

Client portal  
Quick guide for contract clients

22 Jan 2025

**my**  
**Lingsoft**

[portal.lingsoft.ai](https://portal.lingsoft.ai)

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**Welcome to the My Lingsoft  
client portal!**

# The client portal is now called My Lingsoft

In the client portal, you can

- place orders and request quotations for language services
- communicate about the order with Lingsoft's Service Coordinator
- track your order progress
- give feedback on the order
- view your order history.

Users with administrator rights can also view orders placed by other users of the organisation.

**Sign up** in the portal here:

<https://portal.lingsoft.ai/en/register>

**Sign in** to the portal here:

<https://portal.lingsoft.ai/en/user/>



## Welcome to Lingsoft's Client Portal!



[MY ORDERS](#)



[PLACE AN ORDER OR REQUEST FOR QUOTE](#)

Placing orders and submitting quote requests is easy with our new portal. The portal also allows you to manage your orders, send messages related to your orders and download your orders upon completion.

# Place an order or request a quote

Start by selecting a service.

[portal.lingsoft.ai/en/](https://portal.lingsoft.ai/en/)

The screenshot shows the Lingsoft website interface. At the top, there is a yellow navigation bar with the Lingsoft logo and menu items: **New +**, **Quotes**, **Orders**, **Completed**, **All**, language options **fi sv en**, and **Support** with a hamburger menu icon. Below the navigation bar is a horizontal process flow with four steps: 1. **Select service** (highlighted with a yellow circle), 2. **Information**, 3. **Summary**, and 4. **Complete**. The main content area is titled **Lingsoft services \*** and contains seven service cards:

- Translation**: Document and marketing translations, as well as software and website localisation in over 130 different language combinations.
- Proofreading**: A language expert will check your text for language style and fluency, according to its intended use.
- Subtitling**: Accessible mono- and multilingual subtitles for video content, as well as closed captions and AV translations for movies and TV shows.
- Transcription verbatim**: An accessible text version of the audio recording for purposes such as understanding content, analysis or discoverability.
- Transcription true verbatim**: A verbatim transcript of the audio recording for purposes such as content analysis or further processing. Includes repetitions, hesitations and non-verbal communication, such as pauses.
- Content creation and transcreation**: We help you create impactful content with a distinctive voice that reaches your target audience.
- Language intelligence solutions**: Are you interested in AI, speech recognition, machine translation or automatic textual analysis? Ask for more information!

# Enter order details

- Unique name
- Source language and target language(s)
- Delivery time preference
- Working files, such as files to be translated or video to be subtitled
- Reference materials, such as glossaries, previous translations or any other background material that could be useful in the assignment.

You can also provide additional information or instructions about your order.

Note: Please submit large video files (over 5GB) via a file sharing service such as Wetransfer or OneDrive to [tekstitykset@lingsoft.fi](mailto:tekstitykset@lingsoft.fi).



## Order name

## Source language \*

## Target languages \*

## Desired delivery time

## Working files

## Reference files

## Further information

You may enter specific instructions or background information here. You can also add any reference material here.

## Invoice reference

# Check and continue

Check that the information you entered is correct before proceeding.

If you wish to make corrections, you can go back by clicking the Previous button.

Click the Request for quote or Place order button to submit the information.

Please note that, by clicking the Place order button, you commit to ordering the assignment.

You can also quit by exiting through the top menu.

⚠ Please review your submission. Your submission is not complete until you press the "Submit" button!




**Lingsoft services:** Translation

**Source language:** English

**Target languages:** Finnish

**Desired delivery time:** 18.10.2024 17:00

**Working files:**

 Introduction and background.docx

**E-mail address:** jari@angelniemi.fi

**First name:** Jari

**Last name:** Laiho

**Phone number:** +358

**Company or organisation:** Angelniemen kyläyhdistys RY




ORDER

< PREVIOUS

REQUEST FOR QUOTE



# Quote

Copy	Date	Request for quote	Messages	Delivery time	€ VAT 0%	
	09.10.2024 16.02	<a href="#">719667 - Translation EN FI</a>		18.10.2024 17.00	Pending	<button>ORDER</button> <button>REJECT</button>
	01.10.2024 15.36	<a href="#">719644 - Käännös EN FI,SV,ES,IT,PT,FR,DE,DA,AA</a>			Pending	<button>ORDER</button> <button>REJECT</button>

After confirming your quote or order, you can track its progress in the **Quotes** or **Orders** view of the My Lingsoft portal.

On the **Quotes** tab, you can see all your requests for quote that are either ready to be accepted or pending for a quotation.

If the **€ VAT 0%** column reads **Pending**, the quote is still in progress. When the quote is ready, you will be notified via email.

