



Lionbridge

# Guide to Purchasing and Managing a Subscription

*For Translation Workspace Subscribers*

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# Managing Your Translation Workspace Subscription

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This document describes how to find and purchase a Translation Workspace plan, which makes you a subscriber to the Translation Workspace, and how to manage your subscription. It includes information about the following:

- [Finding](#) and [purchasing a](#) service plan
- Viewing [word usage](#)
- Viewing your [subscription information](#)
- [Modifying](#) your subscription
- Modifying your [account information](#) and viewing your [transaction history](#)
- [Canceling](#) your account
- [Launching](#) the Translation Workspace Web interface
- Downloading the [Microsoft Word Plug-in and XLIFF Editor](#)
- Directly accessing the Translation Workspace [documentation](#) set
- Accessing [training and tutorials](#)
- Viewing [frequently asked questions \(FAQs\)](#)
- Submitting a [Support request](#)
- [Adding and configuring system and admin users](#)
- [Modifying Directory](#) account data
- [Consulting the Directory](#)

## 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](http://www.GeoWorkz.com), you can view the default plans for the three types of subscriptions (Freelancers, Agencies, and Enterprises):

 **For Freelancers** >>


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.

Words	Licenses	Cost	
5,000	1	\$14/month or \$151/annual	<a href="#">Buy Now</a>
30,000	1	\$35/month or \$381/annual	<a href="#">Buy Now</a>
50,000	1	\$49/month or \$529/annual	<a href="#">Buy Now</a>
80,000	1	\$71/month or \$762/annual	<a href="#">Buy Now</a>

 **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	<a href="#">Buy Now</a>
20,000	4	\$139/month or \$1,497/annual	<a href="#">Buy Now</a>
80,000	2	\$167/month or \$1,799/annual	<a href="#">Buy Now</a>
160,000	4	\$307/month or \$3,317/annual	<a href="#">Buy Now</a>
240,000	4	\$391/month or \$4,218/annual	<a href="#">Buy Now</a>
350,000	5	\$530/month or \$5,727/annual	<a href="#">Buy Now</a>
500,000	7	\$741/month or \$7,998/annual	<a href="#">Buy Now</a>
750,000	8	\$951/month or \$10,269/annual	<a href="#">Buy Now</a>
1,000,000	10	\$1,230/month or \$13,287/annual	<a href="#">Buy Now</a>

 **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	<a href="#">Buy Now</a>
500,000	5	\$698/month or \$7,543/annual	<a href="#">Buy Now</a>
1,000,000	7	\$1,188/month or \$12,834/annual	<a href="#">Buy Now</a>
Need more? Contact Us for custom words, licenses, and pricing			<a href="#">Contact Us</a>

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

[Choose Different Plan](#)

---

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

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

---

**Subtotal: \$71**

[Continue to Checkout](#)

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.

Word overages will be charged in next billing cycle. You can change your plans, but it will not take effect until next billing cycle. Your Extended Support plan will take effect immediately. At any time, you can increase the number of licenses, which will take effect immediately, but will not be billed (prorated) until the anniversary date. For example, if you purchased a monthly plan on January 15, then purchased more licenses on February 1, you would be billed for those new licenses (prorated) on February 15. You can decrease your number of licenses, but it will not take effect until your anniversary date.

## 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 (or, as described in the previous paragraph, users can get a floating license, if available, assigned to them for the duration of their session). 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?

---

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

If you are purchasing additional licenses after you already have additional licenses, the number you select becomes your new number of additional licenses for your plan. That is, it is not added to the number of additional licenses in your plan; rather, it replaces that number. So if your original plan had 3 additional licenses and you wanted to make it 5 additional licenses instead, you would first click **Modify Your Subscriptions and Options**, selecting **Add/Remove Licenses**. In this example, Alice Agency has purchased a 10,000 word, 2 license plan with 3 additional licenses:

Welcome, Arthur Agency

Translation Workspace My Account

### Subscription Usage

10,000 words remaining

10,000 words per month and 5 license(s) in your subscription (Agency) | 0

You are currently subscribed for extended support.  
You currently have a GeoWorkz Directory Listing plan.

Word Usage through 7/12/2010

Click here to modify your subscription

- Click here to modify your subscription
- Change Your Plan
- Add/Remove Licenses**
- Add/Remove Extended Support

... to help you get started right away  
... you can also visit our [Support home page](#) and [Training and Tutorials](#) pages for additional help and training.

Note that in this example, Arthur Agency has 5 licenses: 2 that came with the plan, and 3 additional.

To change to 5 additional licenses (instead of 3), in the **Checkout** page, you would select the 5 additional licenses option:

## Checkout

Checkout > Login > Billing Address > Payment Information > Review > Receipt

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

Cha

- 5: \$+84/Monthly from current (\$210/Monthly)
- 0: \$-126/Monthly from current (\$0/Monthly)
- 1: \$-84/Monthly from current (\$42/Monthly)
- 2: \$-42/Monthly from current (\$84/Monthly)
- 3: \$+0/Monthly [current] (\$126/Monthly)
- 4: \$+42/Monthly from current (\$168/Monthly)
- 5: \$+84/Monthly from current (\$210/Monthly)**
- 6: \$+126/Monthly from current (\$252/Monthly)
- 7: \$+168/Monthly from current (\$294/Monthly)
- 8: \$+210/Monthly from current (\$336/Monthly)
- 9: \$+252/Monthly from current (\$378/Monthly)
- 10: \$+294/Monthly from current (\$420/Monthly)

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During the checkout process, but before you place your order, you are shown how you are changing your plan:

## Checkout: Review Order

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

[Place Order](#)

*You will be charged*

Additional licenses

2 additional licenses (\$+84.00/Monthly)

[What is this?](#) Prorated Amount Charged Today: \$84.00

Tax: \$5.25

**Total: \$89.25**

### Summary of Changes

#### Current Subscription

Plan: \$71/Monthly  
**3 Additional License(s): \$126/Monthly**  
 Extended Support: \$17/Monthly  
 Tax: \$12.32  


---

 Total: \$226.32/Monthly

#### New Subscription

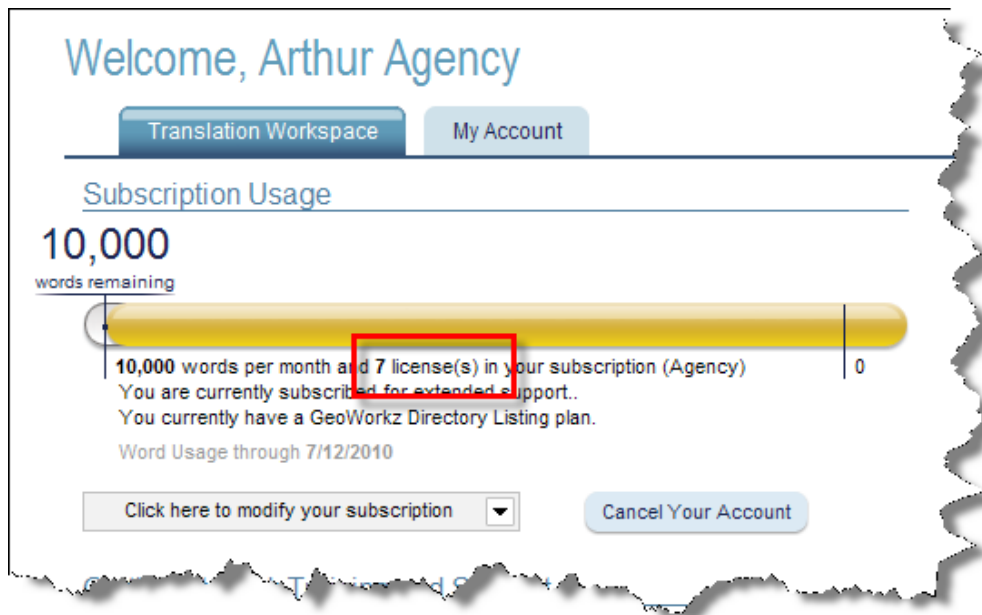
Plan: \$71/Monthly  
**5 Additional License(s): \$210/Monthly**  
 Extended Support: \$17/Monthly  
 Tax: \$17.57  


---

 Total: \$315.57/Monthly

*Change in subscription: \$+89.25/Monthly*

After checkout, you will have 7 licenses (2 from the original plan, plus the 5 additional licenses). You have, effectively, added 2 licenses:



You can view your updated Transaction History for this at any time in your **My Account** area:

### Transaction History

#### Completed Transactions

Date	Description	Amount	Statement #	Transaction #
9/14/2010	Invoice #2026704	\$0.00		2664163
9/14/2010	Invoice #2026703	\$89.26		2664162
9/14/2010	Electronic Payment #741271	\$-226.33		2664148
9/14/2010	Invoice #2026690	\$226.33		2664148

The \$89.26 difference between the switch to 5 licenses will be collected next month.

