



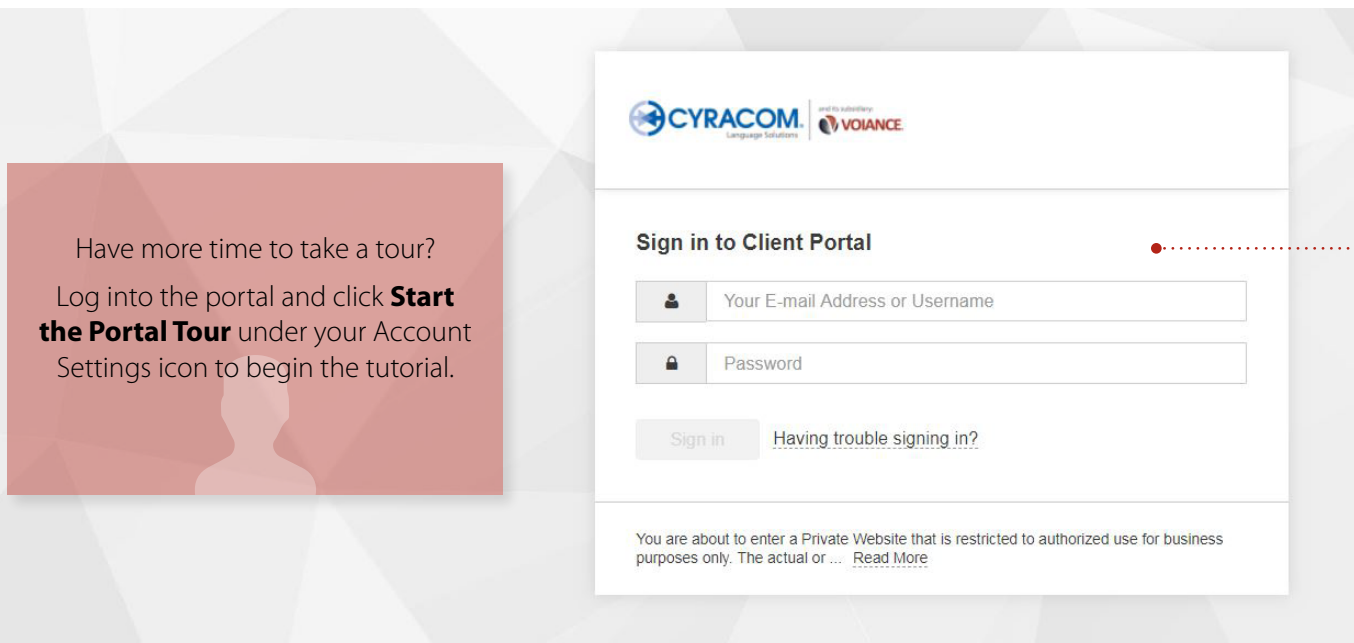
OVERVIEW

Welcome to the Voiance Customer Portal!

Within the Customer Portal, you can easily get information about a project deadline, request a quote, estimate a future project's costs, or access your files.

