Unbabel On-demand

Step-by-step user guide

Confidentiality level: Public

About this guide

In July 2021, Unbabel released a new way to request translations from within the customer Portal.

This functionality, called On-demand, is available in the Apps Menu of the Portal and allows users to request translation orders in any onboarded language pair.

The guide will walk through the key steps to request and manage translations through Unbabel On-demand.
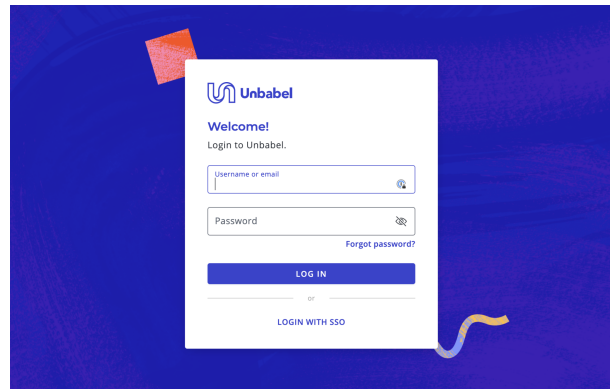
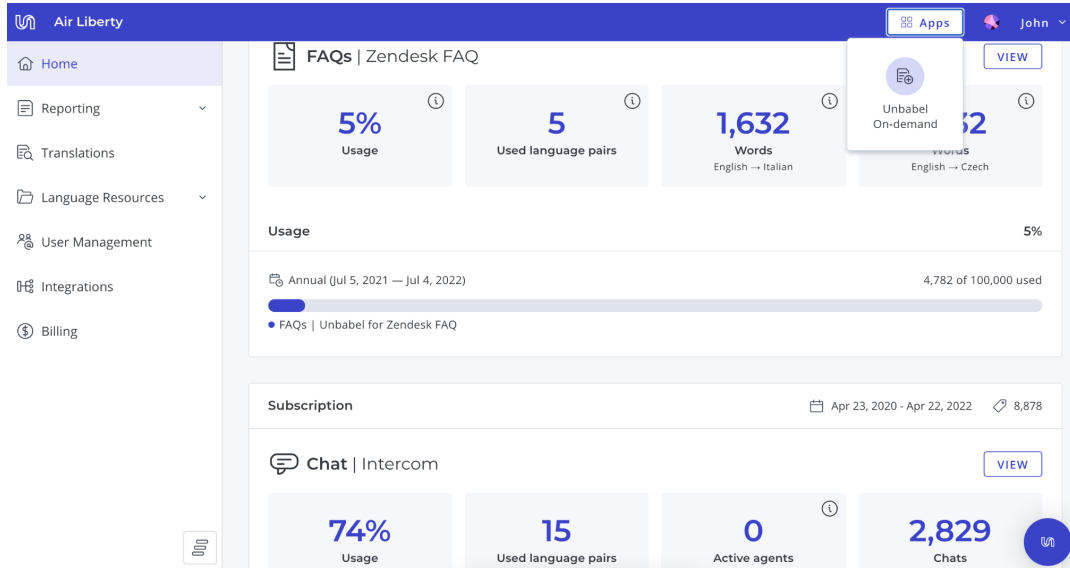For additional questions and feedback, please reach out to Unbabel Customer Happiness.

Step-by-Step Walkthrough

1. Getting started

To begin, use your credentials to log in to your Unbabel Portal.

Next, go to the top right-hand corner of the screen to the **Apps Menu** and click on **Unbabel On-demand** to initiate the app.

2. Managing Translation Orders

You're now on the On-demand homepage. Here you'll be able to view all your ongoing and completed translation orders, as well as toggle between them.

You're able to click into any of the orders to review their status, translations, and metadata. Translation Orders can also be downloaded at any time.

3. Requesting Translations

To initiate a translation order, go to the On-demand homepage and select **New Translation** in the top right-hand corner of the page.

You will then be taken to the first step of three in the order request process. Here you are able to name the request (for tracking purposes), add your content by file upload (.txt .xliff .srt .html files are available), or by pasting directly in the text box.

You may also select which format you'd like for output once the order has been successfully completed.

