

August 2020

**BANK OF AMERICA**



**TRANSLATION PORTAL  
USER GUIDE**

# Overview

The primary purpose of the Machine Translation Portal is to put in your hands a tool that will give you usable translations.

Bank of America has selected TransPerfect as the preferred vendor for global document translation services



## General Information

- Previously employees had the ability to access external language translation websites to translate Bank documents into “non-native” languages (ex: English to Japanese)
- By utilizing external sites the risk existed for bank information to be shared with non-secure data transfer channels on the Internet
- All non-approved language translation sites have been blocked and only access to the Bank approved machine translation site **Machine Translation Portal** available on Flagscape is allowed.



## Machine Translation

- **Self Service Translation**
- Employees should begin using the translation services vendor TransPerfect for machine translation and human translation services. Self-service machine translation should be used for quick translation of non-customer-facing content and human translation services should be used for documents that contain NPI, have a legal context or are presented to customers
- **Machine Translation Portal** is available in Flagscape as a self-service site



## Human Translation

- **Engage with a professional translation service**

# Quick Facts

Session inactivity time limit:

**45 MINUTES**

Document translation, file retention:

**30 MINUTES**

(OR DELETED ON DOWNLOAD, WHICHEVER COMES FIRST)

Text translation maximum size:

**1K WORDS**

(LARGER THAN THIS AND THE TRANSLATION MIGHT TIMEOUT OR TAKE QUITE A LONG TIME. CONSIDER SPLITTING LARGE TEXTS INTO SEVERAL SMALLER REQUESTS)

Document translation maximum file size:

**100K WORDS**

(YOU CAN TRY TO TRANSLATE LARGER DOCUMENTS, BUT RESULTS ARE NOT GUARANTEED)

Check the OCR check box when you want to translate:

**Dead PDF Documents**

Select the source language when you want to translate:

**PDF Documents**

(IF YOU LEAVE IT AS AUTO, THE SYSTEM WILL DEFAULT TO ENGLISH AS THE SOURCE AND THE CONTENT MAY BE RECOGNIZED INCORRECTLY)



# Log In

Following Login, you'll see options for:

