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Introduction

MemoQ works in a very similar fashion to other CAT tools in the market (Trados, Memsource, WordFast, etc.) If you are already experienced with one of these tools, the learning curve should be small. MemoQ offers a number of resources to help you get acquainted with this tool:

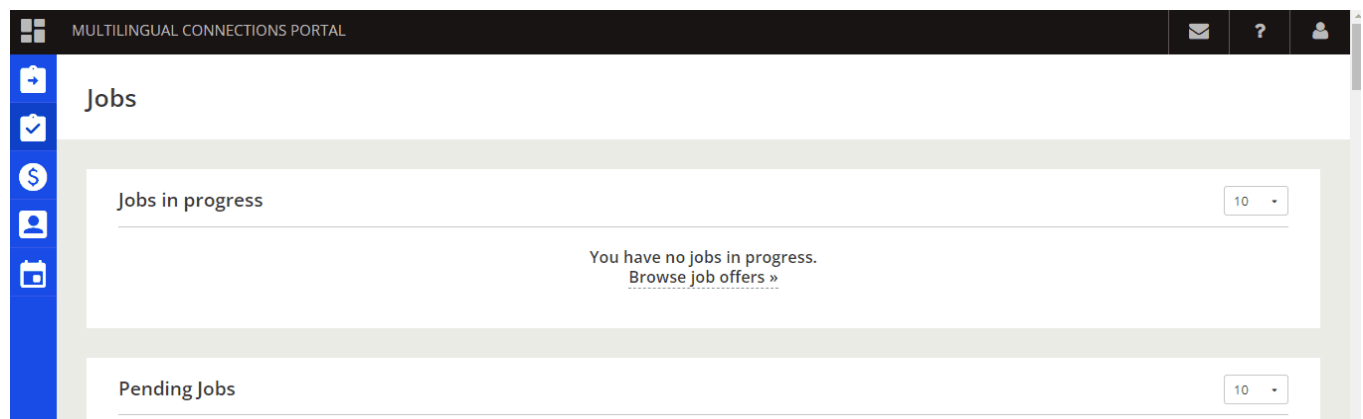
- [MemoQ Guides](#) (documents)
- [MemoQ Tutorials](#) (videos)
- [MemoQWebTrans Guide](#)
- [MemoQWebTrans Shortcuts](#)

If you are a beginner MemoQ user, check out [Getting Started with MemoQ](#). We also highly recommend getting acquainted with and using [keyboard shortcuts](#) for common operations.

- 1) Log into XTRF. Click on Profile; click on the CAT Tools tab; click on Change Password and write a password of your choosing in the blank box; make a note of your Username and of your password before clicking Change Password.

Remember that your Username is the same as the one you use to log into XTRF

Logging into MemoQ



- 2) Go to <https://memoq.multilingualconnections.com/memoqweb/login>
- 3) Enter the username and password from step 1. If you have problems logging in, please contact our memoQ implementation team at memoq@mlconnections.com

Please note that if this is **your first MemoQ job**, you must first accept the translation job in XTRF before being able to access MemoQ. You will not see the “CAT Tools” tab or be able to log into MemoQ if you do not accept the job.

If You Are an Agency








Please follow the instructions mentioned above if you will be using the WebTrans version. If the project requires you to use the Desktop version follow the instructions in the [Desktop Editor](#) section.

Opening a Project

Once you have accepted a translation job offer in XTRF, you will be able to work on it using **MemoQWebTrans**. (Please note that **all translation projects must be completed in the WebTrans editor**, unless due to special circumstances you are allowed to work in MemoQ desktop using **your own personal license** [see Desktop Editor below]).

In the XTRF job page, locate the “Bilingual document” under Work Files, and click on the “Open in memoQWeb” button.

Work Files

Name	Category	Languages	Last Modified	Size
 memoQ term base en-es-us	Terminology	EN, ES-US	2021-02-02 10:41 CST	Open in memoQWeb
 TM-en-es-us	Translation Memories	EN • ES-US	2021-02-02 10:41 CST	Open in memoQWeb 
 Sample File for Testing.docx	Bilingual document	EN • ES-US	2021-02-02 10:44 CST	Open in memoQWeb 
 memoQ analysis EN - ES-US 2021-02-02 10_44.html	CAT Analysis	EN • ES-US	2021-02-02 10:44 CST	4 KB 

(Note you do **NOT** need to open the Terminology and Translation Memories packages in MemoQWeb. Those resources are already associated with the bilingual document.)

Desktop Editor

There are some instances in which a project can be worked on using the Desktop version of MemoQ (for example, a very large project, if you are an agency, or if you are a freelancer who owns the desktop version of MemoQ). **Only work in the desktop version of MemoQ if the PM has approved it** and modified the settings on his/her end, otherwise the instructions below will not work.

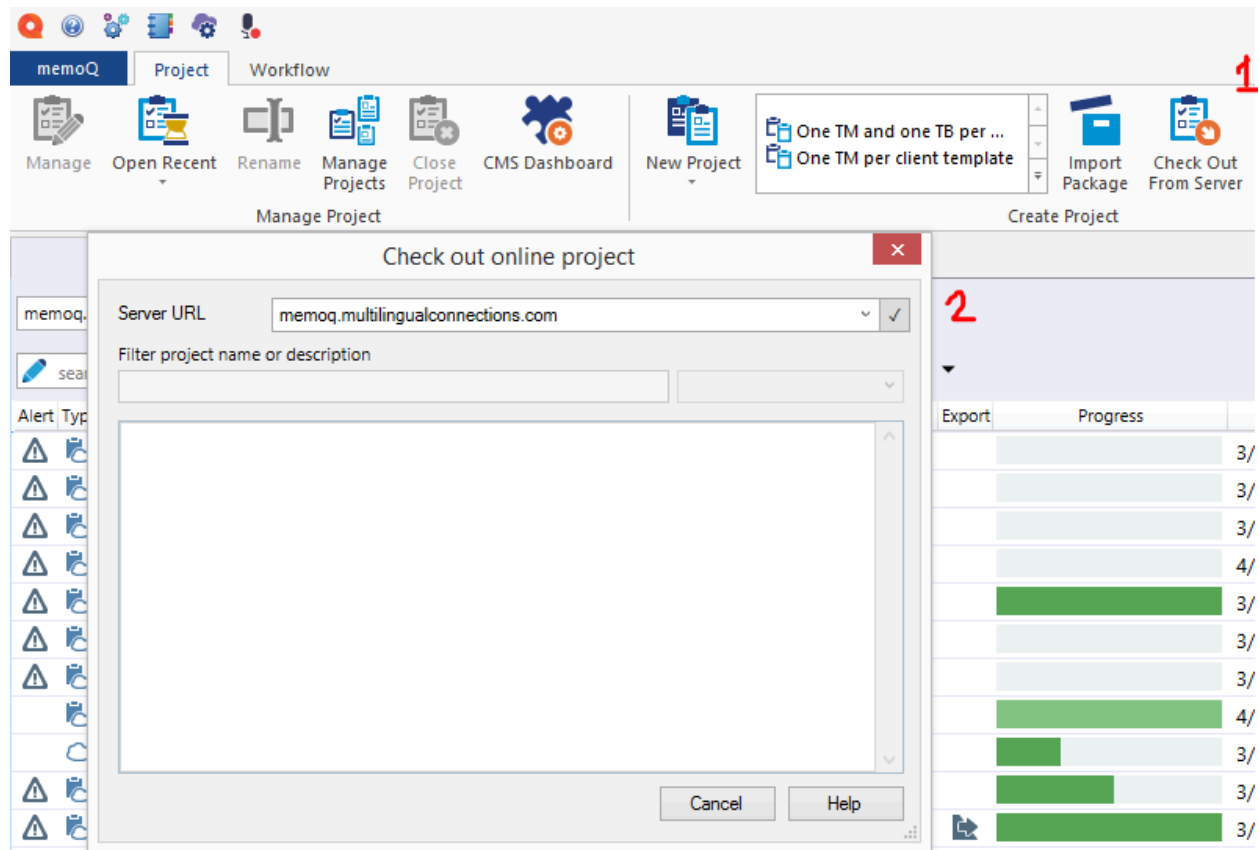
Downloading the Desktop Editor

Note: if you already own memoQ, skip to Connecting to the MLC Server.