After loading a file, you won't be able to edit the content in the text box. You can clear the box's content by removing the selected file.
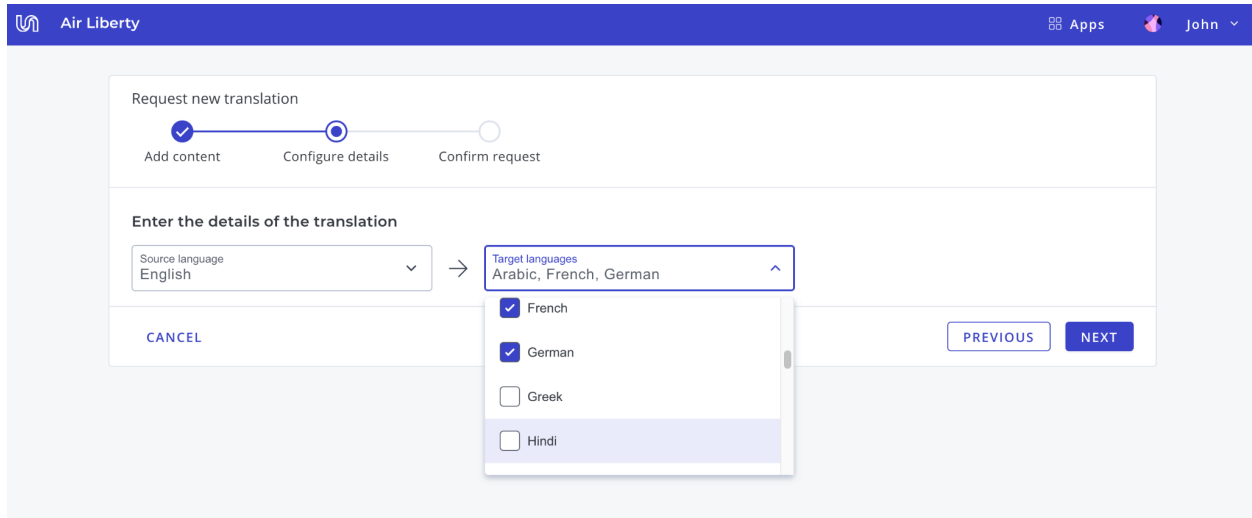
In step two, you confirm the source language and select as many target languages as you need. Languages available correspond to the language pairs you have onboarded with Unbabel.

Finally, review your order summary and then make your request.
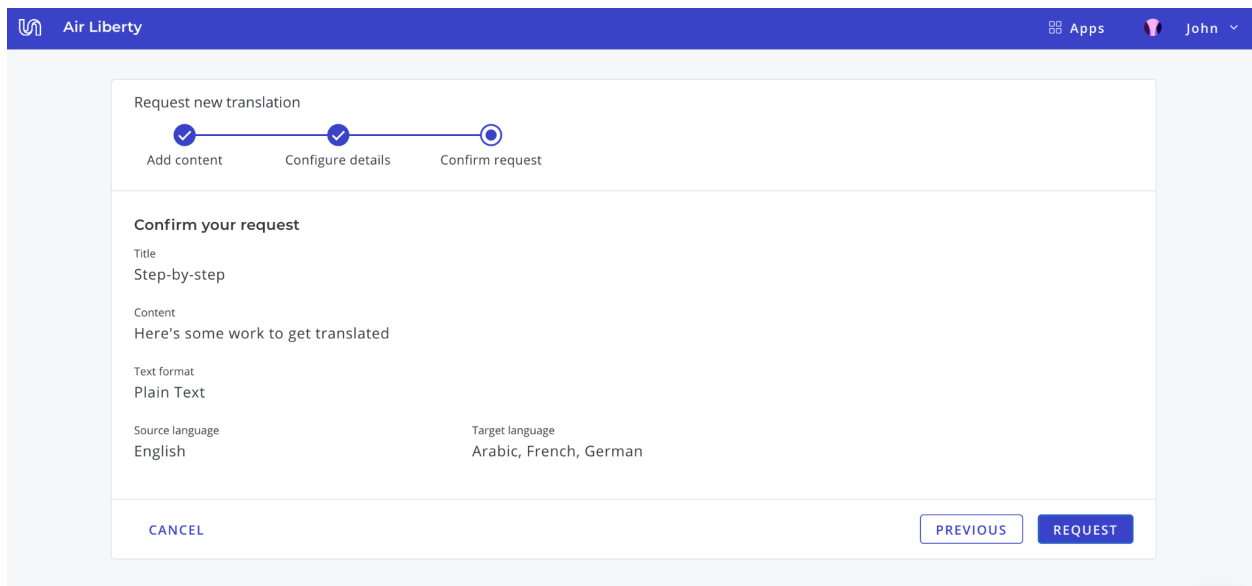
Once the order is complete, you'll receive an email confirmation that it's completed, and will be able to access and review on the On-demand homepage.