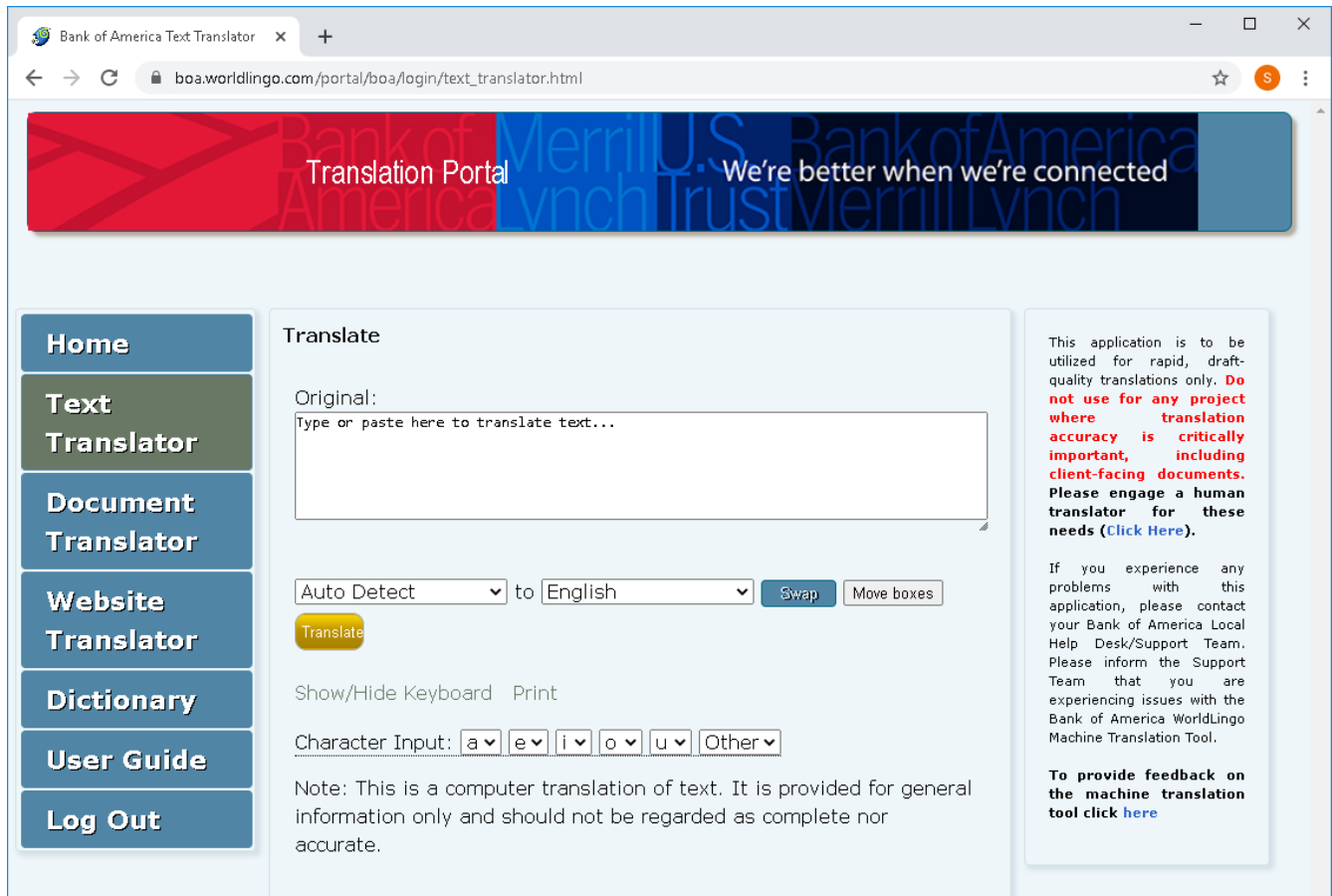
- Text Translator
- Document Translator
- Website Translator
- Dictionary
- User Guide
- Log Out



## **NOTE:**

**ANY PERIOD OF INACTIVITY GREATER THAN 45 MINUTES WILL SEE YOUR SESSION ENDED, AND YOU WILL HAVE TO RE-LOGIN.**

# Text Translator



A very intuitive screen, you type or cut and paste text, select source and target languages, click Translate, and receive a translation. Available languages are shown on the dropdown.

The text translator is a robust tool that will quickly provide a translation. Most of the time you'll probably be using cut and paste for the text you want translated. However, if you do want to write the text yourself you can. Having "written" your text, selected source and target languages, click Translate, and the translated text will appear in a new box under the source text.

## Swap

Reverses the designated source and target languages.

## Move Boxes

Changes the format so that the source and translation appears side by side rather than one under the other.

## Show/Hide Keyboard

This provides virtual keyboards, with a variety of different languages options to input content into the text field