You can accept the quotation by clicking the **Order** button, and your order will move to the **Orders** tab.

You can also click to open the request for quote to talk about the assignment with our service team.

# Order information and communication

Click on the order name or arrow symbol to view your order details.

On the Orders tab, you can discuss matters related to your assignment with our service team and send background material if needed.

Copy	Date	Request for quote	Messages	Delivery time	€ VAT 0%		
	09.10.2024 16.02	719667 - Translation EN   FI		1	18.10.2024 17.00	48,00 €	<a href="#">ORDER</a> <a href="#">REJECT</a>

Service: Translation  
Source language: English  
Target languages: Finnish  
Working files: 09.10.2024 16.02 Introduction and background.docx

[SEND FILES](#) [NEW MESSAGE](#)

**new**  
Submitted by Petri Lehtonen on 09.10.2024 16.17

Hello,

Thank you for your request for quote!

Here is our offer:  
Delivery time: 18.10.2024 17:00  
EN-FI: 48,00 EUR  
Total: 48,00 EUR

VAT will be added to the price.  
This offer is valid until 23.10.2024.

Kind regards,  
Petri Lehtonen

Comment \*

Write a new message

# Delivery

Once the order is complete, it will move to the Completed tab where you can download the files.

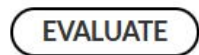
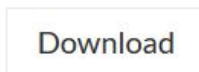
You will also receive an email notification of the completion.

To download the files, click the **Download** button.

Click on **Evaluate** to give feedback on the order.

The screenshot shows the Lingsoft portal interface. At the top, there is a yellow navigation bar with the Lingsoft logo and menu items: New +, Quotes, Orders, Completed (highlighted), All, language options (fi sv en), and Support. Below the navigation bar, there is a search bar with the text 'pp.kk.vvvv' and a 'DISPLAY' button. The main content area is a table with columns: Copy, Date, Project name, Messages, Delivery time, € VAT 0%, Files, Delete, and a refresh icon. The table contains one row with the following data: Copy icon, Date '09.10.2024 16.05', Project name '719668-Översättning EN|FI' with a link icon, Messages icon, Delivery time '18.10.2024 17.00', VAT '48,00 €', Files 'Download', Delete 'X', and an 'EVALUATE' button.

Copy	Date	Project name	Messages	Delivery time	€ VAT 0%	Files	Delete	
	09.10.2024 16.05	<a href="#">719668-Översättning EN FI</a>		18.10.2024 17.00	48,00 €	Download	X	EVALUATE



To remove your order from the portal, click on the **X** symbol.

**Note!** Doing this will delete the order and any related information from the portal.

# Order history

Order#  From  To  Service

Copy	Date	Project name	User name	€ VAT 0%	Files	Status	
	09.10.2024 16.05	<a href="#">719668 - Översättning EN   FI</a>	<a href="#">jari@angelniemi.fi</a>	48,00 €	Download	Delivered	<input type="button" value="EVALUATE"/>
	09.10.2024 16.02	<a href="#">719667 - Translation EN   FI</a>	<a href="#">jari@angelniemi.fi</a>	48,00 €		Quote	
	02.10.2024 15.32	<a href="#">719656 - Tekstitys EN   EN</a>	<a href="#">jari@angelniemi.fi</a>	Pending		Order	

Click **All** to view your order history.  
At the bottom of the page,  
you can print a .csv report of your orders



**Users with administrator rights** can also view orders of all other users in your organisation.

# Support

The screenshot shows the 'my Lingsoft' client portal. The navigation bar is yellow and contains the following items: 'New +', 'Quotes', 'Orders' (underlined), 'Completed', 'All', language options 'fi sv en', and 'Support' with a menu icon and an external link icon. Below the navigation bar is a table with the following columns: 'Copy', 'Date', 'Project name', 'Messages', and 'Delivery time'. The table contains three rows of data. To the right of the table is a dropdown menu with the following options: 'Settings', 'Support Request', 'Contact', 'Terms of delivery', 'Cookies', and 'Data protection'. The word 'pending' is visible at the bottom right of the table area.

Copy	Date	Project name	Messages	Delivery time
	02.10.2024 15.32	<a href="#">719656 - Tekstitys EN   EN</a>		02.10.2024 17.00
	02.10.2024 15.14	<a href="#">719655 - Tekstitys EN   EN</a>	1	
	02.10.2024 14.57	<a href="#">719654 - Käännös FI   IT</a>		

pending

If you have any questions about the **My Lingsoft** client portal, please contact us via the **Support > Support Request** form. We are happy to help!

# Finding the right words\*

\*Literally, since 1986