1. Go to [this link](#).
2. Download the memoQ translator pro version and follow the installation instructions.
3. Open the program. You will receive a message indicating the “Activation module needs your attention...” Click OK. This will open the activation wizard.
4. Follow the instructions in the installation wizard. In the first screen, choose “I wish to use CAL through the internal network.”
5. In the next screen, click “Configure” next to CAL Server.
6. When the blank box appears, write **memoq.multilingualconnections.com** and click “Test.”
7. You will then see a screen to input your username and password. This should be the same as your XTRF username and password. If your credentials don’t work, contact memoq@mlconnections.com.
8. When you get the message asking, “Are you sure you wish to use the CAL license...”, click Yes. Then click “Finish.” To check out a project from the server, follow the steps below.

Connecting to the MLC Server and Checking Out a Project

1. Open MemoQ on your desktop.
2. In the Project ribbon, click Check Out From Server.
3. Make sure the Server URL is **memoq.multilingualconnections.com**, then click on the check mark. That should populate a list of projects accessible to you.



4. Find your project by scrolling or using the search box. Click on “Check out project.” You may now work on that project.

Working on a Project

Besides translating each segment, keep in mind the following best practices.

Translation Memory

If you are familiar with a CAT tool, then you are familiar with the concept of a Translation Memory and how it works.

One thing to keep in mind about how MemoQ handles TMs is this: If there is more than one language variant associated with a client (for example, French French, Canadian French, and Swiss French), MemoQ will use the TMs associated with all variants to provide TM matches.

In practical terms, this means that, for example, if you are working on a translation from US English to Canadian French and there is a TM match from the French French TM, you will see that match in the translation results pane.

This feature is intended to aid the translator insofar as it provides a reliable reference to work from. If you do choose a TM match that is different from the language variant you are translating into, do make sure to make any necessary changes to conform to the target variant.

If there are two matches from different TMs, the match from the target language variant TM will always appear first in the results pane, while matches from other language variant TMs will appear second, third, etc. Additionally, under the translation results pane, the meta-information box shows you the name and language codes of the TM at the bottom right (**TM-en-es-es**).

If you are working in WebTrans, you can see the percentage of the TM match in the meta-information box, whereas if you are working in the Desktop editor, you can see it in the translation results pane as well.

Working TM vs. Master TM

MemoQ uses a working TM to store all segments that are confirmed during the translation and review phases of a particular project.





Once the project is finished and delivered, all translations are then stored in the master TM for future reference. That means that a master TM contains the final and approved translations, making it the most reliable one.

Not all the projects will have a master TM and a working TM, but you can know if this is the case by checking in XTRF, in the section Received Files. If the project has these two TMs you'll see this:

Received Files

[Download All](#)

Work Files

Name	Category	Languages	Last Modified	Size
 AMITA Health_Working TM_en-es-XL	Translation Memories	EN ▸ ES-419	2021-05-05 14:00-05	Open in memoQWeb 
 AMITA Health_Master TM_en-es-XL	Translation Memories	EN ▸ ES-419	2021-05-05 14:00-05	Open in memoQWeb 

Once you confirm the project has a working TM and a master TM, while working in MemoQ, you can verify to which type of TM a match belongs to by checking the meta-information box:

Ready 

 Translation results  

Zoom Event; Registration Re... 1 Evento por Zoom. Requiere i...

Join our educational Zoom event.

Zoom Event; Registration Required

Evento por Zoom. Requiere inscripción previa.

Pro: P28109 Cli: AMITA
Dom: Sub:

Doc: CSSD-2531 Answers to Questions You Have About the COVID-19 vaccine - Spanish Event v2_FINAL.idml
Modified: 5/6/2021 2:52:53 PM (Natalia Sánchez)

AMITA_Working TM_en-es Natalia Sánchez | 48%

When comparing and choosing results from a working or a master TM, always give **preference to the master TM**.

In the translation editor (desktop and web), the working TM will always show up at the top of the translation results pane. If any matches exist in the master TM, they will be shown below it. As you translate or edit, remember that even though you will see results from the working TM first, this TM is not considered approved.

Translation results

This is a simple sentence.

working TM

1

Esta es una oración simple.

This is also a simple sentence.

2

Esta también es una oración simple.

a simple sentence

master TM

3

Again, the meta-information box under the results pane will explicitly say “Working” or “Master” next to the client name, along with the percentage match.

Doc: This is a simple sentence.docx

Modified: 6/21/2021 2:49:43 PM (Osvaldo de la Torre)

Oz Test Working TM

Osvaldo de la Torre | 101%

Segments Pre-Translated with the TM

Segments will be pre-translated when the TM contains a 70% or higher match. This will help you to save time in translating from scratch.

Make sure to check every segment for accuracy in translation, even if the segment has been prepopulated with a 100% or 101% match. In rare but important instances, the TM may be corrupted or misaligned, so it’s important to at least glance and speed-edit these segments and retranslate them if needed. Please, let us know about any “false” 100% or 101% match by adding a comment to the segment.

Join and split segments

When memoQ divides the source text into segments, it is called segmentation. Because memoQ does not understand the text, all it can do is guess where a sentence ends and another starts. The basic rule is that a sentence ends where there is a period, followed by a

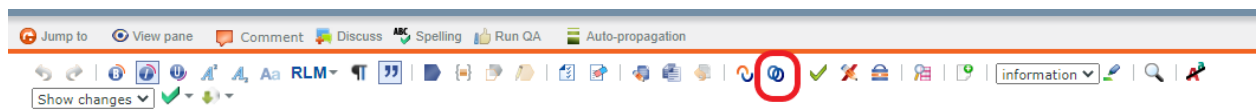
space and a capital letter. There are exceptions, but this is how simple we must make it for the computer.

Sometimes it goes wrong:

8.	You can change to rpr Tram No.	0%	✗
9.	78. rpr rpr The next stop is Shepherds Bush , last stop.	0%	✗

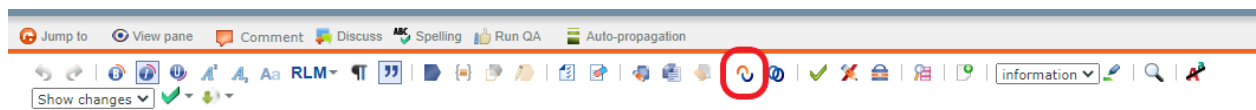
In memoQ, you can use two commands to fix this: join and split.