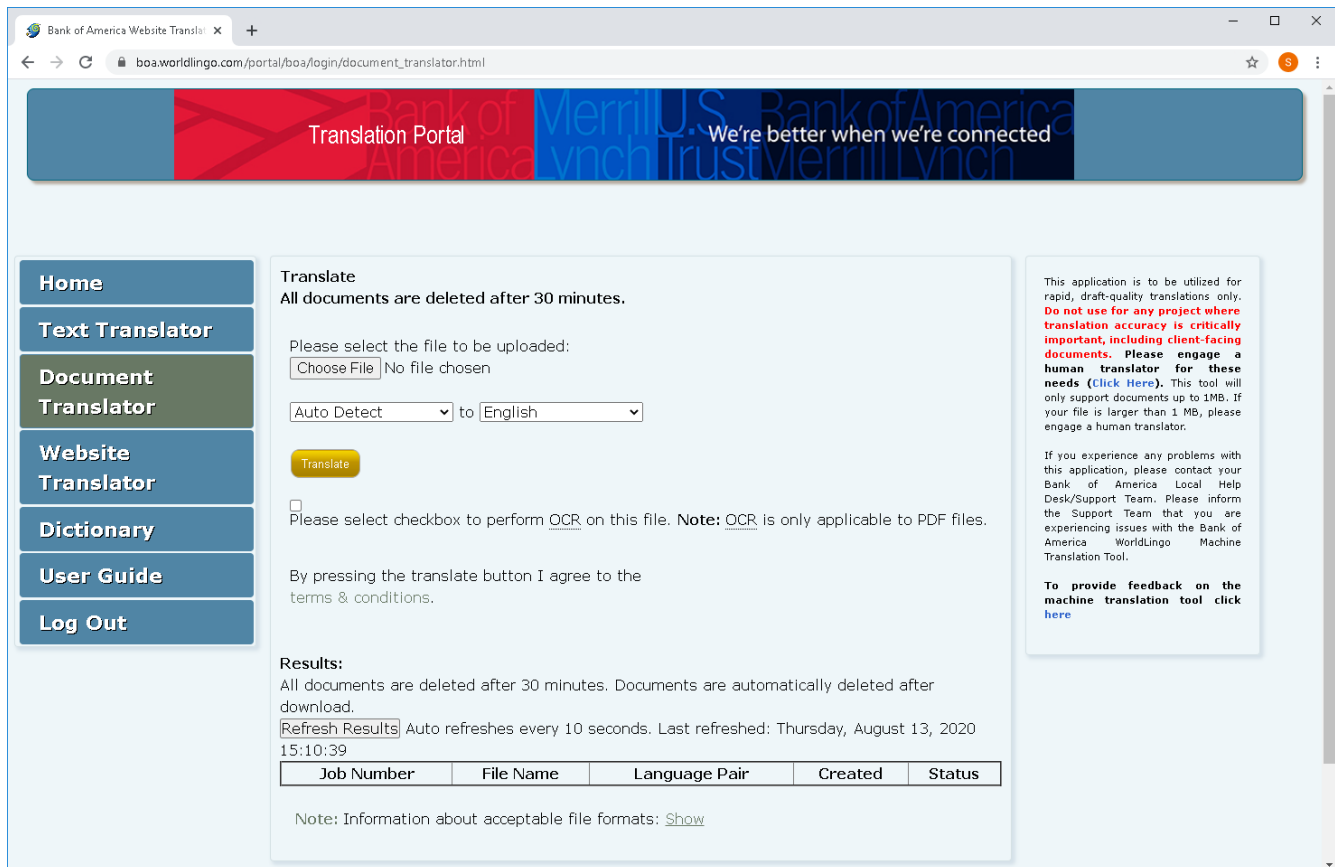
## Print Translation

Provides a way to send the translation to the printer queue

## Character Input

This provides character input for accented characters that are not readily available on a standard QWERTY keyboard.

