

## Translations for Lurie Children's Hospital

United Language Group (ULG) partners closely with Lurie Children's Hospital to ensure equitable, inclusive research initiatives for all patients by bridging language barriers and creating culturally relevant communication for diverse patient populations.

Our PHI/HIPAA-compliant translation services utilize rapid, quality-driven workflows and healthcare specialized linguistic teams supporting 235 languages.

### Getting Started

- To start submitting translation requests you will need access to ULG's Translation Management System, OctaveTMS. OctaveTMS is a secure 24/7 portal offering self-service translation quoting, project approvals, and status tracking.

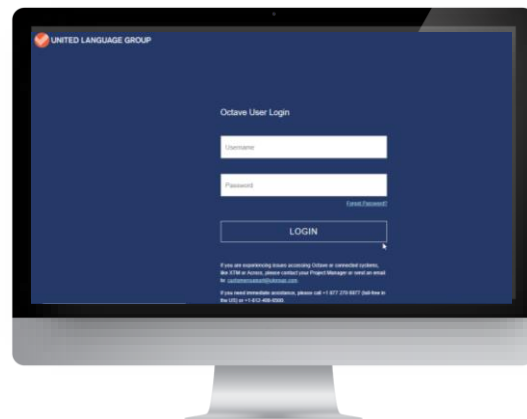
**Request Access By Visiting:** <https://info.unitedlanguagegroup.com/lurie-childrens>

#### Activate Your Account Profile

- Within 1-2 business days of submitting your Octave access request, you will receive user credentials and instructions to activate your account profile.
- When you have your account credentials, go to <https://portal.ulgoctave.com/itrac/Authentication/login> and update the temporary password within 24 hours.

#### Submit a Translation Request

- Now that you have activated your account profile you can send a translation request anytime by logging into Octave and going to the "Submit Project" tab.
- See Octave User Guide for additional support on the process.



**For all your translation needs, ULG is here.**

For questions, project support or additional service requests contact **ULG Lurie Children's Dedicated Account Team** at [LurieResearch@ulgroup.com](mailto:LurieResearch@ulgroup.com)

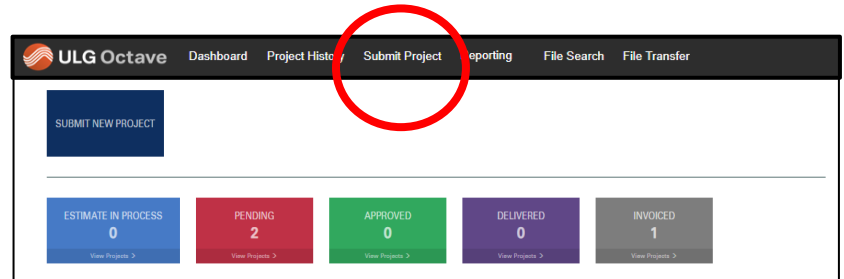
**Lurie Research Translations Resource Hub:** [info.unitedlanguagegroup.com/lurie-childrens](https://info.unitedlanguagegroup.com/lurie-childrens)

# OctaveTMS User Guide

## Submit Translation Project Request

When you're ready to send a project to ULG, log into Octave and do the following:

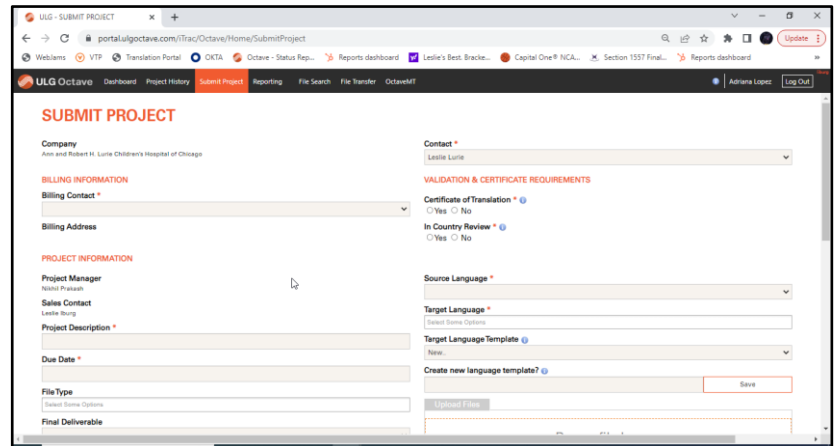
1. Go to the Submit Project tab



2. Enter all data into project submission form and upload the source file(s) i.e. Microsoft Word, PDF or design file.

### Project Submission Form Fields

- **Project Description:** Use any related IRB ID #, reference number or description as well as the language, such as "IRB # 2023-0000 into Russian"
- **Billing contact:** Select your name: Lurie Research translations will be invoiced directly to each job submitter for payment.
- **Due Date:** Requested final delivery date
- **File Type:** Select "other"
- **Final Deliverable:** Select "same as source and PDF"
- **Certificate of Translation:** Select "yes" as this certificate is required for IRB purposes
- **In-County Review (ICR):** Select "no"
- **Source Language:** Original language, what language the content submitted is in.
- **Target Language:** Final deliverable language, what language you're translating into.
- **Project Type:** Select "New Translation"
- **Client Notes:** Enter any Special Instructions
- **Begin Work Immediately:** Select "no" to have an estimate provided for approval prior to starting.
- **Additional Notifications:** Additional users can be added to be notified on any emails
- **Status of document:** Final - The source document will have no additional edits prior to approval of quote/estimate and will be used for translation or Not Final - The source document is for pricing/estimate purposes only and new updated source files will be submitted for re-estimation and approval prior to translation.

