

STRAKER TRANSLATIONS EXTENSION FOR MAGENTO 2 HELP GUIDE

GETTING STARTED

FAQs

Do you have technical support?

For technical support please use the form in Magento2 Straker Translations Extension under Support or email us anytime on: extensions@strakertranslations.com

For general customer service questions, you can chat with us via our live chat window on our [website](#).

See our [contact information](#) if you would prefer to contact a sales person in your market.

I have used Straker Translations before, can I use the same account?

Yes, during the registration step of the setup simply provide the same email address as you had used in the past and your information will be linked.

What content can I translate?

You can translate the following content types, including a number of fields (e.g. name, description, short description and metadata) as well as custom attributes.

Products

Categories

Pages

Blocks

There are untranslated areas on my site, what do I do?

Certain sections of your site may not be able to be translated through the extension (such as the Shopping Cart or content like 'place order' and 'submit'). Anything not under CMS is normally within PHTML codes. They should be handled by the language packs from Magento directly, these are free and easy to install. Several elements can be translated by installing a language pack, which can be found on the [Magento Marketplace](#).

If a language pack doesn't exist on, Straker Translations may be able to create this for you. Please check with us.

Straker Translations does not guarantee the quality of language pack translations installed from other contributors on the Magento Marketplace.

Custom Strings & Extensions

If you have custom extensions and strings we are able to translate them, however, they cannot be translated through the extension, through the quote form in deltaRAY (MyAccount), create a new job with the content in a CSV, Excel or Word file.

Can you translate Images and Downloadables?

We can translate images and downloadables, however, not through the extension. You can create a new job with the content in a CSV, Excel or Word, RESX file through the quote form in deltaRAY (MyAccount).

Language Packs

Languages packs can be installed from [Magento Marketplace](#) – these provide translations for a number of standard store elements such as the shopping cart and account areas.

How do I start my job?

Your translation will only have translators assigned to it once you pay or confirm the quote. We offer several payment options to fit with your business structure. Contact us to change your payment settings if you do not want to use the credit card default method.

In Magento 2

Quotes can be viewed and ordered for through the extension on the Manage Jobs page. The job's status will change to a Quote Ready. Click View Quote and follow the payment instructions.

deltaRAY (MyAccount)

Quotes can also be viewed and ordered through the Jobs section of Straker Translations' [deltaRAY \(MyAccount\)](#). deltaRAY can be accessed through the Straker Translations menu in the Magento side bar. Refer to the help documentation in the deltaRAY dashboard for more information.

Email

When a quote is created, a copy will also be sent to the email address used during registration; quotes can also be viewed and ordered from the email.

Which payment options do you offer?**Credit Card**

Paying by Credit Card is the easiest and fastest way to get your project underway. You will be directed to our secure payment gateway. Once payment is received your translation task will be put instantly into progress. You can then download your invoice and completed checklist.

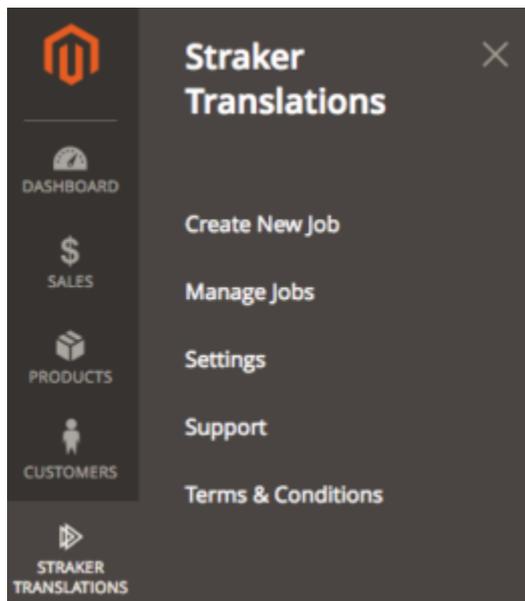
On Account

We offer on account payment options, such as weekly/monthly invoicing for enterprise level and approved customers. This allows us to create quotes that contain an Accept Quote option which simply needs to be approved. Jobs are usually billed at the end of the specified period. Once you click Accept Quote your translation task will be put into progress and the job cost will be visible in your deltaRAY Dashboard. The cost will be added to your account and an invoice created and emailed to you. You can access your invoice and payment information at any time by going to deltaRAY.