Join two segments: select the *Join segments* icon in the menu.



To join two segments, place the cursor in the first one, and click on the *Join segments* icon. The two segments will become one, and if there are translations in the right-hand cells, they will be appended together.

Split one segment in two: select the *Split segment* icon in the menu.

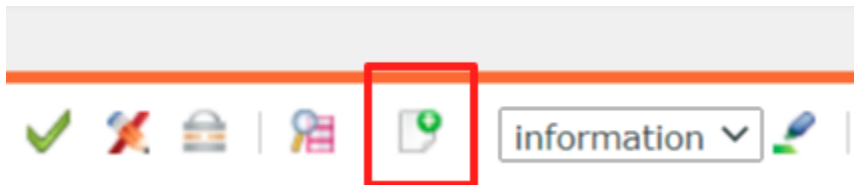


To split one segment in two, place the cursor at the place in the source text where you want to split the text, and click on the *Split segment* icon. MemoQ will replace the segment with two segments. If there was a translation in the target cell, it remains with the first segment.

Adding Terms to the TB

Help us create a consistent and accurate terminology repository for our clients by adding words to the Term Base. By doing so, you are also helping yourself! Adding terms and their respective translations to the TB and words to the Dictionary avoids having to look them up again during future projects or needlessly correct them. Doing so is super fast and the potential time-saving benefits are great!

You can add a term by either using the keyboard shortcut (Ctrl + E, for Windows) or by clicking on the icon at the top:



A window will appear with options to add the term:

Create term base entry

Term base:	memoQ term base en-es-us	
Language*	English	Spanish (United States)
Term*	<input type="text"/>	<input type="text"/>
Case sensitivity*	<input type="radio"/> No <input checked="" type="radio"/> Permissive <input type="radio"/> Yes	<input type="radio"/> No <input checked="" type="radio"/> Permissive <input type="radio"/> Yes
Matching*	<input type="radio"/> Custom <input checked="" type="radio"/> 50% prefix <input type="radio"/> Fuzzy <input type="radio"/> Exact	<input type="radio"/> Custom <input checked="" type="radio"/> 50% prefix <input type="radio"/> Fuzzy <input type="radio"/> Exact
Forbidden*	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Definition	<input type="text"/>	<input type="text"/>
Entry*		
Domain	General	
Client	Test McMemoQ	
Project	P26384 - memoQ Translation Project	

OK

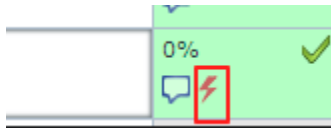
Cancel

Add the source and target term. You may leave all the other options as they are, then click OK. However, it is advisable to use the advanced settings when adding terms to have a more efficient matching and reduce false positives. Learn more about it in *Properties that control term lookup and matching* of [this memo doc](#).

An in-house terminologist will approve the term and make any modifications if needed.

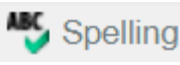
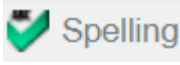
Quality Assurance

Whether you're translating or editing a project, please ensure that all QA issues have been addressed before delivering the translation. MemoQWebTrans offers a row-by-row automated quality assurance process. If MemoQ notices an issue in a particular row, you will notice a flash icon next to the target segment:

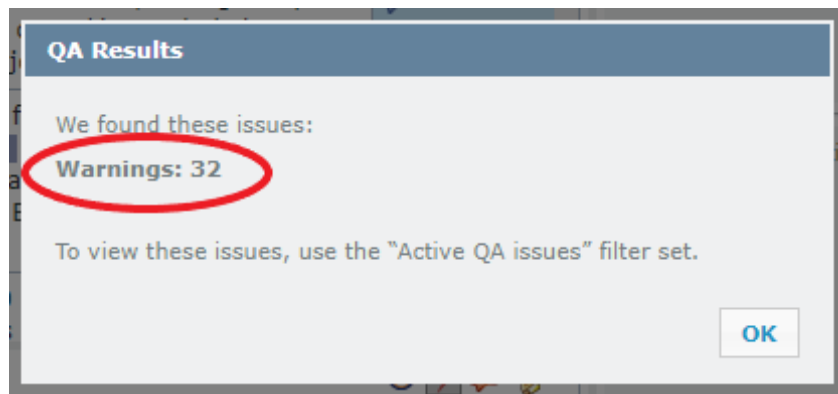


Double-click on the icon to receive further details about the warning(s) or error(s). Please resolve all QA issues before delivering the translation. If the warning or error is a false positive, check the “Ignore” check box.

Please also run a spellcheck on your translation by clicking on the Spelling icon on the ribbon

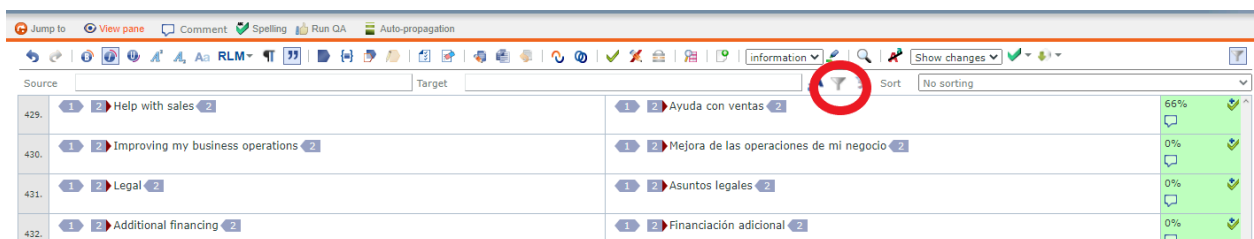
( means the spellchecker is off;  means the spellchecker is on).

Note: When completing the QA, you might receive the message below if any QA issues have not been resolved:



If that happens, this is how you can activate the “Active QA issues” Filter:

1. Click on the *advanced filters* icon:



2. Select “Active QA issues” in the *Filter sets* drop-down menu:

Advanced filters

?

Help

Select a pre-defined filter set, or choose options below as needed.

Filter sets

Active QA issues

Match rate (%)

☐

0

-

99

Row status...

☐ Not started
 ☐ Edited
 ☐ Assembled from segments
 ☐ Pre translated, below 100%
 ☐ Pre translated, Unambiguous
 ☐ Pre translated, multiple 100% or 101%
 ☐ Machine translated
 ☐ X-translated
 ☐ Translator confirmed
 ☐ Reviewer 1 confirmed
 ☐ Reviewer 2 confirmed
 ☐ Rejected

Locked or not...

☒ Both locked and unlocked rows
 ☐ Only locked rows
 ☐ Only unlocked rows

Other properties...

☐ Auto-joined/split
 ☒ Error
 ☒ Unsuppressed warning
 ☐ Track Changes match
 ☐ Commented
 ☐ Auto-propagated
 ☐ Change Tracked

OK

Cancel

3. And finally, resolve all the QA issues.

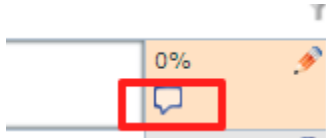
Adding comments

While working on a translation, you can add comments that apply to the job as a whole or to specific segments. The comments will be received and reviewed by the editor, if you’re working on the translation step. If you are the last person working on the translation, please let the PM know that you wrote comments in some segments.

