



Propio Vu Quick User Guide

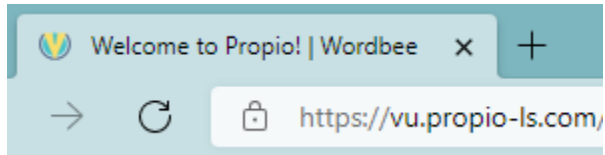
March, 2023
Propio Language Services
10801 Mastin St. #580
Overland Park, KS 66210

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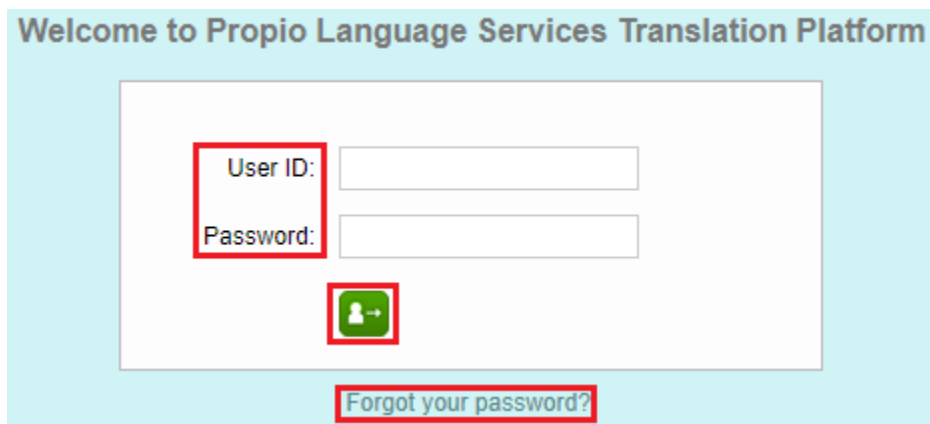
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Logging In

1. Go to <https://vu.propio-ls.com>:



2. Log in with your **User ID** and **Password** then click the **green** button:



Password Creation or Reset

If you have forgotten your password, or need to create or reset it, click the **Forgot your password** link on the login screen, and follow the prompts.

Creating an Order:

Click **New order**.



Order Page:

Type of work: * Translation **1**

Reference: * **2**

Deadline: **3**

Source language: * **4**

Target language(s): * **5**

Domain(s):

- Arts
- Business and Economy
- Government and Organizations
- Information Technology **6**
- Legal
- Life Sciences

PO Number: **7**

Target Audience:

Content contains PHI and/or PII?: * **8**

Upload files: * Select files or drop here **9**

Reference material: Select files or drop here

Instructions: **10**

11 Reset form Confirm your order ▶

1. Select what you want done from **Type of work**.
 - a. Note: DTP = Desktop publishing / layout and formatting.
2. Add a title for the file in **Reference**. It can be anything to help you remember the file.
 - a. NOTE: Do not include personal, confidential, or identifying information in the Order Reference field. See the [PHI / PII](#) section.
3. **Deadline** is the date you need it delivered by.
4. The **Source** language is usually English (United States). Click the down arrow to select it.
5. For **Target**, click on the down arrow and choose the language(s) you want things translated into. Not listed? Add the language to Instructions.
6. **Domain(s)** selection is not required, but it is appreciated.
7. The **PO** or **Cost Center** fields should be filled in if required by your company.
8. The [PHI and/or PII](#) field is required if the file(s) contain any [protected information](#).
9. Click to select or drag and drop the file(s) you want translated into the **Upload files** box.

10. If any additional information or specific instructions are needed, add it in **Instructions**.
11. Click, **Confirm your order** on this page and the next one.

File Tips

- All files should be in their final state with no editing or updates needed.
- Review tracking should be off with all changes accepted.
- No comments unless you want them translated.
- Any pictures or photocopies should be as clear as possible.
 - If a graphic file contains text, include it with the order. This is referring to any jpg, png, bmp, psd, etc.
- If available, include the editable version of a file. This includes, but is not limited to:
 - If the file was created in Word, then converted to PDF.
 - If it is a PDF and created with Adobe, include the “package” which has the INDD or IDML file, fonts, graphics, and links.
- Files should not be encrypted, or password protected.
- If you are having a problem uploading files, try adding them to a ZIP file and then upload.

Checking the Status

You can see the status for your orders on the homepage. In each case, click on **Select** to open the order to perform the next action.

- **Request** means it does not have a quote yet, or there is a question from the project manager.
- **Proposal** means it has a quote that needs to be approved.
- **Work Done** means it is ready to download.

