



Getting Started

A guide for newly qualified translators

Getting Started with Gengo

Gengo is an online, crowdsourced translation service. This guide is designed for newly qualified Gengo Translators and will cover the basics of working at Gengo, including how to:

- Find new jobs
- Handle triple brackets and code
- Build a good reputation
- Deal with problems
- Get paid

If you have questions that aren't answered here, check out our [support forums](#) or contact our support team at support@gengo.com.

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1. Useful Information

System Requirements

For the smoothest experience translating on Gengo, we recommend Chrome, followed by Firefox 3.5 or higher.

Company Registration Number

Gengo, Inc.'s [Employer Identification Number](#) (EIN) is 27-1783177.

Key Contacts

- Support: support@gengo.com
- Translator Community Manager: natalia.manidis@gengo.com

Our support team works across multiple timezones and should be your main point of contact for most support issues including technical problems, questions about specific jobs, and payment related requests.

Further Reading

- [Translator agreement](#)
- [Translator non-disclosure agreement](#)
- [Twitter and Facebook engagement policy](#)
- [Translation resources](#)
- [Translator support forums](#)
- [Translator community forum](#)

2. Job Notifications

There are three ways to find out about available jobs in your language pair:

1. Checking your [Work Dashboard](#)
2. Receiving job alerts by email
3. Subscribing to our Jobs RSS feed



There are 3 types of job email alerts—every 5 minutes, hourly and daily—and you can update your preferences on your [Profile](#) page. These alerts are sent at the same time each hour and day, and will only show jobs that were available when the email was generated.

More information about job notifications, including instructions for subscribing to our Jobs RSS feed, is available in our [translator support forums](#).

3. Triple Brackets & Code

Dealing with triple brackets and code is an important part of being a Gengo Translator, and the biggest challenge newbies face. Translating code correctly is especially important as mistakes can cause serious formatting issues with your customer's web page.

Triple Brackets

This feature is for customers who would like to exclude certain words, names, timestamps, etc. from getting translated. Please do not translate anything in the triple brackets; copy the text (as is, including the brackets) into your translation. To reduce the risk of error, please use the [copy and paste](#) function and carefully check your work.

Example

Hey we're looking for a DJ to spin on Monday night at [[[#SXSW]]]. Tweet recommendations to [[[@deyto]]] and [[[@sarah_ross]]]

should be translated into Japanese as:

月曜の夜、[[[#SXSW]]]に出演してくれるDJを探しています。推薦したい人がいたら [[[@deyto]]]と[[[@sarah_ross]]]にツイートしてください。

Code

In basic terms, code is a set of instructions that directs a computer to perform specific

operations. For example, code defines the font, color and size of text on a web page, where line breaks go and what happens when you click a hyperlink.

You don't need coding skills to translate with Gengo, but it's important to understand the following basic principles:

- Most code elements are written with a start tag and an end tag, which are enclosed within brackets. End tags are distinguished from start tags by a slash after the opening bracket. For example, to bold "cheese" in the following sentence, surround it with strong emphasis tags, e.g., I like `cheese`.
- Changing one letter of bracketed text, omitting a single tag or forgetting a slash can cause code to break, which can lead to serious website readability or functionality problems. Use copy and paste to ensure exact replication and check carefully.
- Sometimes you need to move the position of the code in a sentence to ensure that it stays with the relevant text in the translation (see examples below).

Let's look at a couple of examples with incorrect and correct translations.

Example 1

Source text: I like `cheese`.

Incorrect Japanese translation: 私はチーズが`好きです`。

Correct Japanese translation: 私は`チーズ`が好きです。

The HTML tag here is linking to a page about cheese. Since the term for cheese (チーズ) moves to the middle of the sentence in Japanese, so should the HTML tag.

Example 2

Source text: `Delicious, refreshing`

Incorrect Spanish translation: `Zumo de papayadelicioso y refrescante`

Correct Spanish translation: `Zumo de papaya delicioso y refrescante`

Here, the `` and `` tags (code for bullet points) are associated with the

whole text whereas the `` and `` are strictly associated with “papaya juice” (“Zum de papaya” in Spanish).

Simplified HTML Tags

Some Gengo text jobs (single jobs and the new group job workspace) use simplified HTML tags where the original code is replaced with bracketed numbers. So, using the examples listed above, the code will appear as follows:

Example 1

Source text: I like {1}cheese{/1}.

