



Getting Started

A guide for newly qualified translators

GETTING STARTED WITH SPEAKT

Speakt is an online, crowdsourced translation service. This guide is designed for newly qualified Speakt Translators and will cover the basics of working at Speakt, including how to:

- Find new jobs
- Deal with problems
- Get paid

If you have questions that aren't answered here, check out our [support forums](#) or contact our support team at orders@speakt.com

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1. USEFUL INFORMATION

System Requirements

For the best experience, we recommend Chrome and Firefox

Company Registration Number

Speakt Ltd's [VAT Registration Number](#) is GB264789550 and [Company Number](#) in UK is 9794618

Support

Support: orders@speakt.com

Translator Community Managers: [Nena Theodoridou](#), [Nikolaos Sitsanis](#)

Our support team works across multiple time zones and should be your main point of contact for most support issues including technical problems, questions about anything.

2. JOB NOTIFICATIONS

There are two ways to find available jobs that fit your profile:

1. By checking your Dashboard
2. By receiving notifications via email

You only receive jobs that were available when the email was generated.

3. JOB TYPES AND MANAGEMENT

There are two types of jobs:

Text job: source text is displayed in each job , you can translate the text and deliver it in a simple Word File (doc or docx).

File job: source text is contained in a file, which is uploaded by the customer when placing an order. The translator is required to download the file, translate offline and upload their translation in the same or similar file format.

Certified Translations* 1

This symbol means that the translation is certified (as long as you can undertake certified translations) and next to it, there is a number indicating the number of certifications for the translation in question.

*not valid for all countries

Job status

The job is available and you can undertake it

The job has been accepted and is in progress

The job has been delivered

Job acceptance

To accept and start a job in the Job Status field (on the right top) you place the order from [Available](#) to [Processing](#) and click [UPDATE](#). No confirmation message or other action is needed from you. By the time you place the job as Processing, the job is deemed to be assigned to you and you may start it.

*It is important to always click [UPDATE](#) when changing the job status.

Job rejection

If you do not wish to undertake a job, just exit the job without any further action.

Files download

In [Job Details](#) section of [Files](#) you can download the files by clicking on the file. If there are more than one file, you can click Download All and download all the files in a σε zip file.

Delivery of translations

Inside the job, the Upload Translated Files enables you to upload the translated files. As long as you make sure that they have been uploaded, you change the order status to [Completed](#) and click [UPDATE](#).

*BE CAREFUL with this action because the files are sent directly to the customer!

4. PROBLEMS AND TECHNICAL ISSUES

Inability to access a job

If you do not have access to a job, it means that another translator is working on the job. You can undertake a job as long as the job status is [Available](#).

Locked job

Another translator is checking the job. Please check Dashboard > Jobs later; if the job is Available you can accept it by turning the status to Processing. Tip. Check often your dashboard for Available Jobs!

5. CONTACT CLIENTS AND ADMINISTRATOR

Contacting Clients

If the symbol is yellow, it means that you have a message from the customer regarding the translation. By clicking on the message, you can talk to the customer regarding anything you may need.

Contacting Administrator

[Admin Notes](#). If the symbol is yellow, it means that you have a message from the Administrator/Manager of Speakt regarding the job. You can easily talk to the administrator with [Notes](#) just by clicking [Add Note](#)

6. PAYMENTS

Payment Service Providers

Speakt works with one payment service provider, PayPal, to process translator payments. Also we have a second payout provider TransferWise to send payments direct to IBAN Bank accounts.

Payouts – Credit Invoices

Payments are made within 30 days by the issue of the invoice. Speakt Ltd has entered the Self-Billing System according to VAT Notice 700/62 (July 2013) of GOV.UK. After the end of each month you will receive from us a credit invoice relating to your payment.