Only the original purchase (with 3 additional licenses and extended support) is debited.

## 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.

## 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 don't fill out a VAT Number now, you will be able to do so later, via **Edit Billing Address**.

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

---

<a href="#">Additional licenses</a>	3 additional licenses (\$+126.00/Monthly)
<a href="#">Extended Support</a>	Added Extended Support (\$17.00)
<a href="#">What is this?</a> <a href="#">GeoWorkz Directory</a>	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

---

<a href="#">Additional licenses</a>	3 additional licenses (\$+126.00/Monthly)
<a href="#">Extended Support</a>	Added Extended Support (\$17.00)
<a href="#">GeoWorkz Directory</a>	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

Select One 

Native Language

Select One 

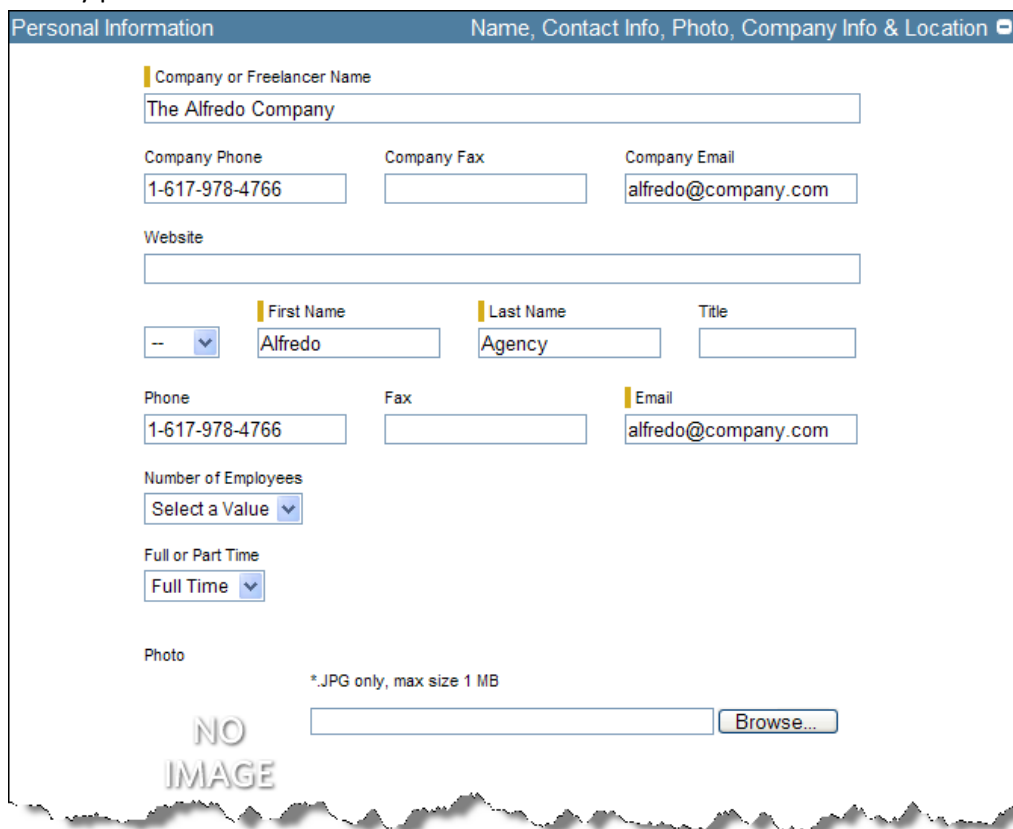
Language Pairs [Add...](#)

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:



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](#)

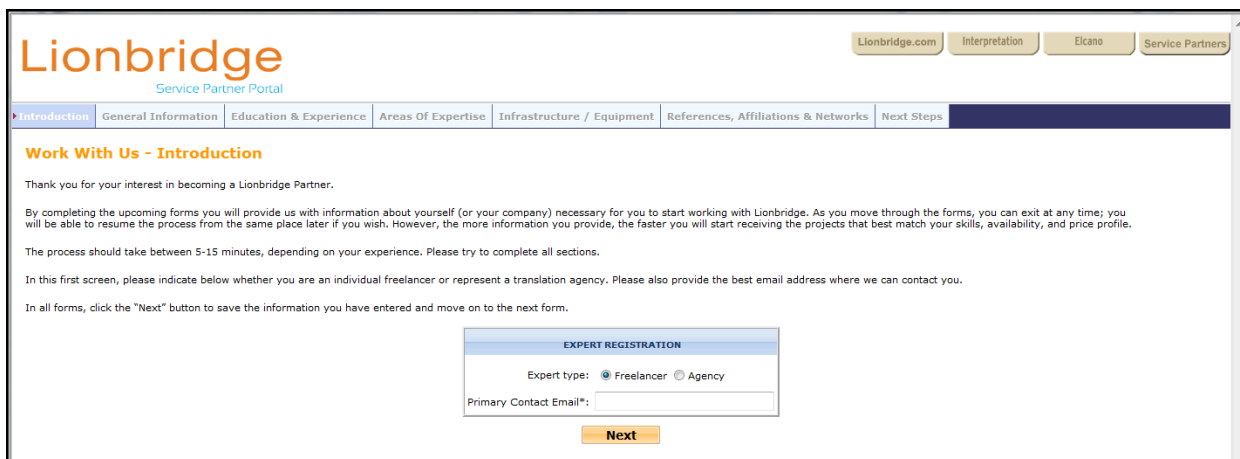
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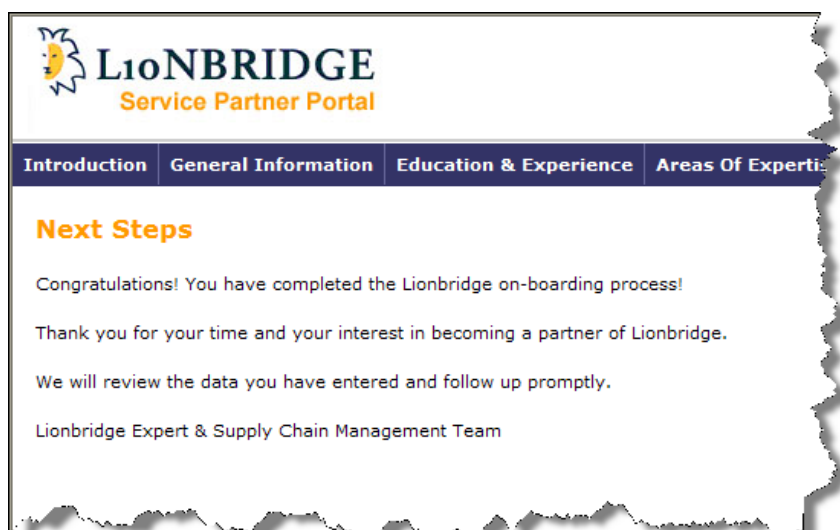
Here you can start the process for applying to become a Lionbridge supplier, which is a necessary step for bidding on Lionbridge jobs in the GeoWorkz Marketplace.

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](http://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 includes the status of your application to become a Lionbridge supplier. It is automatically updated when your application has been reviewed and when it has been approved.

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.