# Document Translator

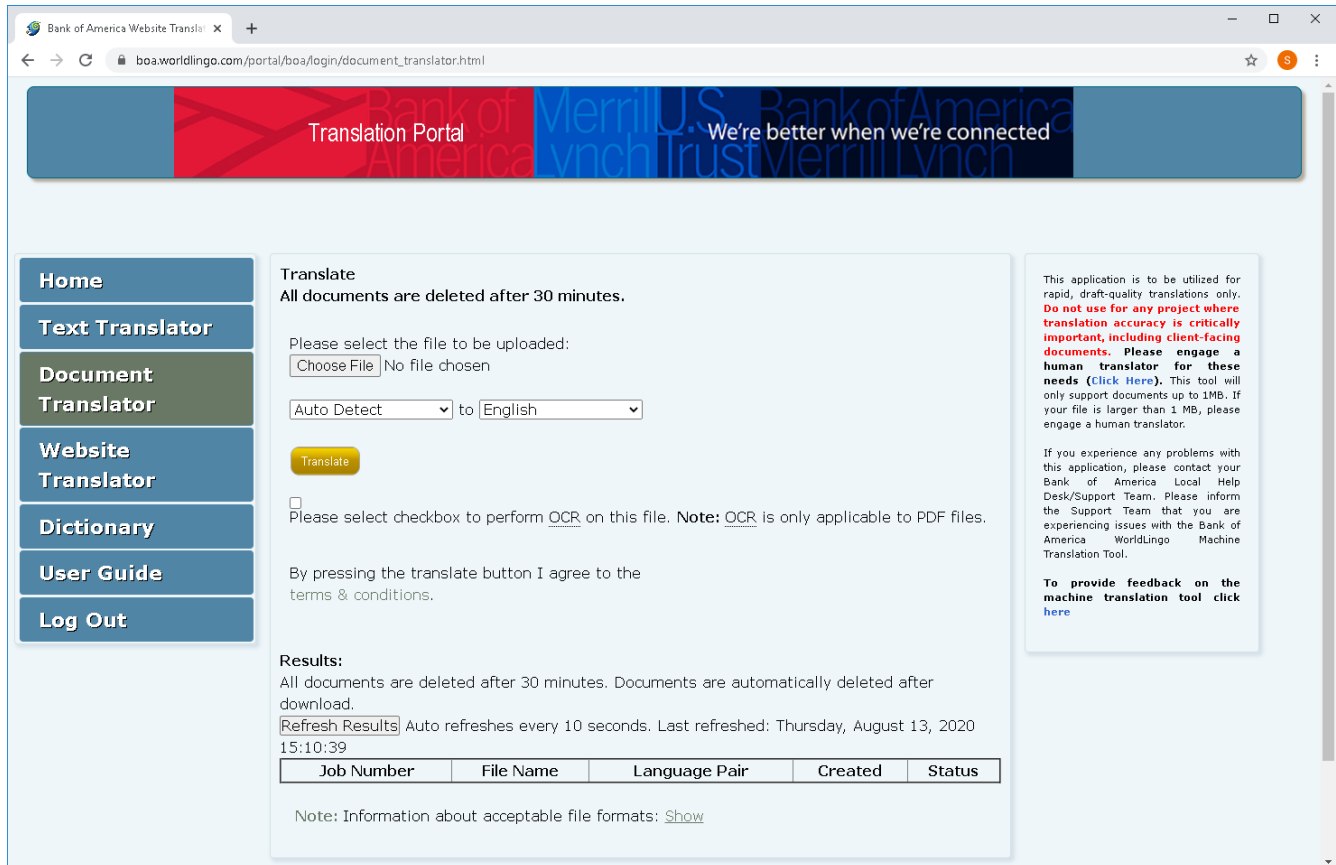


The screenshot shows a web browser window with the URL `boa.worldlingo.com/portal/boa/login/document_translator.html`. The page features a navigation menu on the left with options: Home, Text Translator, Document Translator (highlighted), Website Translator, Dictionary, User Guide, and Log Out. The main content area is titled "Translate" and includes a warning: "All documents are deleted after 30 minutes." Below this, there is a file upload section with a "Choose File" button and the text "No file chosen". A language selection dropdown is set to "Auto Detect" and "English". A yellow "Translate" button is present. A checkbox for "Please select checkbox to perform OCR on this file. Note: OCR is only applicable to PDF files." is unchecked. A disclaimer states: "By pressing the translate button I agree to the terms & conditions." The "Results" section contains another warning about document deletion and a "Refresh Results" button with a refresh icon. Below the results section is a table with columns: Job Number, File Name, Language Pair, Created, and Status. A note at the bottom provides a link to "Information about acceptable file formats: [Show](#)". On the right side, there is a disclaimer box stating: "This application is to be utilized for rapid, draft-quality translations only. Do not use for any project where translation accuracy is critically important, including client-facing documents. Please engage a human translator for these needs (Click Here). This tool will only support documents up to 1MB. If your file is larger than 1 MB, please engage a human translator." and a contact information box for the Bank of America Local Help Desk/Support Team.