Note: the comments must be made before you deliver the projects.

Segment comments

To add a segment comment, click on the Comment icon next to the target segment.



After you write your comment, you can categorize the comment and specify what it applies to.

Create View (for Desktop version)

You use a view when it's not practical to go through the project document by document. With a view, you can look at segments that have something special in common. Some examples:

- Glue small documents together (one after the other), This saves time opening and closing documents.
- Extract repeated segments
- Extract segments that were not translated, or were confirmed by a translator
- Extract part of a document from a segment to another
- You can set many more conditions to filter the segments in your project.

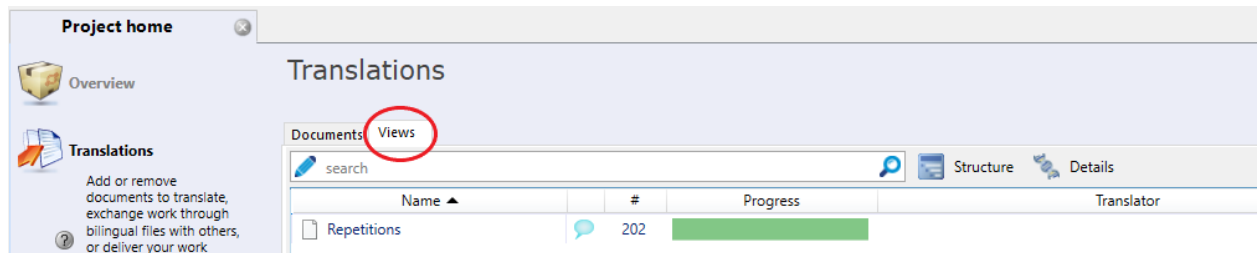
When memoQ creates a view, it pulls together all segments from all documents, and filters them by the conditions you set. The view appears on the Views tab.

You can open a view for translation just like a normal document. You edit the translation in the same translation editor.

A view does not copy segments from the documents of the project. It really is a view only. Every segment in a view comes from a document. When you change a segment, the change is saved to the original document, too.

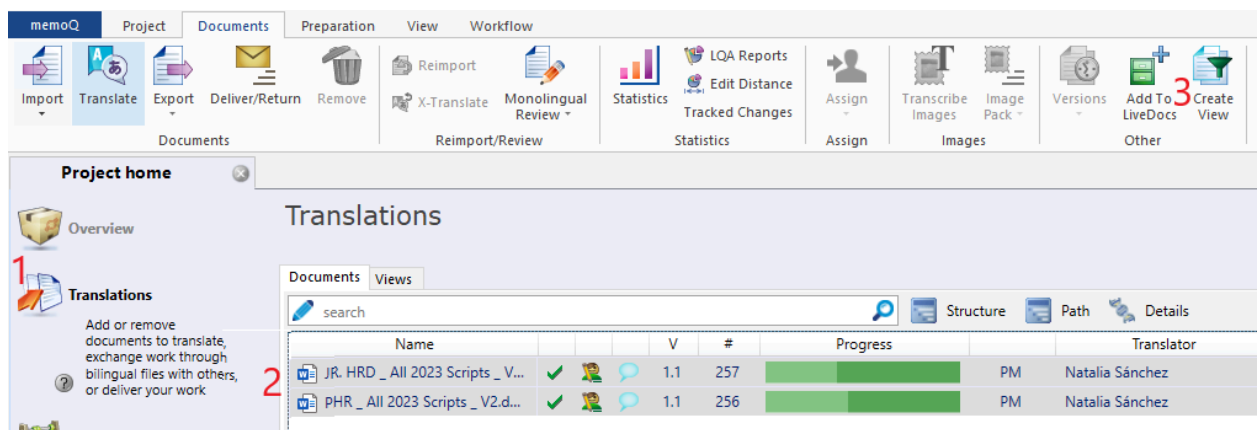


In a project, the view appears in the Translations pane of Project home, but on the Views tab. It isn't mixed up with the documents.

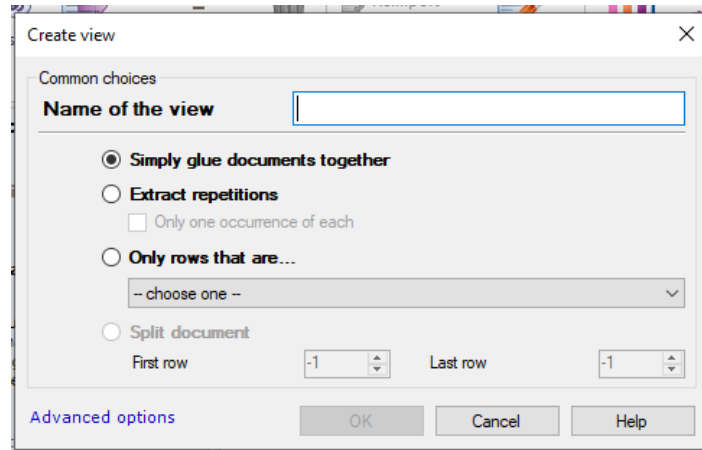


How to create a view

1. Open a local project. In Project home, choose Translations.
2. On the Documents tab, select one or more documents. memoQ uses the segments from the selected documents.
3. On the Documents ribbon, click Create view.



4. The Create view window appears.



Above are the most basic options of the Create view feature, if you want to learn more about how you can make the most of this feature click [here](#).

Sliced Files

Sometimes a project manager will take a very large document and split it up between two or more translators. This is typically done due to shorter turnaround time requirements.

If you are working on a sliced project, there are some differences in memoQ that you may notice:

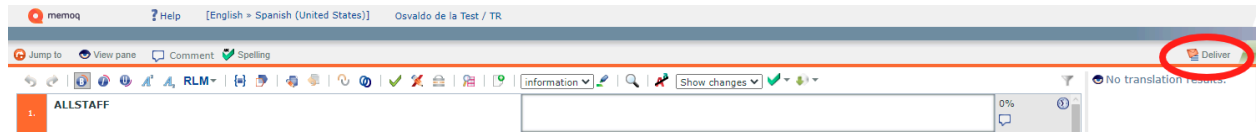
- You will be able to see all of the segments in memoQ, however, you will only be able to edit the portion assigned to you.
- Your job will only show as completed/finished once all of the translators have delivered their portion of the document.

Please feel free to reach out to your project manager if you have any questions.

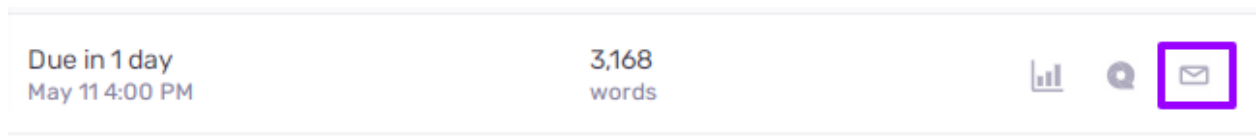
Delivering a Project

You can deliver a job in two ways.

First option: in the WebTrans interface of the job you want to deliver, click on the “Deliver” button near the top right corner to submit the job.



Second option: You can also deliver the job from the main page (“Online Tasks”). Click on the “Deliver” envelope to the right of the word count.