## Post-Login Features in GeoWorkz.com

Your account credentials also let you login to GeoWorkz.com, where you can now do the following:

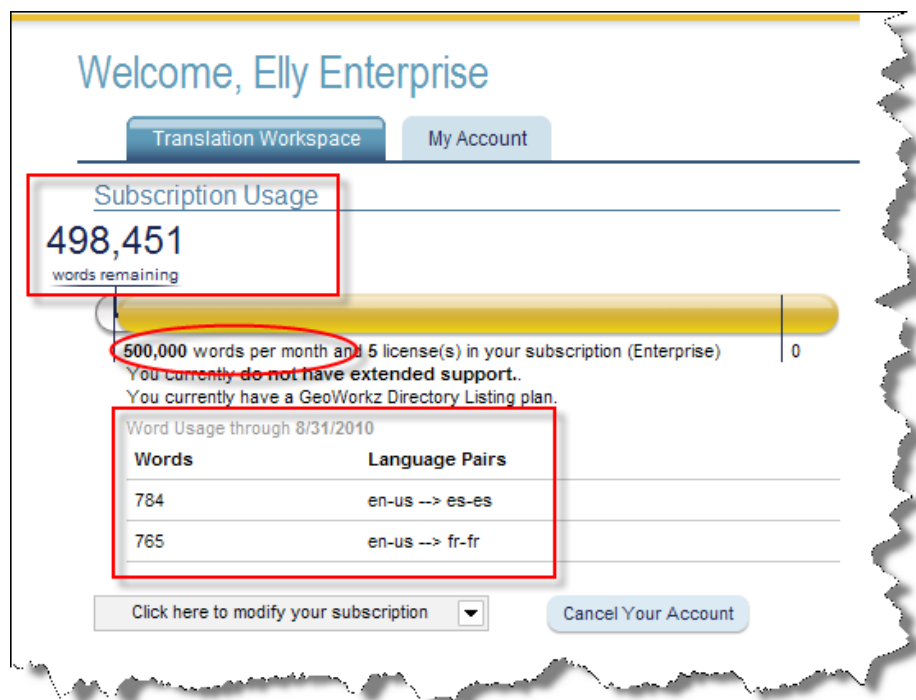
- View your [word usage](#) (number of words remaining for the billing period)

- View your [subscription information](#) (words per month, plan type, Extended Support contract, GeoWorkz Directory Listing)
- [Modify your subscription](#) (change your plan, add/remove licenses, add/remove Support)
- [Cancel](#) your account
- Modify your [account information](#) and see your transaction history (in the My Account page)
- [Launch](#) the Translation Workspace Web interface
- [Download](#) the Microsoft Word Plug-in and XLIFF Editor
- Directly access the Translation Workspace [documentation set](#)
- Access [training and tutorials](#) (in the GeoWorkz Support tab)
- View [Frequently Asked Questions \(FAQs\)](#) about both subscriptions and Translation Workspace
- Submit a [Support request](#)
- [Create Users](#)
- Update and use the GeoWorkz [Directory](#)

## Viewing Word Usage

Word usage is measured against the linguistic assets that you own. In the **Translation Workspace** tab when you login, you can view a daily update on word consumption—that is, the number of words accessed in your TMs.

Here, the tenancy has used 1,549 of its allotted 500,000 words:





The number above the yellow bar shows how many words you have left in this billing period. When you are in “overage”—that is, you have used more than your allotment, the yellow bar display simply indicates you are in overage, but not how much.

Of these 1,549 words used, 784 were used translating from English to Spanish, and 765 were for translating from English to French.

The words balance in a tenancy is consumed as content is translated using the subscriber's TMs. Translation Workspace reports the tenancy’s daily word usage and this yellow bar and the words remaining number is refreshed each night. When the subscriber’s TMs are queried during translation, words are debited from the purchased words balance. If the TM is made available to users outside the tenancy by issuing an Asset Alias token, the queries made by those users are also debited from the subscriber’s purchased word balance.

Any segment open operation from a Translation Workspace client (Microsoft Word Plug-in, XLIFF Editor, and Online Review) or Translation Workspace Tools is metered. When a user opens a segment—either a single segment during an interactive translation or a collection of segments during pre-translation—the system deducts the number of source words in the opened segments from the balance of words in the subscriber's plan. Concordance search, analysis, and terminology lookup operations are *not* metered.

Translation Workspace has a system-wide 60-day metering period. The first time a segment is opened, it is flagged as having been metered. If the same segment is opened again in the 60-day metering period, it is not counted again against the word balance.

TM match percentage is not a factor in metering, as only source words in opened segments are counted.

## Viewing Your Subscription Information

In the **Translation Workspace** tab when you login, you can view your word allotment (per month or annual, depending on your plan), the number of licenses, your plan type (Freelance, Agency, or Enterprise), whether you have an Extended Support contract, and whether you have a Community Directory Listing plan).

## Modifying Your Subscription

At any time, you may change your plan, add/remove licenses, and add/remove Support.

### Change Your Plan

If you select **Change Your Plan** from the **Modify Your Subscription and Options** drop-down list in the **Translation Workspace** tab, you are taken to a page where you can select a different plan.

Special Offer	For Freelancers >>	For Agencies >>	For Enterprises >>
<b>2 license(s)</b> <b>80,000 words</b> <small>\$1,258 /annual</small> <a href="#" style="background-color: #0070C0; color: white; padding: 5px;">Buy Now</a>	Plans starting at:	Plans starting at:	Plans starting at:
	<b>1 license(s)</b> <b>5,000 words</b> <b>\$14 /month</b> <small>\$151 /annual</small> <a href="#" style="background-color: #FFC000; padding: 5px;">Buy Now</a> <a href="#" style="color: #0070C0; text-decoration: underline;">See More Plans</a>	<b>4 license(s)</b> <b>160,000 words</b> <small>\$3,317 /annual</small> <a href="#" style="background-color: #FFC000; padding: 5px;">Buy Now</a> <a href="#" style="color: #0070C0; text-decoration: underline;">See More Plans</a>	<b>3 license(s)</b> <b>250,000 words</b> <b>\$363 /month</b> <small>\$3,920 /annual</small> <a href="#" style="background-color: #FFC000; padding: 5px;">Buy Now</a> <a href="#" style="color: #0070C0; text-decoration: underline;">See More Plans</a>

If you click **See More Plans**, you are given more choices:

[Close](#)

### Top 3 Plans for Agencies

Words	Licenses	Cost	
10000	2	\$71/month or \$762/annual	<a href="#" style="background-color: #FFC000; padding: 5px;">Buy Now</a>
20000	4	\$139/month or \$1,497/annual	<a href="#" style="background-color: #FFC000; padding: 5px;">Buy Now</a>
80000	2	\$167/month or \$1,799/annual	<a href="#" style="background-color: #FFC000; padding: 5px;">Buy Now</a>

[View all plans for Agencies](#)

If you, for example, change to the 20,000 words/4 licenses plan, when you click **Continue to Checkout**, you are shown a summary of what the billing changes would be:

Chosen Plan

Agency 20,000 words 4 licenses

\$+68.00/Monthly

Extended Support

Removed Extended Support (\$-17.00/Monthly)

[What is this?](#) GeoWorkz Directory

GeoWorkz Directory Listing (\$0.00).

[What is this?](#) Prorated Amount Charged Today: \$0.00

Tax: \$0.00

**Total: \$0.00**

Summary of Changes

Current Subscription

**Plan: \$71/Monthly**  
 5 Additional License(s): \$210/Monthly  
**Extended Support: \$17/Monthly**  
 Tax: \$17.57

Total: \$315.57/Monthly

New Subscription

**Plan: \$139/Monthly**  
 5 Additional License(s): \$210/Monthly  
**Extended Support: \$0**  
 Tax: \$21.82

Total: \$370.82/Monthly

Change in subscription: \$+55.25/Monthly

Note that when you change plans, any additional licenses you have in your original plan are carried over to the new plan. In the example above, the subscriber's original plan had 5 additional licenses. The new 20,000 words/4 licenses plan has the 5 additional users. You can remove these additional users (for example, if you only need the 1 license that the new base plan includes) via **Add/Remove Licenses** after you have been through checkout.

The Extended Support plan, however, does not carry over, and you must purchase it separately, via **Add/Remove Support** in the **Modify Your Subscription and Options** drop-down when the next billing period begins.

Your plan change will not start until the next billing period:

Checkout: Thanks for your order

Checkout > Login > Billing Address > Payment Information > Review > Receipt

**Order #: 1066241**  
 Thank you for changing your plan. You will move from your current plan (Agency 2 users and 10,000 words/month) to your new plan (Agency with 4 users, monthly subscription with 20000 words, 139\$) on **Saturday, May 22, 2010**. You will receive an email notification at that time.  
 Ensure that you do not have more than 9 active user(s) by May 22.