The document translation screen allows you to upload a document and receive a translation back in a few minutes. How long it takes for a document to translate varies greatly, and is affected by things like, size of the document, file type and complexity, and overall traffic. Clearly a large document being processed at a busy time off day will take longer to translate than a small document when no one else is using the system.

The Portal will translate a wide variety of document formats, up to 100,000 words, larger documents may still translate, but they may take longer to process. When translating a dead pdf (a scanned pdf or a pdf that contains no selectable live text), it will always be necessary for you to select the Source Language. If you leave Source as Auto Detect, the translation will fail and you will likely receive a blank “translation”.

# Document Translator



The completed translations will stay in the Results table, and therefore on our servers for a maximum of 30 minutes following translation. After this time the translation will be deleted from our servers. The document translator is also an asynchronous service, this means that you do not need to wait for the translation to complete, in fact you can even log off and come back when you're ready.

## Choose File

Use this to browse all available sources of documents on your computer, make sure the document isn't already open on your computer. Once you have selected a file, choose the source and target languages exactly as you would in the text translator.

## Translate

The file will be uploaded to WorldLingo's servers and in the Status field of the Results table, it will say processing. When the process is finished, the Status will change to Complete. The word Complete is a link, clicking it, will download the translated file to your computer.

# Translating PDFs

The document translator tool is capable of translating both live PDFs (Digitally composed PDFs with selectable text) and dead PDFs (Scanned PDF files). The procedure to translate PDFs is the same as it is with translating other documents. However, when translating dead PDF files, the OCR checkbox directly below the translate button must be checked to ensure the system recognizes the scanned text before attempting translation.

Additionally, when attempting to translate dead PDFs, it is necessary to select a specific source language, instead of leaving the source language on Auto-detect. If a PDF file is submitted through the Document Translator and the result is not translated, several root issues may explain why this happened. Below, please find a list of issues that could be the cause:

- **File is Secured**
  - If you open the PDF file and the Title Bar of the PDF Reader Application includes the term (SECURED), it means that the file is password protected and cannot be OCR'd.
    - **FIX:** If you are able to, open the file in Adobe Acrobat Pro, open the File menu, then Properties. Click on the Security tab of the Document Properties window that pops up and change the Security Method option to “No Security”, then save the file.
- **File contains Pages with Pictures – PDF File**
  - PDF files can only be OCR'd by the Document Translator if all of the pages included are entirely in image format. If your file comes back without translation, open the Source file and try clicking on the page. If you notice that the selected section (typically highlighted in blue) shows a blue border with white edges, this means that the page is not entirely an image, but a page that contains an image on it.
    - **FIX:** You'll need Adobe Acrobat Pro. Open the file in Acrobat Pro, click on the File menu, then select Save As... There should be an option available to save as Image. (We recommend that you create a temporary folder to which you should save the Images, since Adobe will create an image file per each page contained within the document. If your document contains many pages, it may be difficult to sort through them, as you'll need to in the next step.) After each page has been saved as a separate image, use Acrobat Pro and click on the Create button, selecting the option to Combine Files into a Single PDF... You'll want to select all of the images that Acrobat Pro just created in the previous step. Once it's completed, save the new file to your computer, and close the file. Open it again and click on any of the pages. This time around, you should notice that the selection should be the entire page now, not a smaller section. If the process was successful, you can process the new PDF file via Document Translator, using the OCR option checkbox.