CREATE JOBS

SELECT CONTENT

On the Straker Translations menu, click on **Create New Job**.



Alternatively, under **Manage Jobs**, use the **Add New Job** button on the top right-hand corner.



Add New Job

Choosing Source and Target Placement

Using the dropdowns, select your destination store view and language. This is a one time set up for each store view. If this is the first job for your store you will also need to enter the requested information for the source store view and language. Click **Next**.

Use the dropdowns to select your source store view and language and click **Next**.

Select Content

Using the **Job Information** sidebar, go to each type of content you would like to

have translated. You can collate one, some or all of the content types under one job, or you can choose to send through content grouped in smaller amounts.

Use the filter options to make your content selection options more specific.

Once you have selected your content click **Create Job**, depending on the size of the job, there may be a small wait time while the content is being processed. You can view the content you have selected on the **Manage Jobs Page** by clicking on **View**. You can view the quote by clicking on **View Details**.

Tips

Group Content

If you submit a series of jobs, each with a single product, you will receive one quote for each job (e.g., for 100 individual jobs you will receive 100 individual quotes).

To avoid this, select as much content as you can before clicking submit. This enables us to get you a better price and is quicker for you to publish the translations

Filters

Use the filters provided to find the content you want to translate. Content can also be filtered by whether it has been translated previously in the target store.

Quotes

When you submit a new job, Straker Translations will analyze the content and create a quote. There are multiple places where quotes can be accepted.

In Magento 2

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deltaRAY (MyAccount)

Quotes can also be viewed and ordered through the Jobs section of Straker Translations' [deltaRAY](#). deltaRAY can be accessed through the Straker Translations menu in the Magento side bar. Refer to the help documentation in the deltaRAY dashboard for more information.

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When a quote is created, a copy will also be sent to the email address used

during registration; quotes can also be viewed and ordered from the email.

Payment Methods

Payment or acceptance of the quote triggers the translation process and puts the job into progress.

Credit Card

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Read more or refer to the [deltaRAY](#) help documentation for more information.

Please check with us for alternative payment options such as such as Auto Accept to enable translation requests to automatically go into progress.

Once you accept a quote, you will be given an opportunity to upload any glossary terms or reserved words, give information on your target audience, and the style and tone you prefer. Please provide as much information as possible to ensure we can deliver the best possible, tailor-made results to you on the delivery of your translated files.

Please note: Post-translation preference changes will incur extra costs as our translators will have to go back through the text and apply your changes. You can download your checklist at any time, it is stored against the job number in your [deltaRAY](#) dashboard.

Creating Glossaries & Reserved Terms

You can upload any glossaries or reserved terms to be saved and made available to translators who are working on your content. There are three ways to do this.

When you are sent a quote click the link to the glossary, follow the automated steps.

Email the glossary list to us via your account manager, project manager or to enquires@strakertranslations.com.

Request us to complete one for you. We will analyze your files using our custom built tools to extract a list of common terms. We will then have this translated and sent to you to approve if required.

When to Add a Glossary or Reserved Terms List

Have the list(s) complete and confirmed before translation begins, this results in the fastest and most efficient outcome for you. However, glossary terms and reserved terms can be sent to us at any time.

If you send your list(s) midway through a project, we will apply them to the translation, this will increase the time it takes us to complete the translation.

Why Glossaries Improve Translation

A glossary and reserved terms list results in a better quality translation, better linguistic cohesion within longer sections of content and across multiple documents, stylistic consistency, and it also makes future editing quick and easy which saves you time and money.

MANAGE JOBS

Publish Translations

When a translation is ready to be published the job's status under the **Manage Jobs** page will change from **In Progress** to **Publish**. You can choose to publish a few items at a time, or and entire job all at once.

Publishing Options

Publish Selected

Select the job you want to publish and click the **Submit** button. When the translations are published the item's status will update to **Published**. Items that have not been published will remain as **Publish**

View in Back-end & Front-end

Once a translation is published, it can be viewed in the **store view's** back-end, as well as in-context on the front-end of the **target store**. Translations are only visible in the front-end if the item's visibility is set accordingly

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