Go to Translation Workspace
Print

In our example, the new plan will not begin until May 22, 2010. That is the date at which you would make any changes to additional licenses and get continued Extended Support.

### Add/Remove Licenses

You can change the number of additional licenses you have via the Add/Remove Licenses. When you select a number of additional licenses (1-10 may be selected), this number replaces the number you already have. Therefore, if you currently have 5 additional licenses and want to reduce this to 3, you would select 3 in the **Need more licenses?** drop-down list. This, effectively, removes 2 licenses.

You cannot add more than 10 licenses. If you need more, contact Lionbridge.

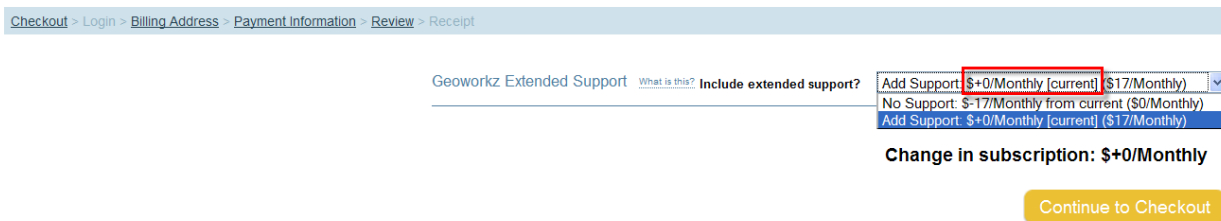
See [Additional Licenses](#) for more information.

### Add/Remove 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.

If you want to add or remove Extended Support, select **Add/Remove Support** from the **Click here to modify your subscription** drop-down in the Translation Workspace tab.

### Checkout



Checkout > Login > Billing Address > Payment Information > Review > Receipt

Geoworkz Extended Support What is this? Include extended support?

- Add Support: \$+0/Monthly [current] (\$17/Monthly)
- No Support: -\$17/Monthly from current (\$0/Monthly)
- Add Support: \$+0/Monthly [current] (\$17/Monthly)

Change in subscription: \$+0/Monthly

Continue to Checkout

In this example, the user already has an Extended Support plan (indicated by “current”), and can select the “No Support” option to remove Extended Support. Adding or removing an Extended Support plan becomes effective immediately.

Without an Extended Support plan, you can still submit an Extended 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.



### ***The Support Request Form***

In the Support Request form, you give a description of what you want, and can attach a file to help Support personnel to understand your need. You will get an automated response that the request has been logged and tagged with a reference number, and the Lionbridge Customer Support team will follow up with another email after investigating the request. You can reply to the response email with follow-up information.

### ***Enhancement Requests***

Subscription manager users of both free and paid accounts, as well as all system users, can submit enhancement requests via the same Submit a Support Request link in the GeoWorkz.com Support area. Site visitors are not able to access this enhancement request form. When you submit an enhancement request, the request is automatically placed in our requirements database and we are automatically informed of the request. You will get an on-screen message that your request has been submitted. The GeoWorkz team regularly reviews these requests, in order to improve the product.

### ***Changing the Subscription Level Immediately***

Normally, any changes to your subscription level will not become effective until your anniversary date. If you signed up for a yearly plan and want a change to take place before the yearly anniversary, you must contact Customer Support. Please use the [Contact Us](#) link.

### ***Modifying Your Account, Billing, and Payment Information, and Viewing Your Transaction History***

Your My Account page contains your account information, billing address, credit card information (if that is your payment method), and transaction history:

## Welcome, Felix Freelancer

Translation Workspace

My Account

### Account Information

**Name:** Felix Freelancer  
**Email Address:** felix@company.com  
**Company Name:**  
**Address line 1:** 1234 Champs Elysee  
**Address line 2:**  
**City:** Paris  
**State/Province:**  
**Country:** France  
**Zip/Postal Code:** 75008  
**Primary telephone number:** 33-1-53-94-78-80  
**Secondary telephone number:** 33-1-53-94-78-81  
**Username:** felix.freelancer  
**Password:** \*\*\*\*\*  
**Tenancy:** felixfreelancer

[Edit Account Information](#)

I have read and agreed to [Subscription Agreement](#), including the subscription fees

### Billing Address

**Name:** Felix Freelancer  
**Company Name:**  
**Address line 1:** 1234 Champs Elysee  
**Address line 2:**  
**City:** Paris  
**State/Province:**  
**Zip/Postal Code:** 75008  
**Country:** France  
**Telephone:** 33-1-53-94-78-80

[Edit Billing Address](#)

### Payment Information

**Card Type:** Credit Card  
**Card Number:** Card ending in: 1111  
**Expiration Date:** 4/2014

[Edit Payment Information](#)

### Transaction History

#### Completed Transactions

Date	Description	Amount	Statement #	Transaction #
3/30/2011	Electronic Payment #1281231	€-12.10		7129119
3/30/2011	Invoice #5590073	€12.10		7129117

**Note:** There is a link below the Account Information section to your Subscription License Agreement (SLA).

### Account Information

You can modify your personal information via the **Edit Account Information** button. These changes take effect when you **Save Account**.

### Modifying Tenancy Information

You can change your tenancy name at any time (in the **Edit Account** page accessed by clicking **Edit Account Information** on the **My Account** tab). After you have clicked **Save Account**, subsequent logins to Translation Workspace will accept only the new tenancy name, so you should inform all your system users if you change the tenancy name.

### Modifying Your Billing Information, Including VAT ID

You can modify your billing information via the **Edit Billing Address** button. These changes take effect at the next billing period.

If you did not fill out the VAT ID field when you registered, or if you have a new VAT ID, you can change it here:

## Update Billing Address

The information below must match the information associated with your payment mechanism.

### Billing Address

<b>First Name</b>	<b>Last Name/ Surname</b>	
<input type="text" value="Allistor"/>	<input type="text" value="Agency"/>	
<b>Company Name</b>		
<input type="text"/>		
<b>Address line 1</b>		
<input type="text" value="123 Rue Monparnasse"/>		
<b>Address line 2</b>		
<input type="text"/>		
<b>Country</b>		
<input type="text" value="France"/>		
<b>City</b>	<b>State/Province</b>	<b>Zip/Postal Code</b>
<input type="text" value="Paris"/>	<input type="text"/>	<input type="text" value="07802"/>
<b>VAT Number</b> <small>What is this?</small>	<b>Telephone</b>	
<input type="text"/>	<input type="text" value="33-321-4321-43121"/>	
<input type="checkbox"/>	<b>Remove VAT ID</b> <small>What is this?</small>	

**= Required Fields**

### Payment Information

In the **Update Payment Information** page (accessed by clicking **Edit Payment Information** on the **My Account** tab), you can change the credit card used for payment, or change your payment method to PayPal. Your changes will take effect at the next billing period.

**Note:** If you need to update your credit card information, you can either enter in a new credit card number, new expiration date and new CVV code; or, if you are only updating the expiration date of your current credit card, you can update the expiration date. You should not update the CVV code unless you are updating the credit card number and expiration date.

### Transaction History

The **Transaction History** section contains a line for every invoice and payment. Invoices are items selected for purchase (for example, base plan, additional licenses, Extended Support plan, Directory listing).

## Transaction History

### Completed Transactions

Date	Description	Amount	Statement #	Transaction #
1/29/2015	Electronic Payment #84084637	\$-385.69	488490368	84941993
1/29/2015	Invoice #61944686	\$385.69	<a href="#">488490368</a>	84941992

You can view and print out invoices by clicking the link in the Statement # column:

## Geoworkz, Inc. Account Statement

1050 Winter Street  
Waltham, MA 02451 USA

Account Number: 16713229	Amos Oz
Statement Date: 29-Jan-2015	123 45th St
Invoice Number: 61944686	
Service Period: 1/29/2015 - 2/27/2015	Waltham
Plan: 000003_Enterprise_Monthly_USD_250000	MA 02451
Currency: USD (US Dollars)	United States

### Account Activity Summary

DESCRIPTION	UNITS	UNIT PRICE	AMOUNT
Previous Balance	1	0.00	\$ 0.00
000003_Enterprise_Monthly_USD_250000 Geoworkz Recurring Monthly Fee	1	363.00	363.00
Tax			0.00
Electronic Payment (applied 1/29/2015)			--385.69
<b>Balance Due on Account</b>			<b>\$ 0.00</b>

This statement is provided for informational purposes and has been sent to amos.oz@company.com, GeoWorkz's email account on file for Amos Oz, the listed billing contact for Geoworkz account number 16713229.