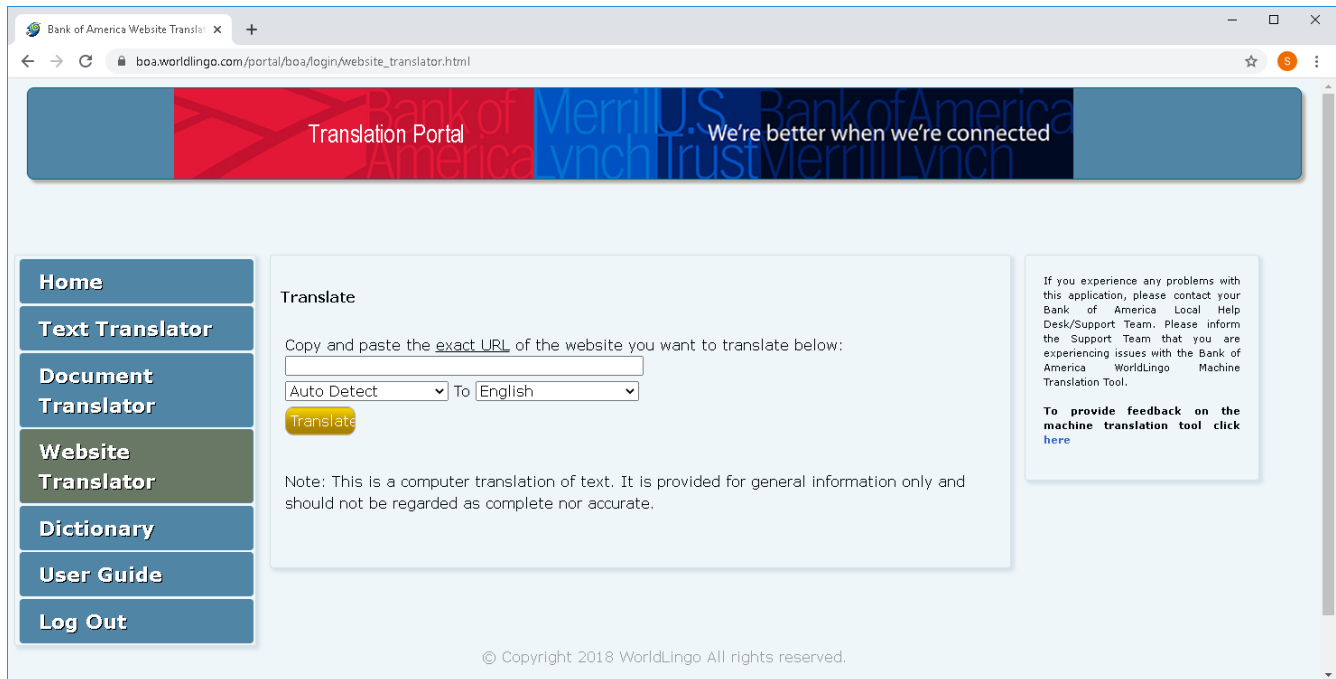
# Translating PDFs

- **File contains Pages with Pictures – Any other File type**
  - As mentioned previously, Document Translator can only OCR PDF files which contain pages entirely comprised of images. Any other file that contains images with text that is not selectable cannot incorporate the text within those images during machine translation through the Document Translator.
- **File Size**
  - The size of the file that is uploaded for translation is directly related to how long it will take to translate. PDF files can take longer to process as there is the additional required step to OCR. As a result, the larger the content that is found in the file, the more time it will take to get a translation.
- **PDF with Auto Detect**
  - OCR is necessary for PDF files where the text is not selectable on the pages. This is considered “dead text”. The OCR process cannot identify the source language these pages contain and will default to detecting the source as English. A successful translation requires selecting the source language. A Source language must be used when submitting a PDF file via the Document Translator. If the document is a not a live PDF, the OCR box must also be checked.
- **Wrong Source Language**
  - If an incorrect Source language is selected when submitting a PDF for machine translation via the Document Translator using the OCR checkbox, the resulting file will likely not be translated or will contain garbled translations. This is commonly a mistake when users submit character based languages like Simplified Chinese, Traditional Chinese, Japanese, Korean, etc.
- **Multiple Source Languages**
  - In a similar vein, documents that contain multiple source languages are also going to be difficult for the system to process, especially if the file is in PDF form. If a piece of the content is not translating, it’s important to check if the portion that is not translating is in the correct language.
- **Poor Resolution**
  - The number one issue that will result in inferior quality results when attempting to translate scanned PDF files, is poor resolution. The poorer the image quality, the more difficult it is for the Auto OCR system to recognize the content, which will increase the likelihood of misrecognition, which in turn affects the quality of the translation.