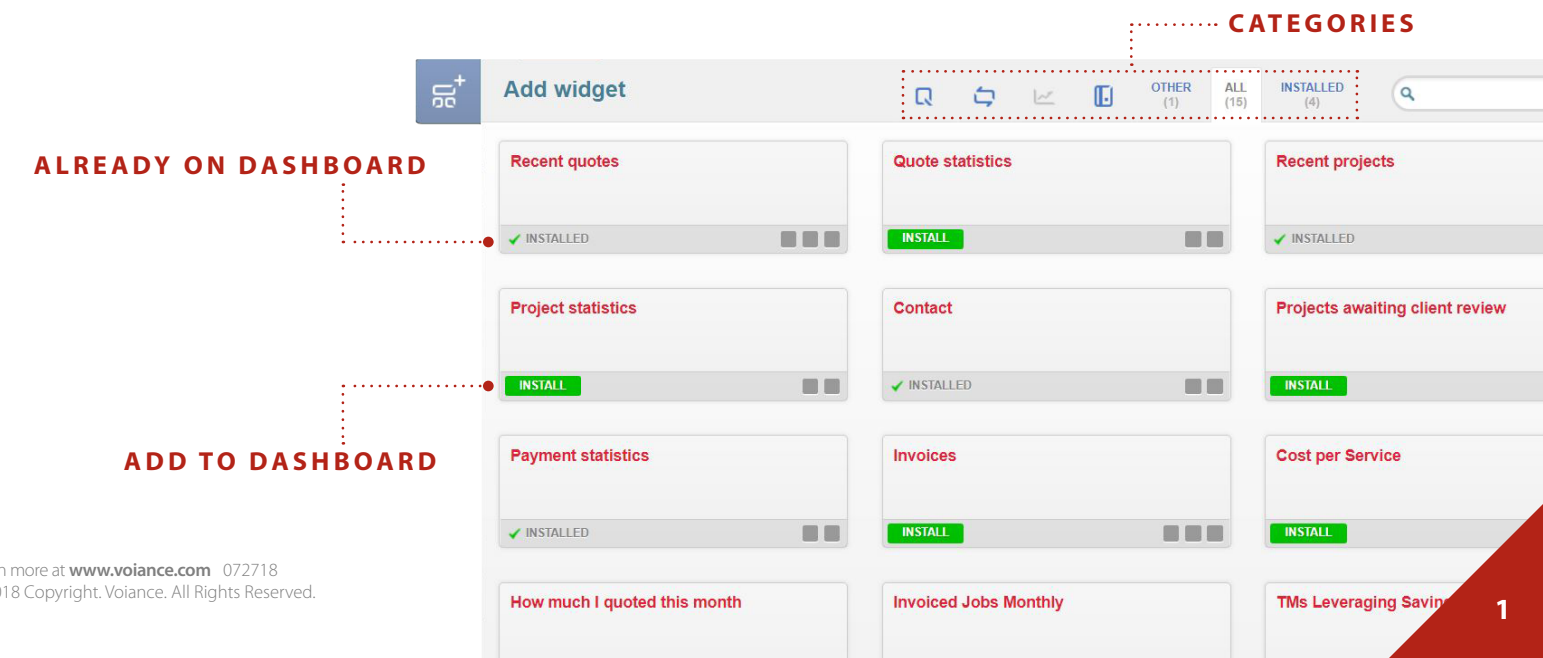
LOG IN

To log in to the Customer Portal for the first time, follow the instructions in your Welcome Email. You can also access the portal by going [here](#).



ADD WIDGETS TO DASHBOARD FOR QUICK VIEW

Add, install, and arrange widgets according to your needs.





REQUEST A QUOTE OR LAUNCH A PROJECT

To request a quote or start a pre-approved project, click either the **Request A Quote** or **Launch A Project** green button at the top and fill out the forms.

1

Name your project and complete the information fields.

Reference number: Any reference or PO number you have that pertains to this project

Source language: The language the original document is in

Target languages: The languages you want the document translated into

2

Upload your source files and any reference materials you may have by dragging and dropping or choosing files off your computer.

Source files: The files you want to translate into a different language or languages

Reference materials: Not the files to be translated, but they offer additional information to the translator, such as output format or other resources

3

Review your request summary and include any additional notes.

Start project without waiting for my approval: When you select this checkbox, the quote presented by us will automatically be approved and the project will be put into production without any additional approval from you

When the detailed quote is ready, you will receive an email notification. You can view all quotes under the **Quotes** tab, where you can click on the **Awaiting Approval** quote to accept or reject it.

NAVIGATE YOUR PORTAL

Utilize the different features of the Portal by clicking on the icons at the top of the browser window.



WELCOME

Thank you for being a loyal partner of CyraCom and its subsidiary, Voiance.

RECENT QUOTES

RECENT PROJECTS

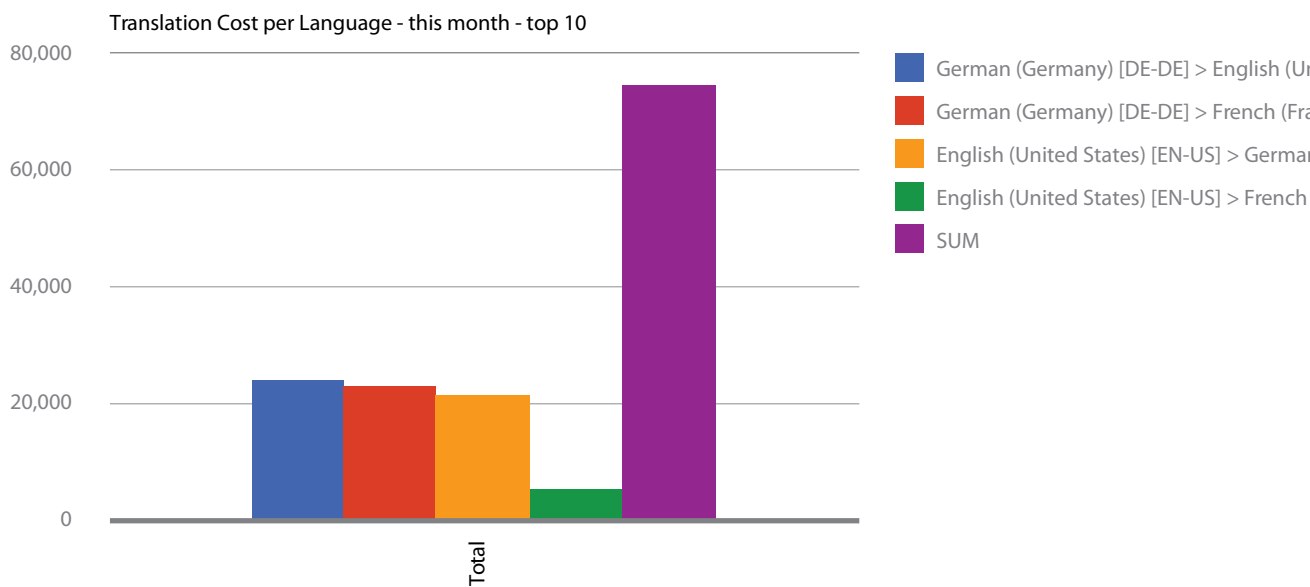


TRACK YOUR PROJECT’S PROGRESS AND LEAVE FEEDBACK

Click on the **Project** tab to view all your projects. Click on individual projects to view progress and details. This is also where you can leave feedback after a project is completed.

REVIEW REPORTS

View your savings, costs per language, and invoiced jobs. You can view your data as a chart or graph.



ACCOUNT SETTINGS AND CONTACTS

Click on the **Account Settings** tab to change your language, time zone, password, contact information, and billing and mailing info.

The **Contacts** tab shows a list of your CyraCom or Voiance contacts.

LEARN MORE

For more information on the Customer Portal, take the tour!
Click on the Account Settings tab, then click Client Portal Tour.
Don't hesitate to reach out to your Account Manager with any questions.