You do not need to click on “I Finished the Job” in XTRF. However, please note that it may take up to eight minutes for memoQ to communicate with XTRF and complete the job automatically, such that the completion may not be immediately reflected in your XTRF portal. Alternatively, you can click on “I Finished the Job” in XTRF, which would reflect the completion immediately.

Note: if you are a reviewer, when the “Deliver Document” window appears, keep the default option checked (“The document is fine, I’m delivering it”).

Deliver document

?

Help

If you are satisfied with the document, you can choose to deliver it. Alternatively, you can return it to the person that worked on the document before you.

☒ The document is fine, I'm delivering it
 ☐ I'm returning the document to the previous user

☒ Close document if delivered successfully

OK

Cancel

Do **not** choose the option, “I’m returning the document...” If you have comments about the translation, let the project manager know by writing a comment in “Notes to Project Manager” in the XTRF job portal. Please note that you have to write your comment and click on “Save note(s)” *before* you deliver the project in MemoQ.

MemoQ Video Preview Tool

This tool is a separate tool that helps when you are translating video subtitles in the **MemoQ Desktop version** from an Excel or .srt file. You can connect this tool to memoQ and it will show the part of the video that you need to translate.

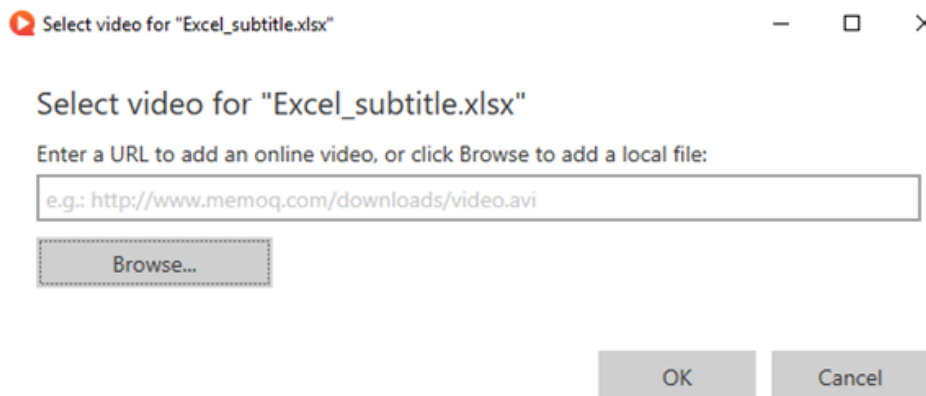
How to install it

First things first, you will need to install and set up the Video Preview Tool. You can [download the tool here](#) and then follow the installation instructions.

How to use it

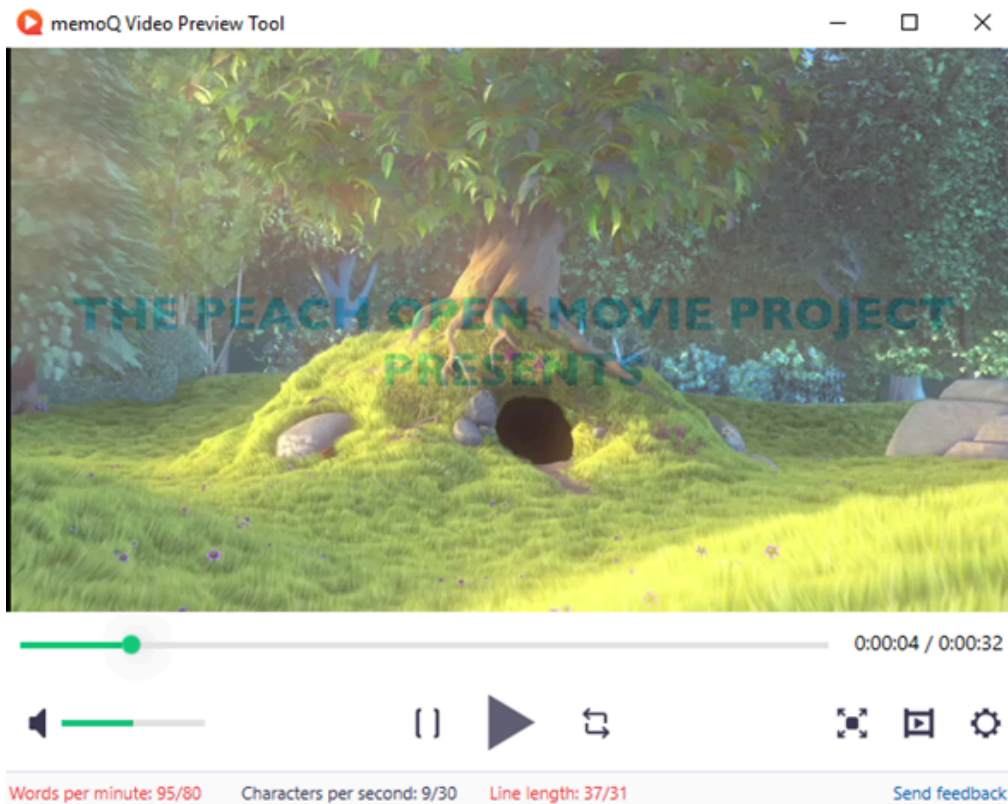
After you set up the video preview tool, whenever you have a translation project for video subtitles in SRT or Excel format, you'll open the file for translation and the Video Preview tool will also start.

If the video and the subtitles are in the same folder and have the same name, the preview tool automatically opens the video. If not, browse and select the video when the following window opens and then click OK:





After you click OK, you will see the video preview tool window like this:



Pro Tip! For optimal user experience, display memoQ's window in one monitor and the preview tool in the other, or side by side if your screen allows it.

Normally, the preview repeats the video part that starts 1 second before the current segment appears, and ends 1 second after the current segment disappears. You can change that in the Settings window.

To pause the video or continue playing: Click the Play  or Pause  button.

To choose playing the whole video **or** only the part for the current segment: Click the **()** button.

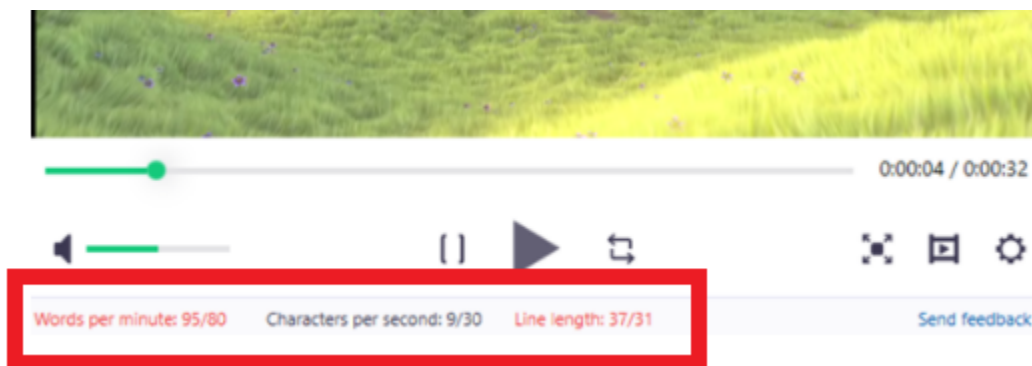
To view the part for the current segment only once or replay it: Click the **↺** button.

To show the video full-screen: Click the Full screen **⛶** button.