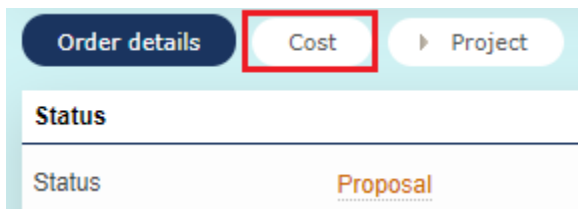
Reference	Client	Received	Status	
testing1	Acme	12/4/2015 10:48 AM	Request	Select
Testing	Acme	12/4/2015 10:41 AM	Proposal	Select

Items 1 to 2

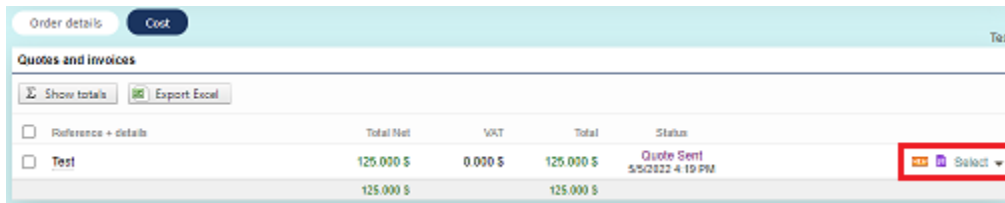
All orders View planning New order Find:

Quote Review

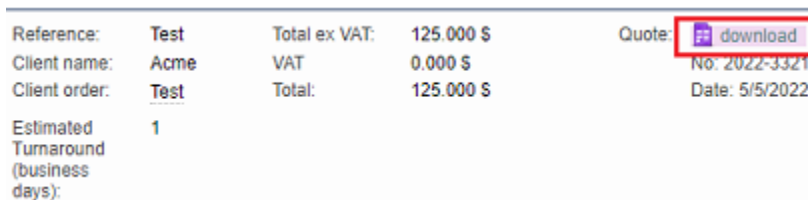
You can see a breakdown of your quote by clicking on the order you want to review, then clicking on the **Cost** tab,



Then click **Select**.

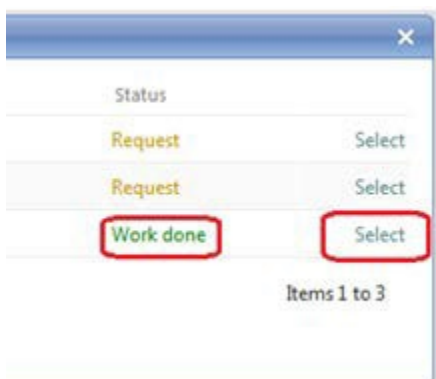


You can view a breakdown of the quote in the dialog that comes up, or you can download a PDF version by clicking **Download**.



Downloading a Completed Order

Start on your homepage and look under the **Recent Order** section. Look for one that says **Work Done**.



- Click **Select**.
- This will take you to the actual order.
- Go to the bottom of the page to find and click the **Download all** button.



This will download a zip file with the completed translations for all languages requested.

Training Video

A short training video covering the order basics is available here:

<https://propio-ls.com/propio-vu-demo-video/>

Communication

All communications should be done through Vu. This is whether it is from Propio, or from you. This prevents anything from being lost or missed in email. It also means that all correspondence is archived in one place for any future needs or questions.

This can include, but is not limited to:

- Notification of orders, quotes, and project completion.
- Questions and answers between the PM and the client.

NOTE: Any messages that come directly from the Vu platform will be in **all bold**.

To make sure you get the messages from Vu and your PM, we recommend that you add vu@propio-ls.com to your trusted email senders list. If you are still having a problem receiving emails:

- Check your junk or spam folder.
- Check with your IT department to verify that vu@propio-ls.com is allowed.

PHI and PII

According to the United States government, VU is a [HIPAA](#)-compliant, secure platform. Please check your local or State rules for any special instructions that may apply to your area.

Protected Health Information (PHI): The term given to health data created, received, stored, or transmitted by [HIPAA](#)-covered entities and their business associates in relation to the provision of

healthcare, healthcare operations, and payment for healthcare services. Protected health information is often shortened to PHI, or in the case of electronic health information, ePHI.

Personally Identifiable Information (PII): Any representation of information that permits the identity of an individual to whom the information applies to be reasonably inferred by either direct or indirect means.

Submitting Files Containing PHI or PII

Please use Vu to submit any files containing PHI or PII. If you are unable to use Vu, the file(s) should be submitted using a secure or encrypted method. Email is generally not secure and should be avoided unless encryption methods are used.

General Suggestions

Check with your local guidelines and rules for any specific instructions regarding PHI and PII.

- For the Reference field and filenames, use the first initial and last name.
- In the file, enclose any PHI or PII in curly brackets { }.