Note - if you have used more words this month than were included in your plan, you have been charged for additional word usage at the unit price of \$0.0014 for each additional word. If incurred, this charge appears as Translation Workspace Additional Words. Due to a known issue, the unit price for this service is currently displaying as 0.0000, but the price is calculating correctly at \$0.0014 per word. This issue will be corrected in a future release.

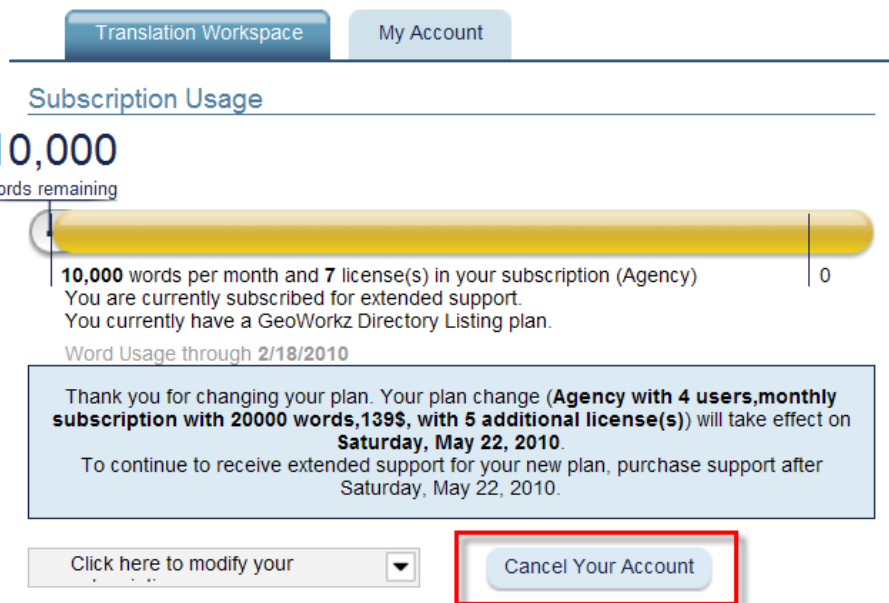
For any billing related questions, please fill out the "contact us" form at [http://www.geoworkz.com/\\_ContactUs.aspx](http://www.geoworkz.com/_ContactUs.aspx) with the details of your question and a customer service representative will reply.

Thank you for choosing Geoworkz.

## Canceling Your Account

You can cancel your account at any time from the Translation Workspace tab:

Welcome, Alice Agency



Translation Workspace My Account

### Subscription Usage

10,000 words remaining

10,000 words per month and 7 license(s) in your subscription (Agency) | 0  
 You are currently subscribed for extended support.  
 You currently have a GeoWorkz Directory Listing plan.

Word Usage through 2/18/2010

Thank you for changing your plan. Your plan change (**Agency with 4 users, monthly subscription with 20000 words, 139\$, with 5 additional license(s)**) will take effect on **Saturday, May 22, 2010**.  
 To continue to receive extended support for your new plan, purchase support after Saturday, May 22, 2010.

Click here to modify your

Your cancellation will take effect at the end of your current billing cycle—monthly or yearly. If you are on a monthly plan, you will be subject to a cancellation fee equal to 3 months of your subscription fee. Annual plans have no cancellation fee.

After canceling, you are notified of the effective date, and you are given a chance to undo the cancellation.

When the cancellation becomes effective, none of your users will be able to login to your tenancy or to the GeoWorkz Directory. All your linguistic asset, user, and license data will be deactivated, including aliased assets in use by other tenancies. Any directory listings you have created will be removed from the GeoWorkz Directory. Therefore, prior to the cancellation date, you must export any Translation Workspace assets you wish to maintain.

## Non-Payment Notification

If a payment fails, you will be informed via email. Possible causes of a failed payment include expired credit card, over credit card limit, or canceled PayPal account. If any of the information is incorrect or expired, please update. If the payment still cannot be processed, you will receive two additional notices informing you of the failed payment attempt. You can always remedy a failed payment by entering valid payment information in the **My Account** area of GeoWorkz. Your account must be made current within 10 days from initial notification or access to your assets will be suspended for all users until the payment is made.

## Launching the Translation Workspace

The Welcome page, when you login to GeoWorkz.com, also includes links to areas in Translation Workspace:

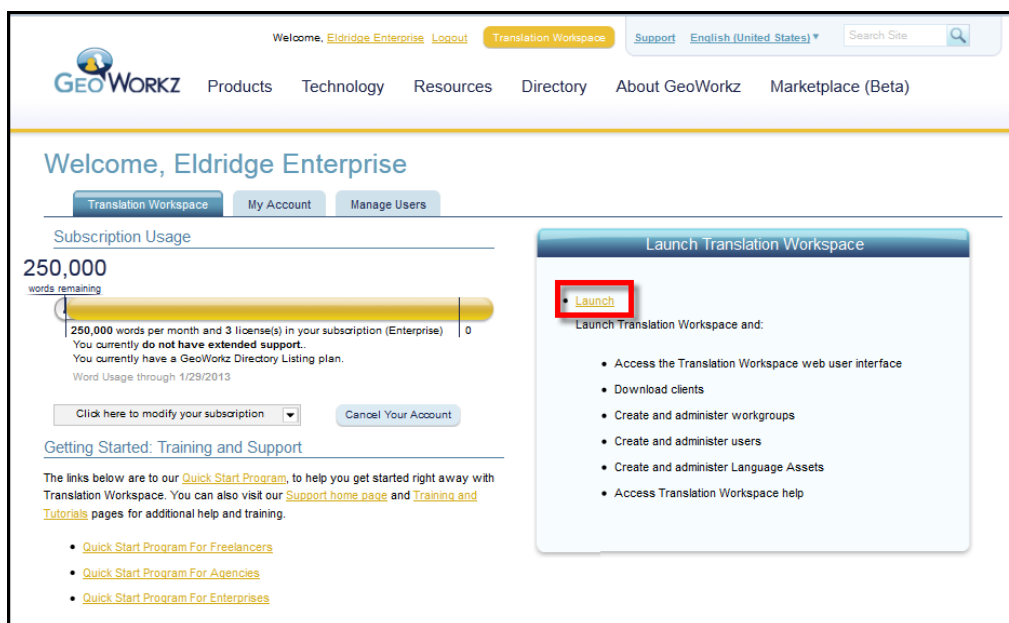
**Home** – The **Home** link takes you to the Translation Workspace Welcome page, the same page you land on when you login directly to [translate.translationworkspace.com](http://translate.translationworkspace.com). Because there is single sign-on from GeoWorkz.com to Translation Workspace, you do not have to login again (you have already logged in to GeoWorkz.com).

**Download** – The **Download** link takes you to the page for downloading the Microsoft Word Plug-in and the XLIFF Editor, the clients you use to perform translations.

**Help** – The **Help** link takes you to the **Documentation** page in Translation Workspace. This page contains links to the five help systems (Web interface, Word Client, XLIFF Editor, Online Review Client, and Translation Workspace Tools), a guide for migration and interoperability from other translation systems (Trados and WorldServer), a guide for filters and file formats, and Translation Workspace release notes.

## Downloading the Client Editors

You can go to the Translation Workspace Web interface via the **Launch** button on the page accessed by clicking the Translation Workspace button at the top of the GeoWorkz.com screen:



The screenshot shows the user interface for Eldridge Enterprise. At the top, there is a navigation bar with the GeoWorkz logo, a search bar, and links for Support, English (United States), and a search icon. Below the navigation bar, there is a main header with the user's name 'Welcome, Eldridge Enterprise' and buttons for 'Translation Workspace', 'My Account', and 'Manage Users'. The main content area is divided into two sections. On the left, there is a 'Subscription Usage' section showing a progress bar for '250,000 words remaining' and a list of links for 'Getting Started: Training and Support'. On the right, there is a 'Launch Translation Workspace' section with a 'Launch' button highlighted by a red box. Below the 'Launch' button, there is a list of actions that can be performed after launching the workspace.