# Translating PDFs

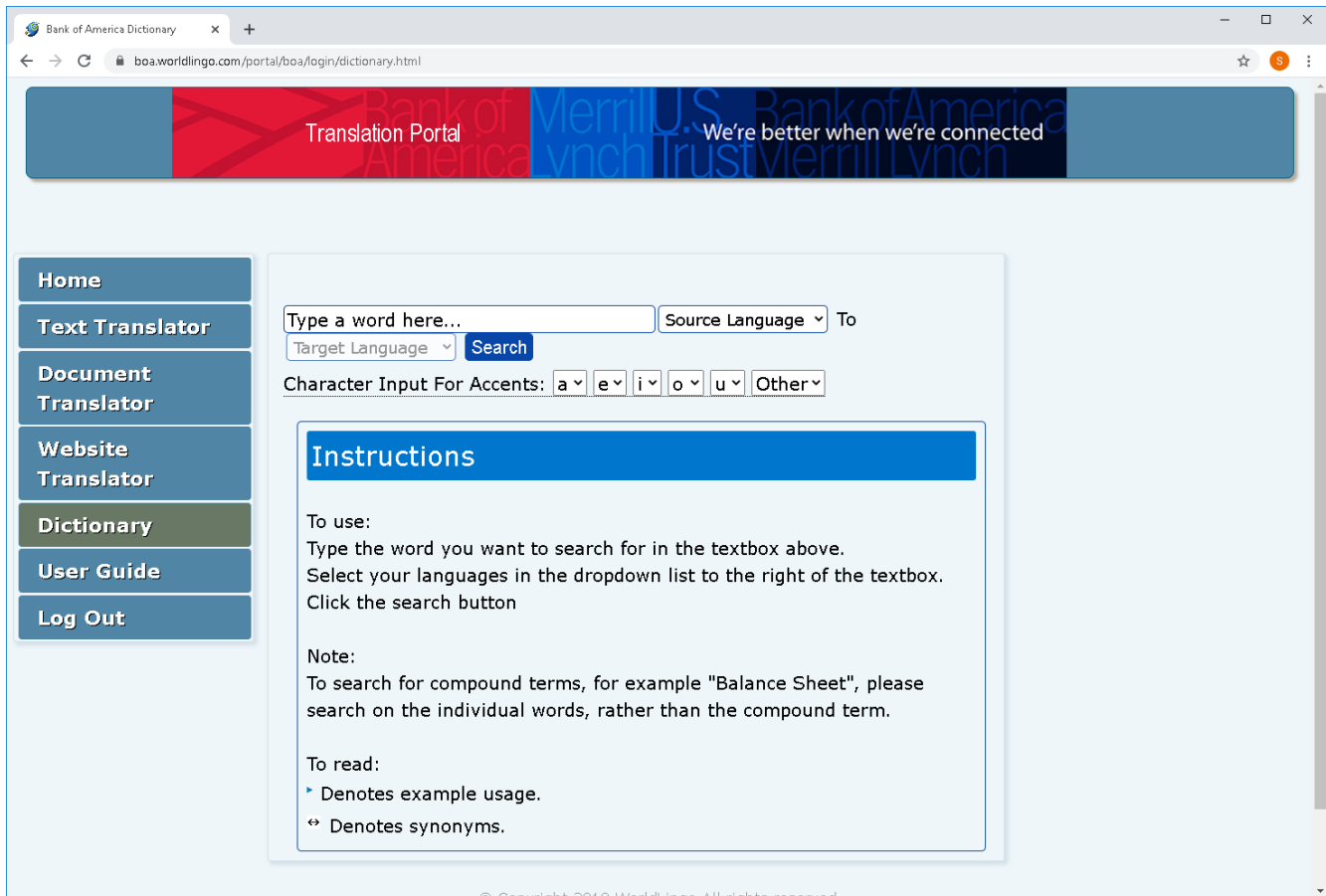
- **Orientation**
  - The orientation of pages plays an important role, especially for OCR. Generally, the system is good at detecting the orientation of a page, but it is not perfect. Other times, orientation is compromised during scanning or image capture, resulting in oblique or slanted elements within the file. If such distortion is present, it is more than likely the MT will be negatively impacted. Whenever possible, it is best to properly orient pages and correct distortion before attempting to translate.
- **Low Contrast**
  - If the PDF file is scanned in such a way that the contrast is too low for the system to properly discern the main content from the background, it will increase the likelihood of error and compromise the MT. When an image is too dark or has shadows, or too bright and the letters are not correctly legible, these are all situations where OCR can easily misrecognize content.
- **Redactions**
  - When there are redactions present within the file, the Machine Translation system will struggle to correctly translate because of the omission. MT is highly dependent on source content to provide the best output and the abrupt absence or deletion of content within a sentence will result in a compromised or even inaccurate translation. This is further exasperated with OCR as the system will struggle to correctly represent the redaction and can misinterpret it as something else.
- **Complex Graphics**
  - OCR system is generally good at recreating the source formatting of the PDF files that are fed into it, but keep in mind that the system is still automated. If a document with complex and dense graphic structures such as grids, tables, drawings, etc., are fed into it, it will have a hard time recreating those elements.
- **Handwritten Text**
  - Handwritten text is not compatible with OCR. Human Handwriting does not have the consistency and clarity of a digitally composed document, and as the OCR system works by matching the shape and features of the letters it finds to the font of the appropriate language, it requires consistency and clarity throughout to do its work correctly.
- **Text Direction**
  - It is always good to make sure the content that you are submitting for translation is in the correct direction of the language that it is in. For example, some Asiatic languages can be written vertically. OCR system is generally good at detecting this but this issue can compound on the ones listed above and further dampen the MT output, and so, it's best to alter this beforehand.