Incorrect Japanese translation: 私はチーズが{1}好きです{1}。

Correct Japanese translation: 私は{1}チーズ{/1}が好きです。

Example 2

Source text: {1}{2}Delicious, refreshing {3}papaya juice{/3}{/2}{/1}

Incorrect Spanish translation: {3}Zum de papaya{/3}{1}{2} delicioso y refrescante{/3}{/2}{/1}

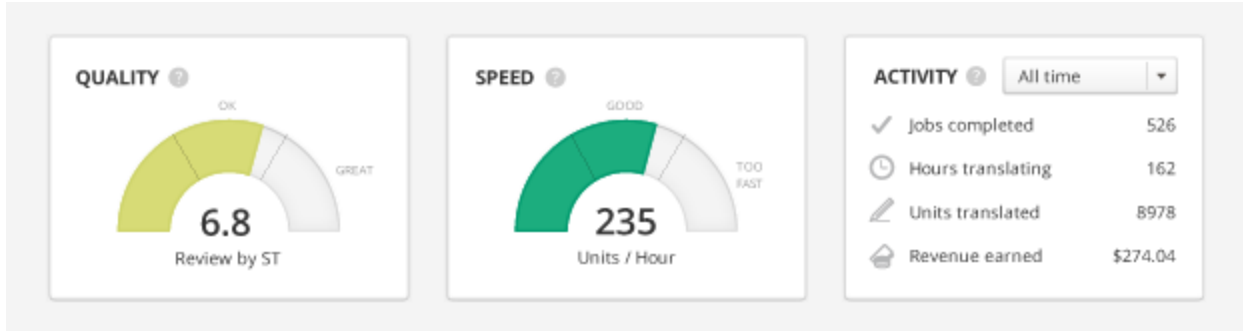
Correct Spanish translation: {1}{2}{3}Zum de papaya{/3} delicioso y refrescante{/2}{/1}

4. Reputation

The anonymity and size of Gengo’s translator community may make you feel like it’s impossible to be recognized and rewarded for good performance. In fact, there are a number of ways that you can develop your reputation within Gengo.

Performance Scorecard

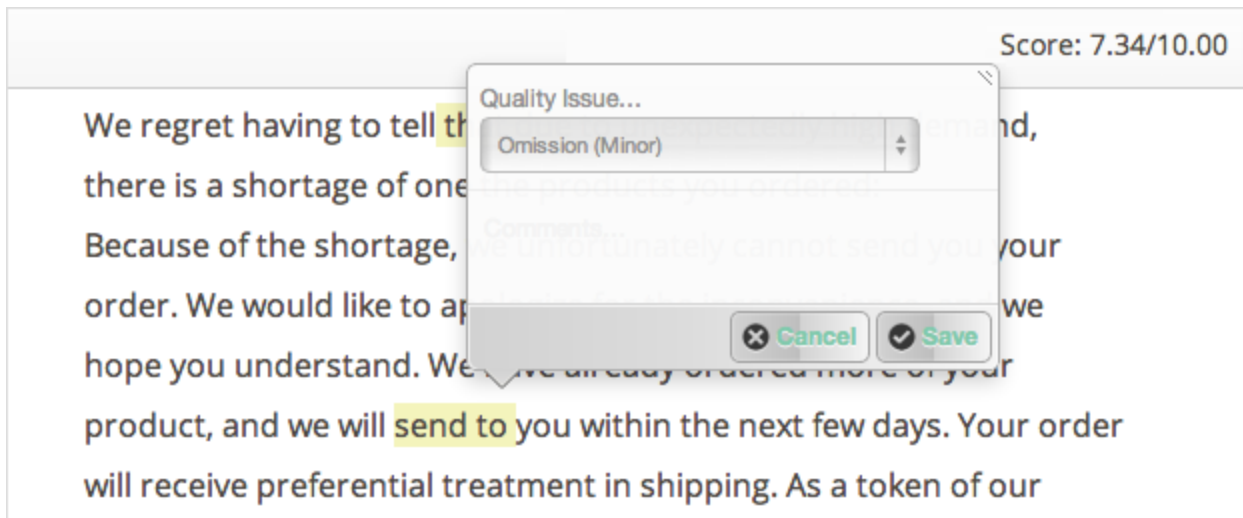
Your [dashboard](#) features a personalized scorecard showing your performance as a Gengo translator. The scorecard focuses on speed and quality, and also provides a summary of your work history at Gengo.