The Launch button takes you, via single sign-on, to the Translation Workspace Web interface, where translators can download the Microsoft Word Plug-in and XLIFF Editor clients by clicking **Resources > Downloads** in the toolbar.

**Note:** When you first subscribe, it can take up to 10 minutes for provisioning to run. The Launch button may not be available during this period. You will need to refresh the page.



## Documentation

Extensive help is available for Translation Workspace from both the **Support > Documentation** page at GeoWorkz.com and from the **Resources > Help** tab in the Translation Workspace Web interface toolbar. Help for the clients is also available directly from the **Help** buttons in the client in the clients themselves. There is also very detailed documentation on filters and file formats and on migrating documents from other systems like Trados.

## Accessing Training and Tutorials

Lionbridge offers subscribers self-paced, on-demand streaming and downloadable training, plus free regularly scheduled online instructor-led sessions. After login, go to **Support > Training & Tutorials** to find a course meeting your needs. Courses are at the different kinds of users: subscription managers, translators, asset managers, and project support engineers.

## Viewing Frequently Asked Questions (FAQs)

A good source of quick answers to common questions about both subscribing and working in Translation Workspace is the frequently asked questions (FAQs) at **Support > Frequently Asked Questions** in GeoWorkz.com. The FAQs are updated periodically as questions come in as Support requests, so it is a good place to check periodically.

## Submitting a Support Request or Enhancement Request

You can submit a Support Request form or an Enhancement Request form from **Support > Submit a Support Request** in GeoWorkz.com. See [The Support Request Form](#).

## Adding and Configuring System Users

When you subscribe to Translation Workspace you are given an admin account in your tenancy in the Translation Workspace Web interface ([translate.translationworkspace.com](http://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 (and other admin users), assigning them roles.

To login to Translation Workspace, a system user must have a license assigned to her or him. As Translation Workspace admin, you can assign (and remove) licenses in the License Management tab accessed from **Administration > License Management** in the Web interface toolbar.

For documentation on the Translation Workspace Web interface login to Translation Workspace and go to **Resources > Help** in the toolbar. Select the **Translation Workspace Web Interface** link. You will find topics on **Managing Users, Roles, Assigning Licenses**, and much more.

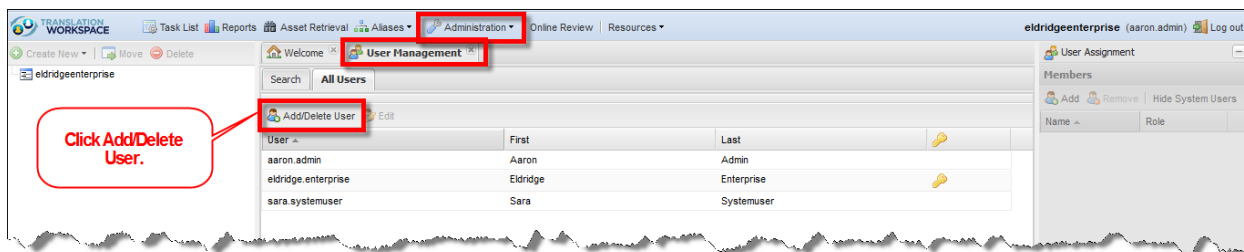
## The New ID Management System

Lionbridge now supports single sign-on between GeoWorkz.com and Translation Workspace. In previous releases of GeoWorkz and Translation Workspace, to add a user, you did so in the **Administration > User**

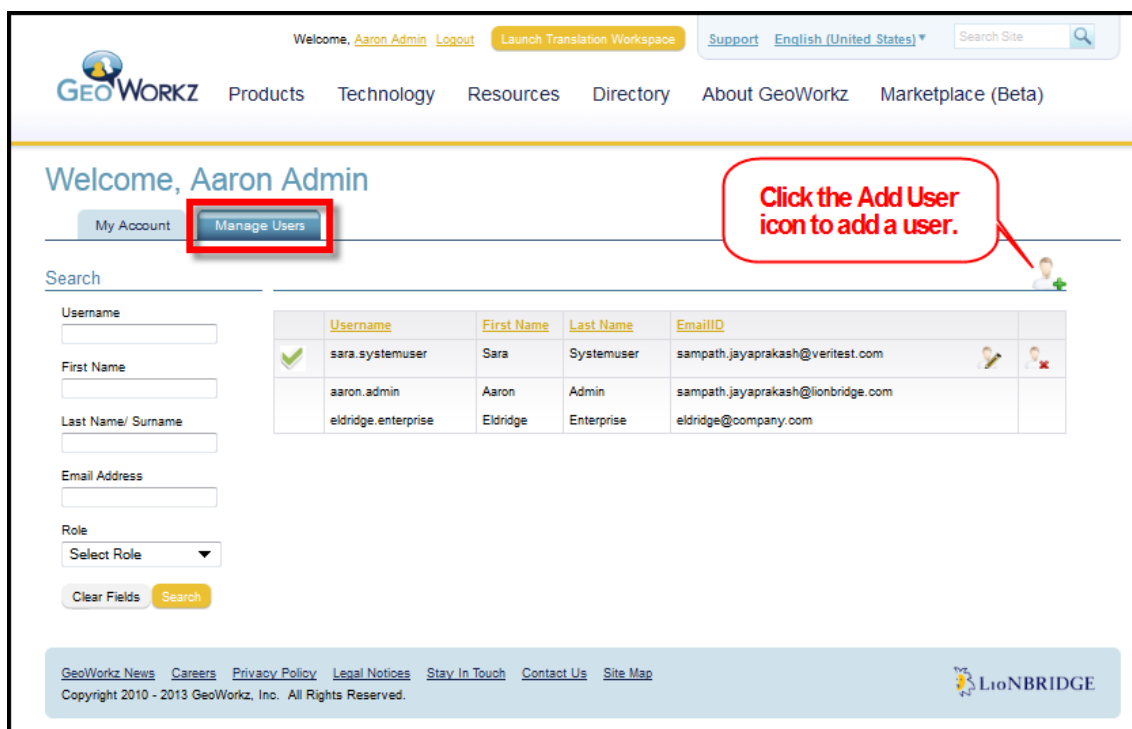
**Management** page of the Translation Workspace web interface. Now you can do so directly in GeoWorkz.com or via a redirect to GeoWorkz.com from the Translation Workspace web interface.

### Adding a User in GeoWorkz.com

To add a user, if you are in the Translation Workspace web interface, in the **Administration > User Management** page (if you are a Subscription Manager user or an Admin user), click the **Add/Delete User** button:

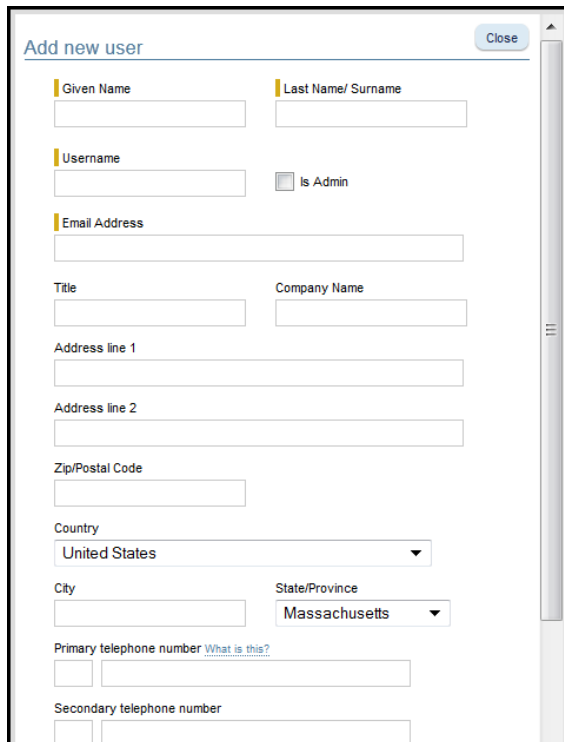


Here we have logged in as an Admin user. The user is taken to the GeoWorkz **Manage Users** page, which lists the users in her or his tenancy:



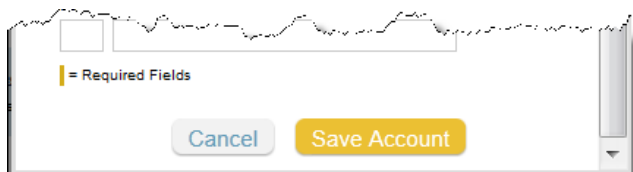
You can also go here directly, if you are a Subscription Manager user or an Admin user, by logging into [www.GeoWorkz.com](http://www.GeoWorkz.com) and clicking your user name at the top, then selecting the **Manage Users** tab.