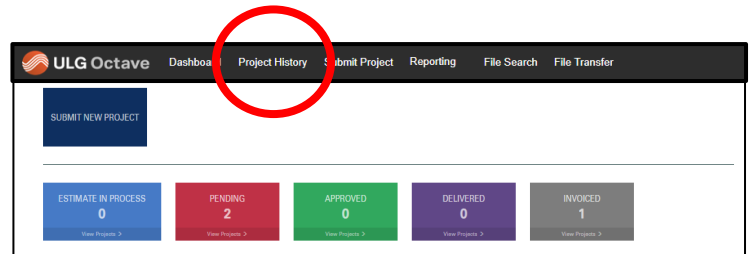

 A screenshot of the 'SUBMIT PROJECT' form in the ULG Octave system. The form is divided into several sections: 'Company' (Ann and Robert H. Lurie Children's Hospital of Chicago), 'Billing Information' (Billing Contact, Billing Address), 'Project Information' (Project Manager, Sales Contact, Project Description, Due Date, File Type, Final Deliverable), 'Contact' (Leslie Lurie), and 'Validation & Certificate Requirements' (Certificate of Translation, In Country Review). There are also dropdown menus for 'Source Language' and 'Target Language', and a 'Save' button at the bottom right.

3. Once you have completed project submission form and verified data, click Submit Project
4. You will receive a confirmation message with the project number

## OctaveTMS User Guide Cont.

### View Translation Project Request

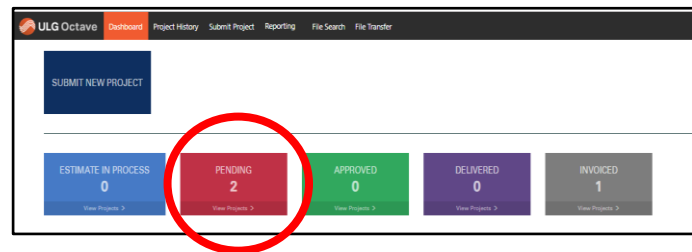
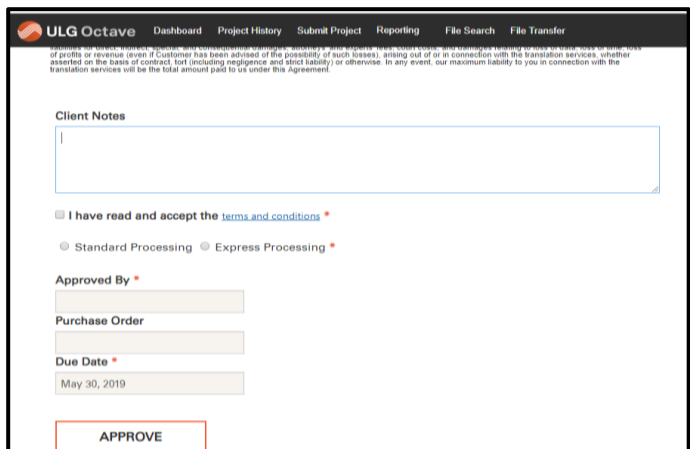
- After submitting your project request, you can find the project and view status in the Project History table.
- New project requests will have a status of New.



### Approving Translation Estimate

Estimates will be in your Octave account in the “Pending” section until you approve. To approve an estimate, log in to Octave and to do the following:

1. Click on “Pending” button located in the dashboard.
2. Select the appropriate job
3. Select the desired timeframe (express timing or standard)
4. Click the Terms and Conditions.
5. Click Approve.



 A screenshot of the ULG Octave approval form. It includes a 'Client Notes' text area, a checkbox for 'I have read and accept the terms and conditions', radio buttons for 'Standard Processing' and 'Express Processing', and input fields for 'Approved By', 'Purchase Order', and 'Due Date' (pre-filled with 'May 30, 2019'). An 'APPROVE' button is at the bottom.

## IMPORTANT NOTE: Billing/Payment Instructions

After approval of the estimate, users must request a Purchase Order number from their source of funding (gift or cost center) – please contact your Supervisor or Admin for questions about this process. Once the PO number is obtained, it must be sent back to ULG ([LurieResearch@ulgroup.com](mailto:LurieResearch@ulgroup.com)) by email to be included in the invoice.