To choose a video to open: Click the Open video **📺** button.

To open the Settings window: Click the Settings **⚙️** button. To learn more about what you can adjust in the settings, click [here](#).

The bottom row of the Video Preview tool's window (see below) shows density information in words per minute and characters per second and line length. If the measures are over the limit you set in the Excel or SRT file filter, they appear in red. Shorten or edit the translation so that you don't exceed the limits and no red numbers appear.



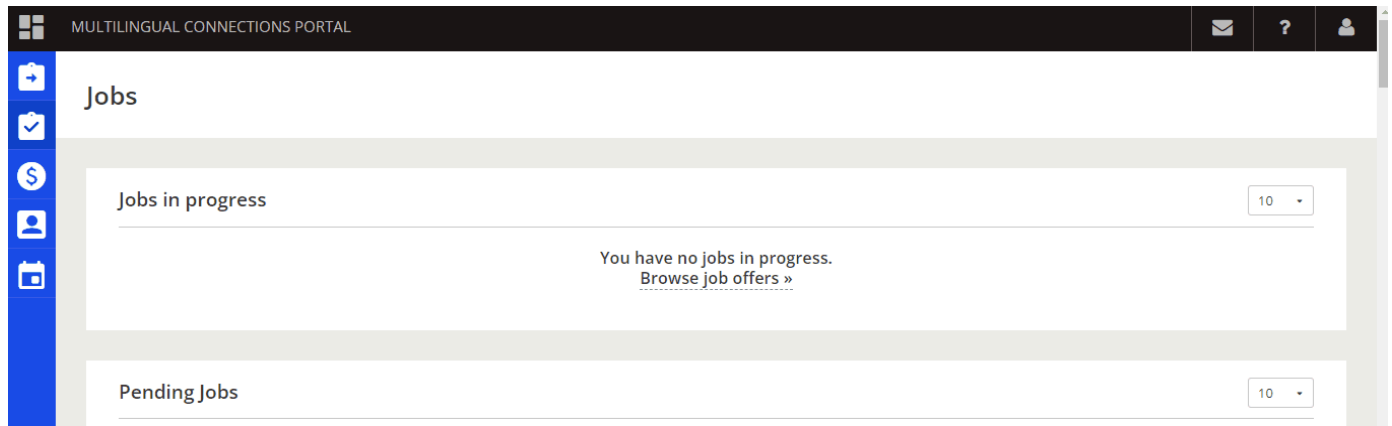
FAQ

I can't log in to my memoQ account. What can I do?

There are few things you can do if you can't log in.

- A. Clear your browser cookies and history and try again.
 - If the above doesn't work, try using an incognito window
 - Try using a different browser
- B. Reset your password through XTRF by following these steps:
 1. Log into XTRF. Click on Profile; click on the CAT Tools tab; click on Change Password and write a password of your choosing in the blank box; make a note of your Username and of your password before clicking Change Password.

Remember that your Username is the same as the one you use to log into XTRF.



2. Go to <https://memoq.multilingualconnections.com/memoqweb/login>
3. Enter the username and password from step 1.

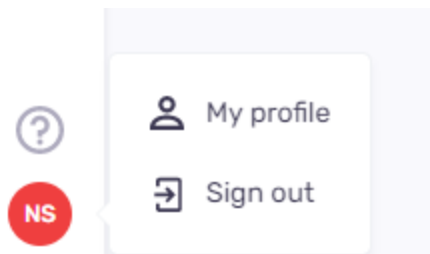
Please note that if this is **your first MemoQ job**, you must first accept the translation job in XTRF before being able to access MemoQ. You will not see the “CAT Tools” tab or be able to log into MemoQ if you do not accept the job.

- C. Contact memoq@mlconnections.com if you still have problems logging in.

I end up in a log in page that looks different and I can't access WebTrans from it. What can I do?

Indeed, there are times when memoQ might kick you out onto the old legacy login page, which looks like this:

To fix the issue of not being able to access WebTrans, try this: log in from this page. Once you are in, immediately click on the icon with your initials at the bottom left page of the screen; click on “Sign out”. This should then take you to the new (i.e. non-legacy) login page.



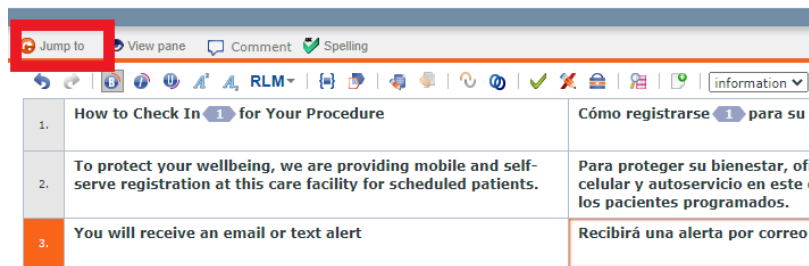
What if I need to revise the translation or final file before I deliver the project? How can I open it?

Unfortunately, WebTrans doesn't have an option to download final files, you would need to contact your PM for this. There is a workaround that may be useful in some situations: If you need to review the final file of a translation, you will have to download it from XTRF. The procedure is easy, once you have delivered the files in MemoQ and XTRF has automatically finished the project, you will find the file in the section "Delivered files" of your XTRF project.

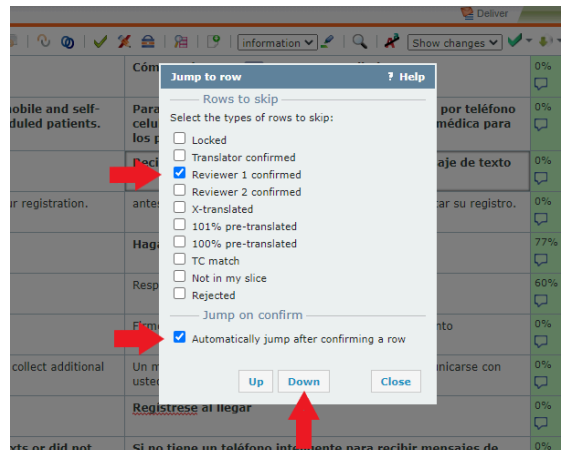
How can I jump to the next unconfirmed segment?

MemoQ is set by default to jump to the next immediate segment, something that can be inefficient at times. If you prefer to go directly to the next unconfirmed segment, you just need to follow two steps:

Step 1: Go to "Jump to" at the top left.