# Website Translator



The users types or cuts and pastes a URL into the entry field, selects source and target languages and the translation is provided. Please note that text embedded in images found within the website will not be captured by this tool for translation. Additionally, websites that contain a large amount of dynamic JavaScript content may not translate properly. Please note that only Bank of America approved websites will be translated. Translating an unauthorized/unapproved site will result in an error being returned. There is also additional security script on the website translator tool to prevent unauthorized site access which may block sites otherwise allowed by Bank of America proxy servers.

# Dictionary



The screenshot shows a web browser window with the URL `boa.worldlingo.com/portal/boa/login/dictionary.html`. The page features a navigation menu on the left with buttons for Home, Text Translator, Document Translator, Website Translator, Dictionary (highlighted), User Guide, and Log Out. The main content area contains a search interface with a text input field labeled "Type a word here...", a "Source Language" dropdown, a "Target Language" dropdown, and a "Search" button. Below the search fields is a "Character Input For Accents" section with dropdowns for 'a', 'e', 'i', 'o', 'u', and "Other". An "Instructions" box provides usage guidelines:

**Instructions**

**To use:**  
 Type the word you want to search for in the textbox above.  
 Select your languages in the dropdown list to the right of the textbox.  
 Click the search button

**Note:**  
 To search for compound terms, for example "Balance Sheet", please search on the individual words, rather than the compound term.

**To read:**

- ▶ Denotes example usage.
- ↔ Denotes synonyms.

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Provides word lookup services in another language. Works with single words only. Enter the word you want to look up, the source language of the word, and the target language you want to find the equivalent. The tool will return the definition and examples of the word in the target language.

# Support and Escalation

Bank of America's Help Desk is the first line of support. All Bank of America's employees are required to go through their Help Desk. The Help Desk will do an initial analysis of the issue. They will determine if the problem is something internal (e.g. desktop issue, problem with SSO settings, incorrect use of MT, etc.).

If the problem is related to the Portal then the employee should enter their issue in the machine translation tool feedback form. The user's issue will be forwarded to Portal team at WorldLingo Technical support is being provided during the US workday.

If you experience any issues, or simply have questions, please email WorldLingo tech support using this email address:

**BOFA\_MT@TRANSPERFECT.COM**

Any issue raised will be responded to within one business day.