Quality

Senior Translators review jobs using a system called GoCheck, which automatically calculates a job score based on error count, error type, error severity and word count. Scores range from 0 (lowest) to 10 (highest), and **you are expected to achieve minimum scores of 7 at Standard, 8 at Pro and 9 at Ultra.**

The quality metric is the average of your last 5 GoCheck scores. **This is the most important indicator of your performance at Gengo.**



Each time one of your jobs is reviewed, you will receive an email with your job score and Senior Translator feedback. When your job score is below the minimum required for that level, Senior Translators will provide an overview of errors found. These comments are for your information and should not be used for revisions unless specifically requested.

As with test decisions, please accept job assessments and scores as final.

Speed

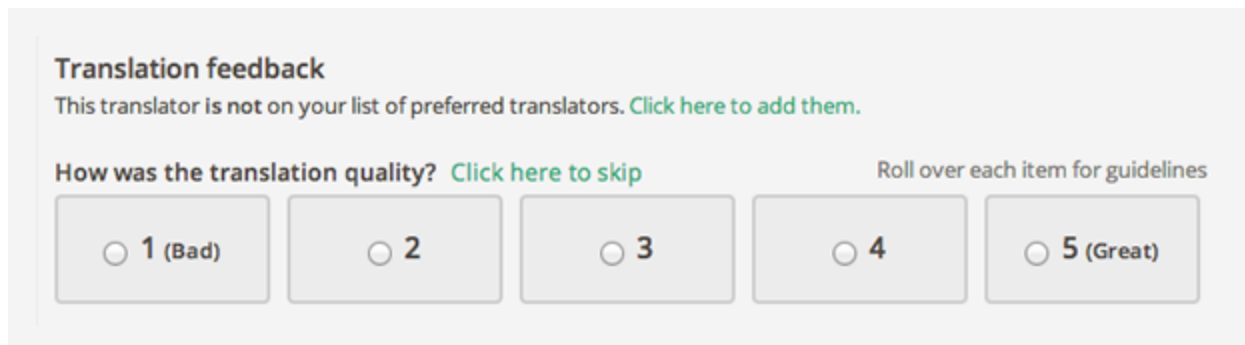
The other key indicator of your performance at Gengo is speed, however, it's secondary to quality—that is, **you should not sacrifice quality for speed.** Gengo has included speed as a measure of performance to encourage you to start working on jobs immediately and

return them to customers as quickly as they can.

The speed metric on your scorecard is your average speed for a random selection of recent jobs. Job speed is the number of units translated (words or characters) divided by total working hours (the time from when a translator picks up a job to the time they submit it). We believe **you should be working towards a goal of 250 units/hour**, although we understand this will vary from job to job.

Customer Review

When a customer approves a translation, they will be given the option to rate their experience (out of 5) across 3 categories—quality, time and responsiveness—and provide a comment.



The screenshot shows a feedback form titled "Translation feedback". Below the title, it states "This translator is not on your list of preferred translators. [Click here to add them.](#)". The main question is "How was the translation quality?" with a link "[Click here to skip](#)". To the right of the question is the instruction "Roll over each item for guidelines". There are five radio button options in boxes: "1 (Bad)", "2", "3", "4", and "5 (Great)".

Ratings for quality and responsiveness are your key performance indicators, and the score you receive is an average of these two numbers (time is omitted because it is affected by many factors outside of your control). If your translation receives a quality rating of 2 or lower, the job will be flagged for Senior Translator review.

Preferred Translators

As we are a crowdsourced service, there is no way for customers to assign their translation to a specific translator. We do, however, allow customers to create a list of preferred translators and give them priority access to their jobs.

Each time a customer orders a translation, they will be given the option of making the job available to all active translators or to their preferred translators only. If you are a preferred translator for one of our customers, and they opt to use this feature, the job will be highlighted with a green star, as follows:

9 jobs from one customer English 105 words 9 jobs	(\$0.030/word) \$3.15 May 24 2013	Details
s en... English 38 words Job ID 1606504	(\$0.0300/word) \$1.14 May 24 2013 ★ Preferred	Details
18 jobs from one customer English 271 words 18 jobs	(\$0.030/word) \$8.13 May 24 2013	Details

Preferred translators should keep the following points in mind:

- As always, there is no obligation to work on any job—you are free to pick and choose when you work and which jobs you take on.
- You will never be the customer’s only preferred translator—there's always at least one other for your particular language pair.

