Web interface for configuring assets and users.

You now have a GeoWorkz.com and Translation Workspace account and can find and bid on Lionbridge localization jobs in the Marketplace Beta tab of Geoworkz.com. For details, see the *GeoWorkz Marketplace Guide*, accessed from the Documentation page in the GeoWorkz.com Support area.

You can now download a Translator Workspace editor—either the Microsoft Word Client Plug-in or the XLIFF Editor—and start translating.

You also have an admin account in your tenancy in the Translation Workspace Web interface (translate.translationworkspace.com), where you can login with the username, tenancy name, and password you created in the checkout process. As Translation Workspace admin, you can create system users, assigning them roles, and create and configure workgroups and linguistic assets (translation memories, glossaries, and review packages).

For detailed information on editing your GeoWorkz Directory profile and using the Directory to search for potential partners, see the *GeoWorkz Directory Guide*, accessed from the Documentation page in the GeoWorkz.com Support area.

Note: Your GeoWorkz Directory profile contains your Lionbridge Vendor Status. This status is updated automatically when your application has been reviewed.

For documentation on managing your subscription, see the *Subscription Management Guide* (which can be accessed only after login).

For documentation on the Translation Workspace Web interface, the Word Client Plug-in, the XLIFF Editor, the Online Review Client, and more, login to Translation Workspace and go to **Resources > Help** in the toolbar.

Free Trial

You can sign up for a Translation Workspace 30 day free trial, with the full range of Translation Workspace functionality: your own tenancy so you can begin translating on Translation Workspace today, the ability to create and receive Asset Aliases, and a Translation Workspace Directory listing.

The free trial for freelancers includes 5,000 words and 1 license. You can change to another plan at any time, and this new plan will become effective immediately. For example, if you see a job posted on the job ticker or on the Marketplace Beta page, and want to bid on it, you can switch to a paid plan and you can then immediately bid on the job. If you do not make a selection, your subscription rolls over to the Freelancer basic plan at the end of the 30 day trial period. You can cancel the trial at any time.

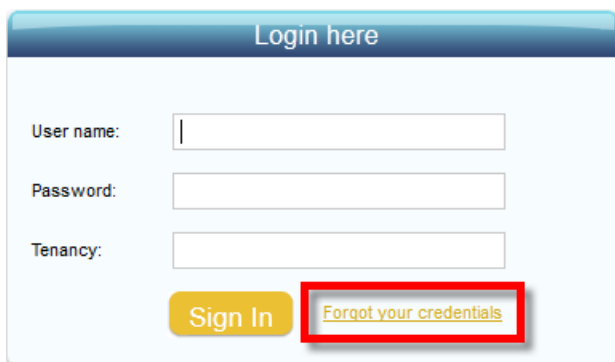
The free trial for agencies includes 160,000 words and 4 licenses. You can change to another plan at any time, and this new plan will become effective immediately. For example, if you see a job posted on the job ticker or on the Marketplace Beta page, and want to bid on it, you can switch to a paid plan and you can then immediately bid on the job. If you do not make a selection, your subscription rolls over to the Agency basic plan at the end of the 30 day trial period. You can cancel the trial at any time.

You will proceed through the checkout process, as described above, but you will not be billed unless you sign up for Extended Support or use more than the allotted 5,000 words (for freelancers) or 160,000 words (for agencies).

If You Forget Your Username, Tenancy Name, or Password

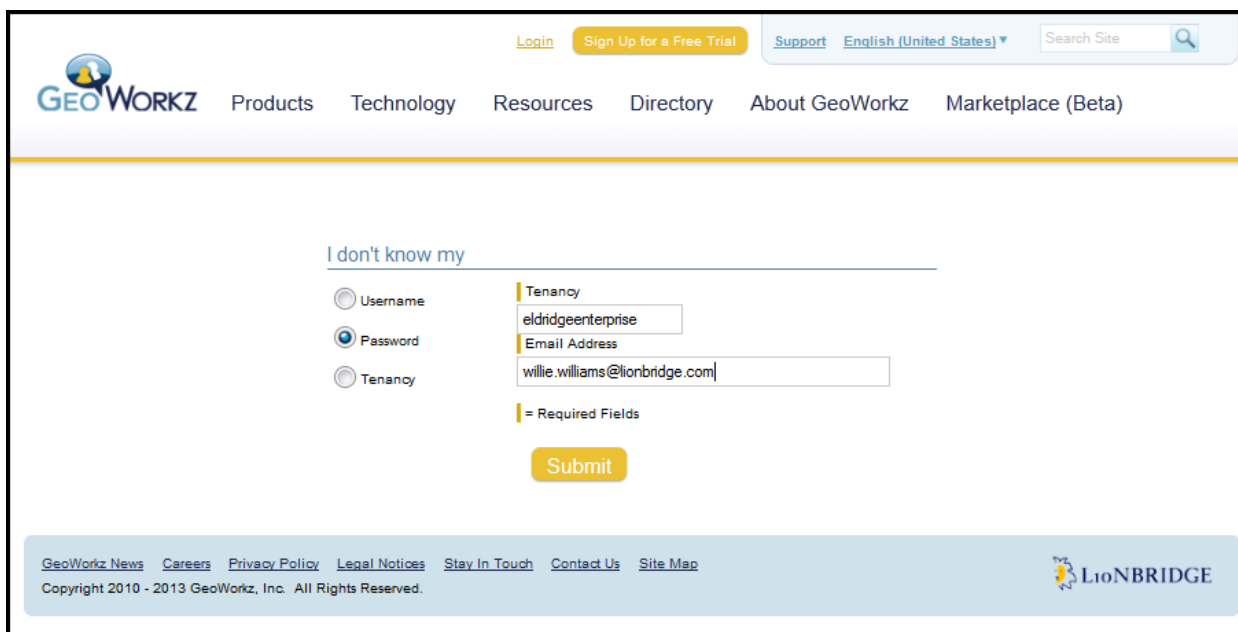
If you have forgotten your username, password, or tenancy name, you can have GeoWorkz send it to your email address.