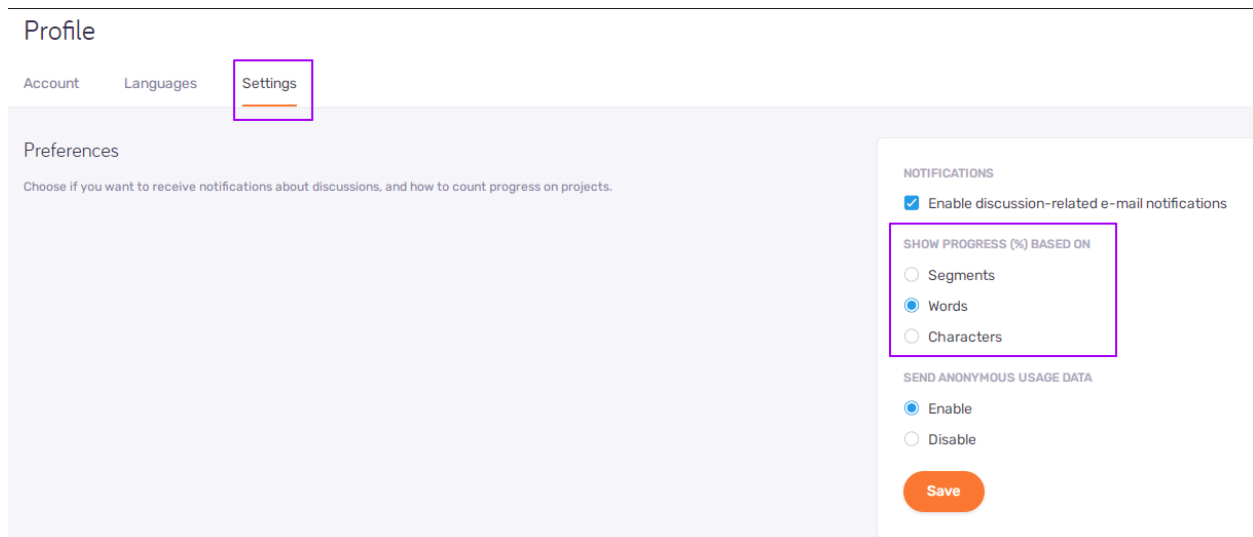
Step 2: Select the role that was assigned to you (translator, reviewer 1 or reviewer 2), tick the box "Automatically jump after confirming a row" and click on "Down" and that's it!



How can I change the progress bar such that the progress percentage is calculated according to words?

By default, the progress percentage is calculated by segments. But you can change this setting via the following steps.

1. Log into WebTrans and click on “Profile” at the bottom left, then click on “My Profile”
2. Click on “Settings” at the top, and then choose your preference in “Show Progress (%) Based On”. Then click “Save”.



Profile

Account Languages **Settings**

Preferences

Choose if you want to receive notifications about discussions, and how to count progress on projects.

NOTIFICATIONS

☒ Enable discussion-related e-mail notifications

SHOW PROGRESS (%) BASED ON

☐ Segments

☒ Words

☐ Characters

SEND ANONYMOUS USAGE DATA

☒ Enable

☐ Disable

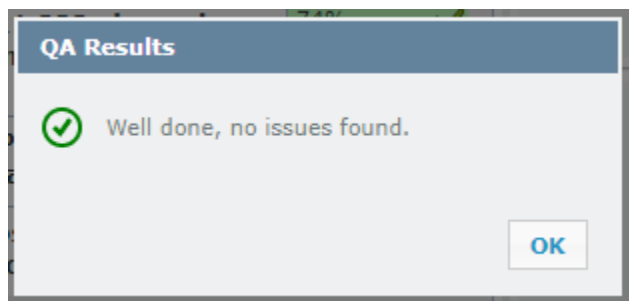
Save

I get a QA warning about inline tags, but I don't know what the problem is, since the tags look the same to me in both the source and target.

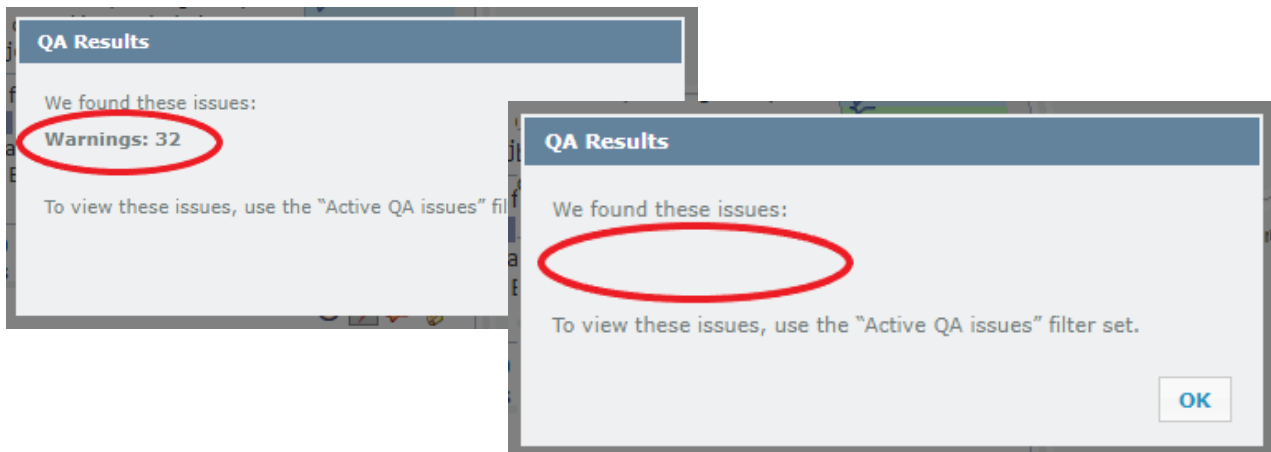
Sometimes QA warnings about tags turn out to be false positives. To check this, first note what the warning actually says. For example, the warning may say: “Attribute ‘tooltip’ of tag ‘hlnk’ is translatable but contains direct text”. Click on the tag (in this case ‘hlnk’) and hit Ctrl + F9. You will see the inline tag editor. Then, check the appropriate attribute (in this case, ‘tooltip’),

Do this both in the source and target tags. In the above case, if the value of tooltip is blank both in the source and target tags, this warning is a false positive. Otherwise, if there are discrepancies, you may correct them here, making sure that the tag values of the source and target match.

Normally, when you run the QA, if all issues have been resolved you'll receive the following message:



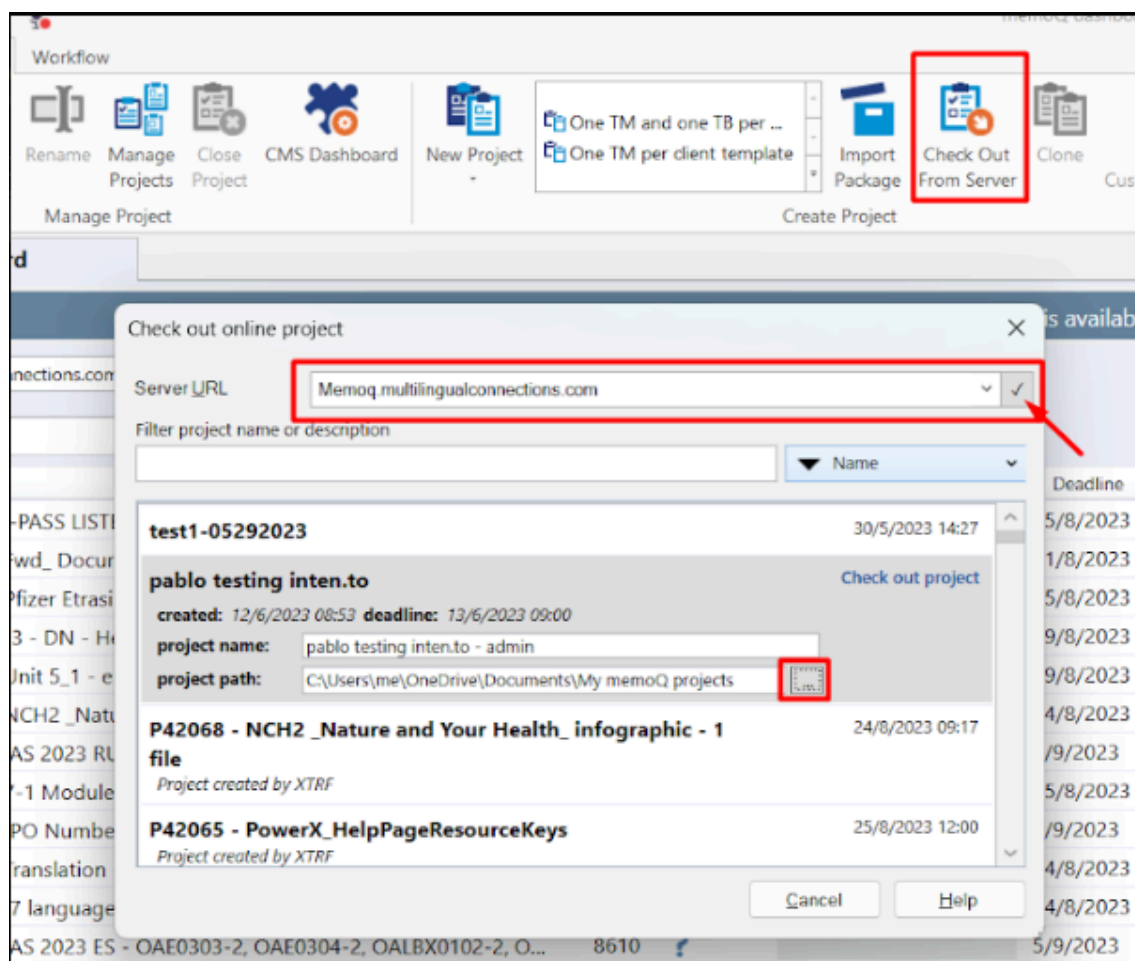
However, if you have checked the “ignore” checkbox for false positives you encountered in the project, you will still receive a message. You will know that you can ignore the message and deliver the project if the message doesn’t mention a number of issues (as shown in the box to the right):



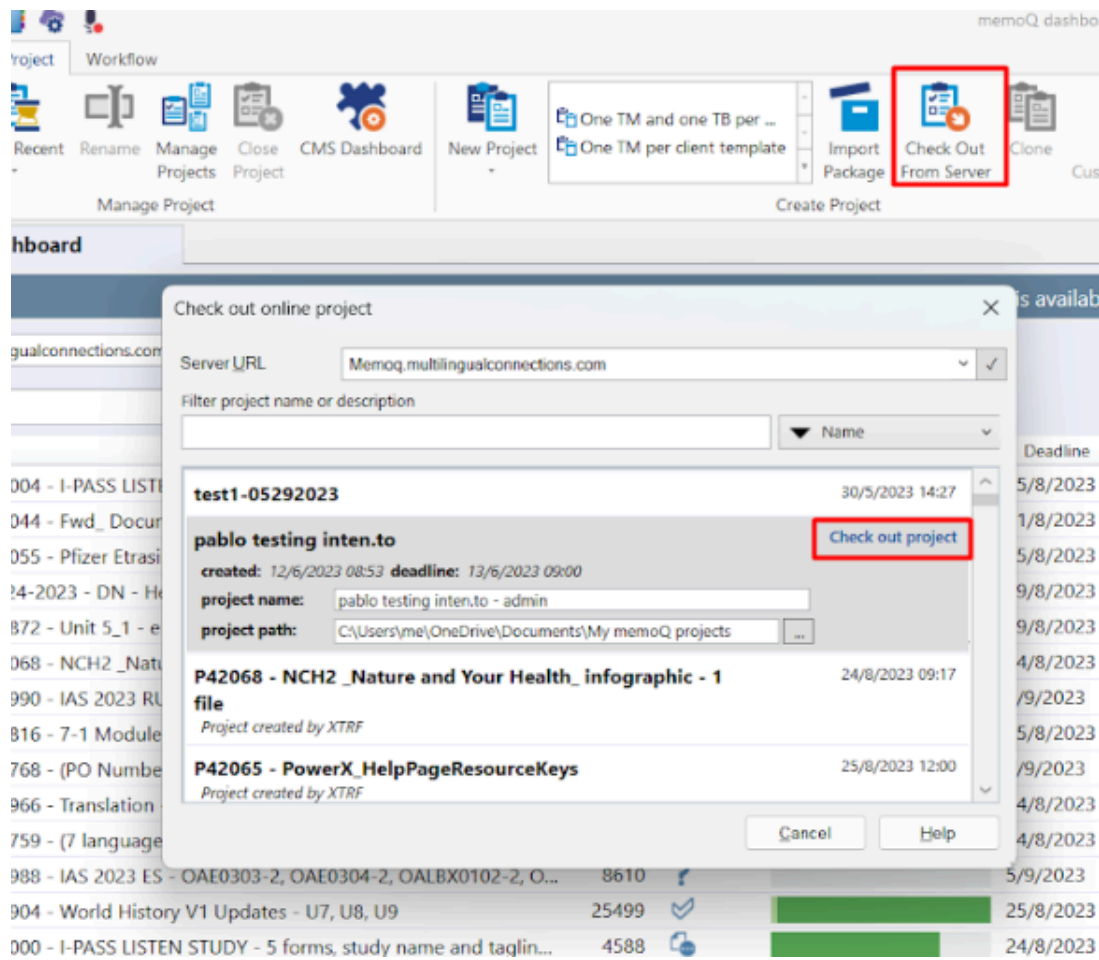
I am not able to open files after checking out a project, what can I do? (For Desktop version)

There might be instances where even though you have checked out a project correctly and you have tried every possible solution, you simply cannot open a file. In that case, you can try **deleting the local file** and re-check out the project. For this follow these instructions:

1. Click on check out from server, connect to the server and look for the project, then click on the "..."



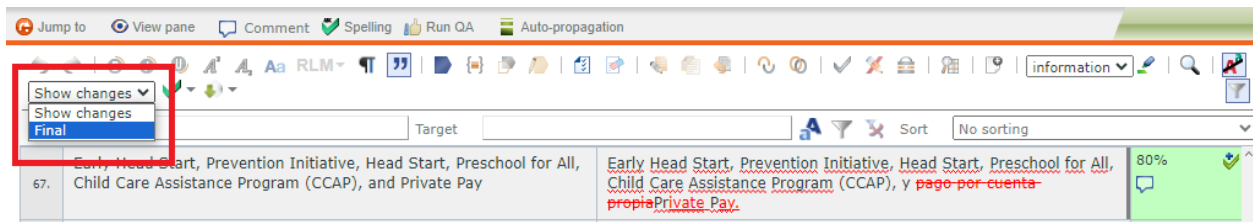
- Find the folder that contains the project and delete it.
- Go back to this screen and check out project again



If this doesn't work, please contact your PM.

I am seeing all changes marked in the translation editor. How can I hide the changes?

To hide all changes, you just need to go to the drop-down menu in the left corner of the menu bar, and select “Final.”



Experiencing Problems

If you experience problems not addressed in these FAQs and not covered in this guide, please write an email to memoq@mlconnections.com. Describe your issue as clearly as possible and **include a screenshots or image** of the issue that shows either your entire screen or all the information necessary to understand the issue (the Snipping Tool is a great tool for this).