When you click the Add User icon ( ), the **Add new user** dialog pops up:



Fill out the fields. If you want the user to be an Admin user, who can add/delete/edit users, assign roles and assign them to objects (TMs, glossaries, review packages, and workgroups), check the **Is Admin** box.

When you have filled out the fields, click **Save Account** at the bottom:



The user will appear in the **Manage Users** tab with a **Resend notification to this user** icon () on the left:

Welcome, Aaron Admin

My Account Manage Users

Search

Username







First Name

Last Name/ Surname

Email Address


Role  
 Select Role

Clear Fields Search

	Username	First Name	Last Name	EmailID		
	sam.systemuser	Sam	Systemuser	jim.provo@lionbridge.com		
	sara.systemuser	Sara	Systemuser	sampath.jayaprakash@veritest.com		
	aaron.admin	Aaron	Admin	sampath.jayaprakash@lionbridge.com		
	eldridge.enterprise	Eldridge	Enterprise	eldridge@company.com		

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The **Resend notification to this user** icon indicates that the user has not responded to an email asking her or him to register and specify a password. Click the icon to send a notification. The user will receive a “Self User Registration” email like the following:

*This is an automatic, system-generated message. Please do not reply directly to this message.*

Dear <User name>,

Welcome to Translation Workspace, the next-generation translation productivity solution from GeoWorkz A Lionbridge Technologies Company. Fast and scalable, the Translation Workspace provides anywhere, anytime access to Translation Memory (TM) and Glossary assets.

You have a new user account in the Lionbridge tenancy. Please click the following link to activate your account, and confirm your secure access to Translation Workspace.

[Complete registration](#)

Your account information is as follows:

Username: <User name>

Tenancy: <Tenancy name>

After you have set a password, you may log in to Translation Workspace at [translate.translationworkspace.com](http://translate.translationworkspace.com). The clients used to perform translations (the XLIFF Editor and the Microsoft Word Plug-in) are available for download from the Download page on the **Resources** tab of the Translation Workspace toolbar.

To help you get started, access our Quick Start Program, found at [www.GeoWorkz.com](http://www.GeoWorkz.com) under **Resources**. We also offer a full range of helpful documents and training, accessible from [GeoWorkz Support](#).

Thank you again for choosing Translation Workspace.

Sincerely,

The GeoWorkz and Translation Workspace Team

Once the user has clicked the [Complete registration](#) link in the email, she or he will be taken to the **Enter New Password** page:

### Enter New Password

**Password**

**Retype Password**

! = Required Fields

After entering a password and clicking **Save**, the new user will be taken to the GeoWorkz home page, where she or he can log in and start using GeoWorkz and Translation Workspace.

The Admin user who added the user will now see a Registered User icon (✓) next to the user, rather than the **Resend notification to this user** icon that was there before the user registered.

The Admin user can use the **Edit User** icon (✎) to edit the user and the **Delete User** icon (✖) to delete/remove the user:

### Welcome, Aaron Admin

My Account
Manage Users

**Search**

Username

First Name


Last Name/ Surname

Email Address

Role  
Select Role ▼

Username	First Name	Last Name	EmailID		
! sam.systemuser	Sam	Systemuser	jim.provo@lionbridge.com	✎	✖
✓ sara.systemuser	Sara	Systemuser	sampath.jayaprakash@veritest.com	✎	✖
aaron.admin	Aaron	Admin	sampath.jayaprakash@lionbridge.com		
eldridge.enterprise	Eldridge	Enterprise	eldridge@company.com		

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Note: The **Edit User** and **Delete User** icons do not display for the Subscription Manager (also called Enterprise) and Admin users because the Subscription Manager user cannot be deleted and can only be edited by herself or himself in the **My Account** tab, and the Admin user is the one logged in here, and so cannot delete herself or himself and also could edit herself or himself only in the **My Account** tab.

For tenancies with a large number of users, you can search for users by name (first or last), email address, and role. These fields will be ANDed; that is, if you enter a last name and a role, only users with that name AND that role will be returned:

Welcome, Aaron Admin

My Account Manage Users

Search

Username







First Name

Last Name/ Surname

Email Address

Role  
Select Role

Clear Fields Search

	Username	First Name	Last Name	EmailID		
	sam.systemuser	Sam	Systemuser	jim.provo@lionbridge.com		
	sara.systemuser	Sara	Systemuser	sampath.jayaprakash@veritest.com		
	aaron.admin	Aaron	Admin	sampath.jayaprakash@lionbridge.com		
	eldridge.enterprise	Eldridge	Enterprise	eldridge@company.com		

### How User Types Map to System Permission Roles in Translation Workspace

The **subscriber** user (eldridge.enterprise in the screenshot above) maps to the **Platform Administrator** System Permission in Translation Workspace (which can't be changed, and has the same permissions in Translation Workspace as the **TW Administrator** role). In GeoWorkz.com, the subscriber user sees the **Translation Workspace, My Account, and Manage Users** tabs.

The **"Is Admin"** user (aaron.admin above) maps to the **TW Administrator** System Permission in Translation Workspace. In GeoWorkz.com the **"Is Admin"** user sees only the **My Account and Manage Users** tabs.

The third user type—neither subscriber nor **"Is Admin"**—(sam.systemuser and sara.systemuser above) maps to the **Project Manager** System Permission role on the Translation Workspace side. In GeoWorkz.com, these system users can see only the **My Account** tab.

### Editing the System Permission Role and User Type in Translation Workspace

To edit the System Permission Role or User Type for the user you have added, click the **Translation Workspace** button at the top of the GeoWorkz.com home page:

Welcome, [Eldridge Enterprise](#) [Logout](#) **Translation Workspace** [Support](#) [English \(United States\)](#) Search Site

**GEOWORKZ** [Products](#) [Technology](#) [Resources](#) [Directory](#) [About GeoWorkz](#) [Marketplace \(Beta\)](#)

You are taken to the **Translation Workspace** tab, where you can click the **Launch** button to go directly to the Translation Workspace Web interface:

Welcome, Eldridge Enterprise

Translation Workspace | My Account | Manage Users

### Subscription Usage

250,000 words remaining

250,000 words per month and 3 license(s) in your subscription (Enterprise) | 0

You currently do not have extended support.  
You currently have a GeoWorkz Directory Listing plan.  
Word Usage through 1/29/2013

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### Getting Started: Training and Support

The links below are to our [Quick Start Program](#), to help you get started right away with Translation Workspace. You can also visit our [Support home page](#) and [Training and Tutorials](#) pages for additional help and training.

- [Quick Start Program For Freelancers](#)
- [Quick Start Program For Agencies](#)
- [Quick Start Program For Enterprises](#)

### Launch Translation Workspace

[Launch](#)

Launch Translation Workspace and:

- Access the Translation Workspace web user interface
- Download clients
- Create and administer workgroups
- Create and administer users
- Create and administer Language Assets
- Access Translation Workspace help

**Launch** takes you to the Translation Workspace Web interface, where your single sign-on logs you in.

Now in the Translation Workspace Web interface, select **Administration > User Management**:

TRANSLATION WORKSPACE

Task List | Reports | Asset Retrieval | Aliases | Administration | Online Review | Resources

Create New | Move | Delete

Welcome

**User Management**

- Role Management
- License Management
- Tagging Management

Welcome to the Translation Workspace, the leading translation pro...

Get started right away creating, managing or accessing assets and users. Browse objects, roles or users with any of the menus or learn more about these action...