Attitude

At Gengo, we place a high value on attitude. We are constantly monitoring our forums, translator-customer interactions and customer feedback, and are always pleased when we notice translators with friendly, helpful attitudes. If you are someone who volunteers to assist a colleague or goes out of your way to satisfy your customer, you are more likely to be recommended for important projects or put forward for Senior Translator positions.

On the flip side, if you use impolite language or engage in disruptive behavior (such as locking off jobs, submitting incomplete drafts to meet the deadline, creating multiple accounts to avoid a negative review, etc.) risk removal of qualifications or permanent suspension. For more information about your obligations as a Gengo translator, please refer to your [Translator Agreement](#).

5. Problems

Revisions & Rejections

When you submit your completed translation, the customer is presented with three options: approve, request revisions or reject. If your customer chooses to request revisions or reject your job, it’s important to know how to handle the situation.

Responding to revision requests

If your customer requests revisions, you will have up to 24 hours to make changes and submit your revised translation. If you don't upload a revised translation within 24 hours, you will lose the job and it will become available to other translators. After submitting your new translation, please send a brief note to the customer letting them know that you have made the necessary changes.

Request corrections

What's wrong with the translation?

- It is incomplete
- It contains spelling or grammatical errors
- It misses key meaning or details from the original

Comments (Please use English or Japanese)

If you feel your customer is requesting changes that are outside the scope of the translation job (e.g., translation of additional text, extensive changes due to lack of context, etc.), please contact support@genko.com for assistance.

Handling rejections

We ask customers to reject translations only as a last resort and if minor tweaks can't fix the translation. If your customer ultimately decides to reject your translation, it will be flagged for review by a Senior Translator (using the GoCheck system explained above).

If the Senior Translator's review determines that your job does not meet Gengo's quality standards, you will not get paid and the customer can choose to either:

- Reject and cancel (the customer receives a full refund); or
- Reject and reopen (the job will become available to other translators).

Would you like to cancel the translation of this item?

- Yes, please cancel and refund me
- No, please have another translator translate it

Reason for rejecting the translation

- Poor quality of translation
- Missing or incomplete translation
- Other (please describe below)

However, if the Senior Translator finds that the quality is acceptable for the level at which it was ordered, they will either:

- Approve the translation as is; or
- Request that you perform minor revisions.

We understand that it's stressful when one of your jobs is rejected, but please remain calm with the knowledge that a fair and objective decision will be made within 24-48 hours.

Technical Issues

If you encounter technical issues while working on Gengo, please contact

support@gengo.com immediately. In your email, please provide the job number (if applicable), let us know what browser you were using, briefly explain what happened and include screenshots (if possible). This information will help us resolve the problem quickly.

Flagging Jobs

If you find major problems with a particular job (such as incorrect word count, wrong language pair, or [unsuitable content](#) (e.g., legal, medical, etc.)), please flag it. When you flag a job, the customer and our support team will be automatically notified. If the customer fixes the problem (or you flag a job by accident), you can always resolve the issue yourself by clicking the "This issue has been resolved. Remove this flag" button.

Flag problems

Flagging this job will send a warning email to the customer, and display a warning for translators on the site. [Read this before you use the flag function.](#)

- This document is not in Japanese.
- The content of this document is unsuitable according to the Gengo Quality Policy.
- The word-count of this document is wrong.

6. Payment

Payment Service Providers

Gengo works with two payment service providers to process translator payments—[PayPal](#) and [Skrill](#). If you want to be paid via Skrill, please add your Gengo account email address to the Additional Information section on your [Profile](#) page. (Note: You need to enter your email address *before* you request a payout in order to be successfully paid via Skrill.)

Additional Information

Optional information regarding your profile.

[Change](#)

Skrill (Moneybookers) account email

Payouts

Gengo payouts are processed on the 10th and 25th of every month at approximately 5:00pm Japan Standard Time (8:00am UTC) as long as we received a payment request before the cut-off time. The cut-off time for the 10th is 5:00pm JST (8:00am UTC) on the

3rd of that month. The cut-off time for the 25th is 5:00pm JST (8:00am UTC) on the 18th of that month. For example, if you request a payout on the 4th of the month, your payout will not be processed until the 25th.

The amount we pay out is the reward balance in your account 7 days before the payout date. For example, if you have requested a payout and have \$50 in your account on the 3rd, you will be paid \$50 on the 10th regardless of what you earn in the meantime.

In order to receive your payout, your PayPal/Skrill and Gengo email addresses need to be the same at the time that you request your payout.