CUSTOMER PORTAL



..... CATEGORIES

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.

LOGIN

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 <u>here</u>.

Have more time to take a tour?	Sign in to Client Portal	
_og into the portal and click Start	Your E-mail Address or Username	
The Portal Tour under your Account Settings icon to begin the tutorial.	Password	
	Sign in Having trouble signing in?	
	You are about to enter a Private Website that is restricted to authorized use for business purposes only. The actual or Read More	

ADD WIDGETS TO DASHBOARD FOR QUICK VIEW

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

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ALREADY ON DASHBOARD	Recent quotes	Quote statistics	Recent projects
	• VINSTALLED	INSTALL	✓ INSTALLED
	Project statistics	Contact	Projects awaiting client review
	• INSTALL	✓ INSTALLED	INSTALL
ADD TO DASHBOARD	Payment statistics	Invoices	Cost per Service
	✓ INSTALLED	INSTALL III IIII	INSTALL
Learn more at www.voiance.com 072718 © 2018 Copyright. Voiance. All Rights Reserved.	How much I quoted this month	Invoiced Jobs Monthly	TMs Leveraging Savin 1

CUSTOMER PORTAL



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.

CINFORMATION SOURCE FI						
Project name	e.g. Another translation for Company		 Source files 		Contact persons	SELECTED SERVICE
Reference number	e g Project Number				Chris Client	SPECIALISATION Other SOURCE LANCLINCE
Service	Select service				Notes	English (United States) TARGET LANGUAGE(S) Spanish
Specialisation	Select specialisation		😲 Drag and dr	op files here to upload or		opanisii
Source language	Select source language		Choose f	iles to upload	Start project without waiting for my approval	
Target language(s)	Select target language(s)					
Requested deadline		03.00PM		Add files		
			+ Add reference materials			
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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.





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.