1. Click the **Forgot your credentials** link under the login section:



The screenshot shows a login form titled "Login here". It contains three input fields: "User name:", "Password:", and "Tenancy:". Below the fields are two buttons: "Sign In" and "Forgot your credentials". The "Forgot your credentials" link is highlighted with a red rectangular box.

2. Select whether you have forgotten your user name, password, or tenancy name, then enter the requested information and click **Submit**:



3. You will receive an email either showing you your user name or tenancy name, or prompting you to click a link to where you can reset your password. Here is what the email looks like:

From: SaasService@lionbridge.com [mailto:SaasService@lionbridge.com]
Sent: Friday, February 01, 2013 3:10 PM
To: <User>
Subject: Reset Password form
Importance: High

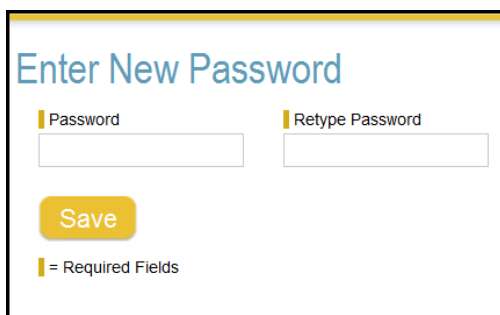
Hello,

Please use the below link to reset your password

[Reset Password link](#)

Thanks

4. When you click **Reset Password** link, it takes you to the GeoWorkz.com set password page:



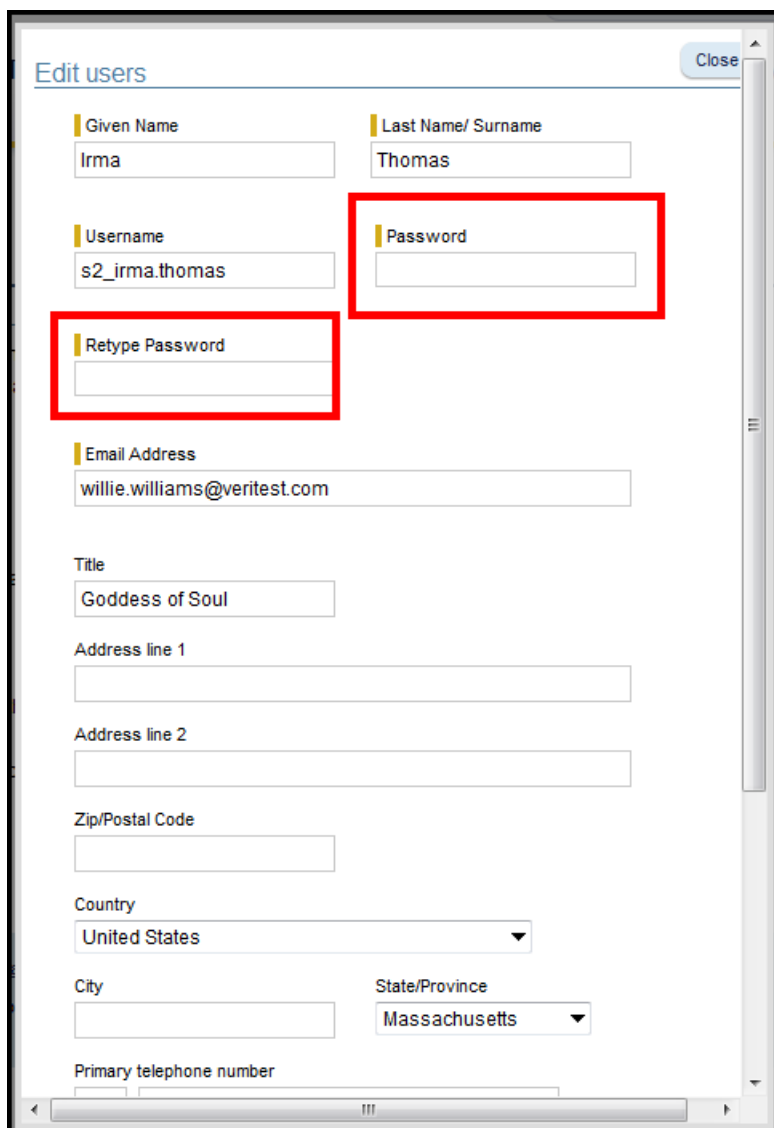
When you enter a password and click **Save**, it takes you to the GeoWorkz.com home page, where you can now log in.

Changing Your Password

System users change their password by logging into www.geoworkz.com, clicking on their name to get to the **My Account** tab, and clicking the **Edit Account Information** button:



This brings them to the Edit Users dialog where they can change their password (and other information):



The next time this user logs in, she or he must use the new password.

Further Information

After you have purchased a subscription and have a login, you can access documentation about managing your subscription and using Translation Workspace in the [Documentation](#) page. You can also access extensive training on the [Training & Tutorials](#) page.