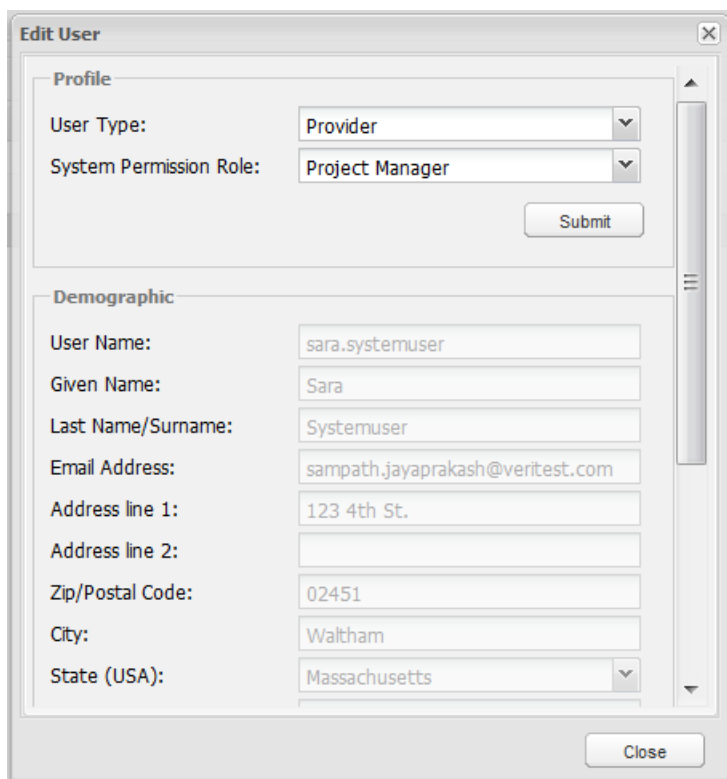
**Getting Started**

[Introducing the Translation Workspace](#)

In the **User Management** tab that displays, to edit a user, double-click the user name:



The **Edit User** dialog pops up:



The 'Edit User' dialog box is shown with two main sections: 'Profile' and 'Demographic'. The 'Profile' section includes 'User Type' (dropdown menu set to 'Provider') and 'System Permission Role' (dropdown menu set to 'Project Manager'), with a 'Submit' button below. The 'Demographic' section includes text input fields for 'User Name' (sara.systemuser), 'Given Name' (Sara), 'Last Name/Surname' (Systemuser), 'Email Address' (sampath.jayaprakash@veritest.com), 'Address line 1' (123 4th St.), 'Address line 2' (empty), 'Zip/Postal Code' (02451), 'City' (Waltham), and 'State (USA)' (dropdown menu set to Massachusetts), with a 'Close' button at the bottom.

Only the **User Type** and **System Permission Role** fields are editable. You can select a type and role and click **Submit**. To edit the other fields, scroll to the bottom and click **Edit**:

**Edit User**

Given Name:

Last Name/Surname:

Email Address:

Address line 1:

Address line 2:

Zip/Postal Code:

City:

State (USA):

Province/Region (non-US):

Country:

Primary telephone number:

Secondary telephone number:

Fax1:

**Edit**

Close

You are taken to the **Manage Users** tab in GeoWorkz.com, where you can click the Edit User icon for the user and change the user information fields:

Welcome, Eldridge Enterprise

Translation Workspace | My Account | **Manage Users**

Search

Username:

First Name:

Last Name/ Surname:

Email Address:

	Username	First Name	Last Name	EmailID		
✓	sam.systemuser	Sam	Systemuser	jim.provo@lionbridge.com		
✓	sara.systemuser	Sara	Systemuser	sampath.jayaprakash@veritest.com		
✓	aaron.admin	Aaron	Admin	sampath.jayaprakash@lionbridge.com		
	eldridge.enterprise	Eldridge	Enterprise	eldridge@company.com		

Note here that the Admin user (aaron.admin) now has an Edit User and a Delete User icon, because we are logged in as the Subscription Manager user (eldridge.enterprise).

### Giving the User a Role and Access to Assets in Translation Workspace

Assigning licenses and roles for the users and assigning the users as members of workgroups as well as giving users access to linguistic assets is done in the Translation Workspace Web Interface. See the

“Users and Roles” topic in the Translation Workspace Web interface help system for information about how to:

- Manage roles and permissions
- Assign users to objects
- Assign and manage licenses

### Changing Your Password

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

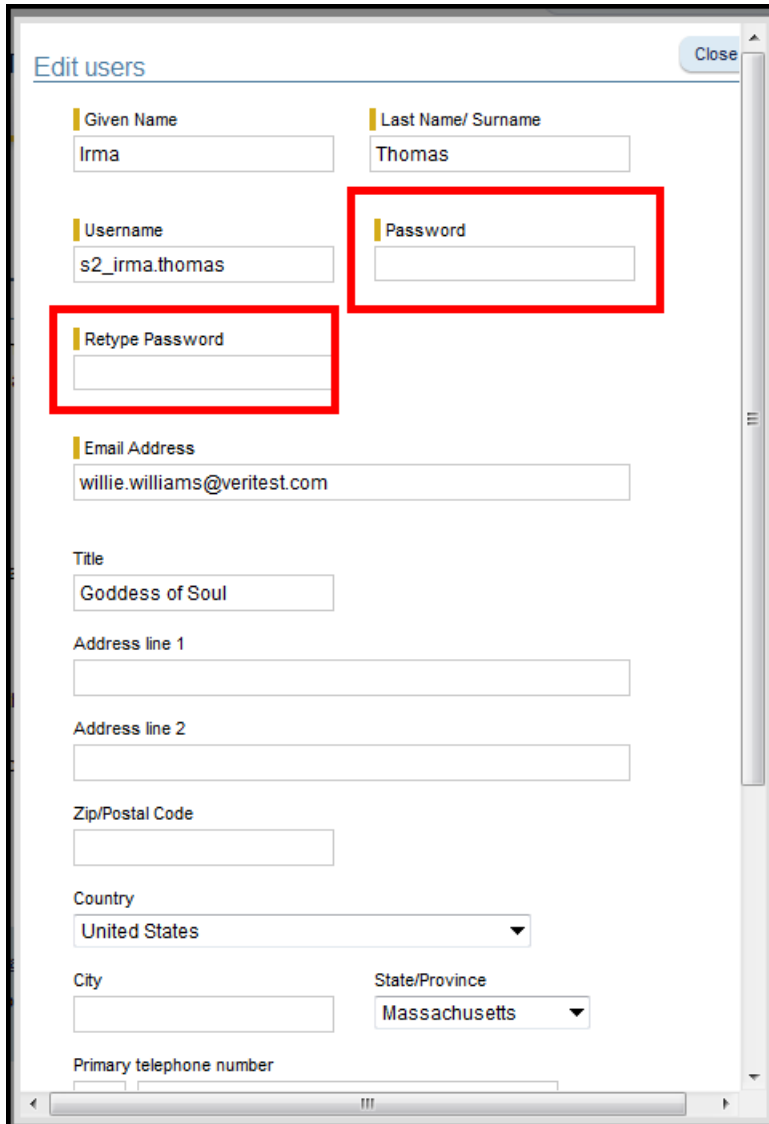


The screenshot shows a user interface for 'My Account'. At the top, it says 'Welcome, Irma Thomas'. Below that is a 'My Account' tab. Underneath is a section titled 'Account Information'. The information displayed is as follows:

<b>Name:</b>	Irma Thomas
<b>Email Address:</b>	willie.williams@veritest.com
<b>Company Name:</b>	
<b>Address line 1:</b>	
<b>Address line 2:</b>	
<b>City:</b>	
<b>State/Province:</b>	MA
<b>Country:</b>	United States
<b>Zip/Postal Code:</b>	
<b>Primary telephone number:</b>	
<b>Secondary telephone number:</b>	
<b>Username:</b>	s2_irma.thomas
<b>Password:</b>	*****
<b>Tenancy:</b>	abeagency

At the bottom of the account information section is a button labeled 'Edit Account Information'.

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.

## Modifying Directory Account Data

Full subscribers to Translation Workspace have a Directory Profile in the GeoWorkz Directory. Your profile can include contact information, location, areas and languages of expertise, a CV/résumé, translation samples, and availability dates. You can modify this profile at any time by clicking **Directory > My Profile** and the **Edit** button on the **My Profile** page. For information on the Directory Profile, see the *GeoWorkz Directory Guide*.



## Consulting the Directory

As a subscriber to Translation Workspace, you can search the GeoWorkz Directory to locate other subscribers with whom you might do business. You can search by keywords, company/freelancer name, person's last name, location, (city, state/province/region, country), language, and availability dates. For more information, see the *GeoWorkz Directory Guide*.