

# WorldServer User Manual for External Translation Supplier Project Managers

## Table of Contents

1	Introduction .....	2
1.1	WorldServer .....	2
1.1.1	Translation workflow .....	2
1.1.2	Projects and tasks .....	2
1.1.3	Browser Workbench .....	2
1.2	Translation projects .....	3
1.2.1	Task due dates .....	3
1.2.2	Monitoring tasks .....	3
1.2.3	Issues .....	3
1.2.3.1	Issue categories and procedure (Abstracts) .....	3
1.2.3.2	Issue categories and procedure (Reports) .....	6
1.2.4	Abstract drawing text .....	8
2	Security measures .....	8
2.1	RSA SecurID token .....	8
2.2	Certificate .....	8
2.3	Browser cache .....	8
3	Managing translation projects .....	9
3.1	Retrieving translation projects .....	11
3.2	Customizing the view .....	13
3.3	Assigning tasks .....	16
3.4	Performing translation .....	19
3.5	Monitoring translation & handling Issues .....	20
3.6	Assigning tasks for linguistic review .....	21
3.7	Performing linguistic review .....	21
3.8	Assigning tasks for technical review .....	22
3.9	Performing technical review .....	22
3.10	QA Checker .....	23
3.11	QA Failed .....	23
3.12	Generating source and target word counts .....	24
3.13	Sending tasks back to WIPO .....	25
3.14	Unlocking and unclaiming tasks .....	26

DISCLAIMER: Some information contained in this manual has been taken from the WorldServer online help.

DISCLAIMER: Occurrences of "translators"/"translating"/"translation" hereafter in the following manual should be understood as "post-editors"/"post-editing"/"post-edition" where the relevant combination language and/or document type is applicable.

# 1 Introduction

The purpose of this document is to explain to external translation supplier project managers how to successfully assign abstracts and reports contained in WorldServer translation projects to their staff (translators/post-editors and revisers) and how to perform the necessary monitoring and follow-up for these projects, ensuring that tasks are returned to WIPO in a timely manner.

## 1.1 WorldServer

WorldServer is a web-based translation management system (TMS). Supported Web browsers are Microsoft Edge 90 or later, Mozilla Firefox ESR (Extended Support Release) 78 or later, Safari 14.0.3 or later, as well as Chrome 90 or later.

### 1.1.1 Translation workflow

WorldServer translation projects are subject to workflows – a workflow being a standard and repeatable process for translating content, consisting of a series of *steps* and *transitions*: a *step* is a specific action that needs to be taken in order to complete the workflow. There are two types of steps: (i) *human steps* such as translation or revision that require manual action and that must be assigned to users, and (ii) *automatic steps* such as copying files to a specific folder which require no manual intervention. A *transition* links two steps together.

### 1.1.2 Projects and tasks

Work will be assigned in the form of translation projects containing tasks to be translated in one language combination. Each project includes a given number of either abstracts or reports (hereafter referred to as *tasks*). The project manager assigns these tasks to the translators/post-editors and revisers working in that language combination and document type.

### 1.1.3 Browser Workbench

In WorldServer, translation and revision can be performed directly in the browser via the *Browser Workbench*. The *Browser Workbench* displays text to be translated as a series of source and target language segment pairs and provides two main linguistic tools to assist in the work process: translation memories and terminology databases (the individual features of the *Browser Workbench* are described in detail in the *WorldServer User Manual for External Translation Supplier Translators/Post-editors & Revisers*).

Report translators/post-editors and revisers should refer to the document *General issues when translating patentability reports in WorldServer* which contains further information on translating in the *Browser Workbench*.

## 1.2 Translation projects

The project manager assigns the individual tasks of a WorldServer translation project received from WIPO to the supplier's translators/post-editors and revisers.

### 1.2.1 Task due dates

Each task is assigned a due date which must be respected.

### 1.2.2 Monitoring tasks

To monitor tasks in a given project, the *Task List* view should be refreshed to update the details of the tasks (columns *Claimed by*, *% Translated*, *% Reviewed*, *Comments*, etc.).

### 1.2.3 Issues

WorldServer provides a functionality called "Issues" which enables translators/post-editors and revisers to flag issues in any given task and receive support from WIPO-PCT. It is the responsibility of the project manager to review any issue created by the translators/post-editors and revisers of the agency, and to defer the relevant ones to WIPO for follow-up. Make sure to also read the relevant chapters in the *WorldServer User Manual for Translators/Post-Editors & Revisers* (chapters 3.4 *Issues* and 3.5.1 *Abstract drawing text*).

Report translators/post-editors and revisers should be directed to the document *General issues when translating patentability reports in WorldServer* which contains further information on issues that might arise in the *Browser Workbench*.

Translators/post-editors and revisers working for an external translation supplier may create an issue, which by default will be in the "Open" status. The following procedure should be applied:

1. The external translation supplier reviser or project manager deals with this issue directly if possible.
2. If the issue cannot be resolved, the external translation supplier reviser or project manager changes the status to "Deferred" and the issue will be resolved by WIPO-PCT.



Do not enter any text in the field "WIPO staff" – it is for usage by WIPO staff only.

#### 1.2.3.1 Issue categories and procedure (Abstracts)

To simplify the issue management process for abstracts, issues are divided into two main groups of categories: *translation issues* and *technical issues*. **Translation issues and technical issues are dealt with by separate teams at WIPO.**

**To ensure that issues are dealt with by the correct team, translators/post-editors should differentiate between translation issues and technical issues by entering the appropriate category e.g. 'MEAN', 'TERM', 'QUAL', 'TECH' in the title of an issue (see following list).**

## A. TRANSLATION ISSUES

### 1. MEAN (Meaning)

This category covers issues relating to cases where the meaning of the text in an abstract or drawing is not clear without access to the description or claims. (Please indicate specifically if the issue is in the drawing).

### 2. TERM (Terminology)

This category covers terms that are ambiguous and difficult to translate without access to the description or claims. (Please indicate specifically if the issue is in the drawing).

### 3. QUAL (Source Text Quality)

This category covers potential errors that seem to have resulted from the OCR scanning of a document. It also covers illegible text in the reference material or instances where the original appears incorrect. (Please indicate specifically if the issue is in the drawing).

### 4. A/T MISMATCH (Abstract/Title mismatch)

This category covers cases where the title and the abstract do not match. The correct abstract and/or title will then be sent via the issue center.

## B. TECHNICAL ISSUES

### 1. DS MISSING (Drawing Segment Missing)

The drawing segment in the WorldServer workbench is missing. The drawing translation should be included in the issue note (the symbols “%%” as used for drawing text in the *Browser Workbench* should **not** be used here; (For more information refer to section 3.5.1 *Abstract drawing text* in the *WorldServer User Manual for External Translation Supplier Translators/Post-Editors & Revisers*).

### 2. NO DT

This category covers cases where a drawing segment is provided although the drawing does not contain any translatable text.  
The translator/post-editor should create a NO DT issue and perform the following, as applicable:

- If the source segment contains the words “Drawing\_references\_to\_be\_translated”, the translator/post-editor should enter the text “Drawing\_references\_to\_be\_translated” into the target segment and insert the comment “No drawing text to be translated” in the note field of the issue.
- If the source segment contains text that is not relevant nor related to the drawing, the translator/post-editor should enter the text “Drawing\_references\_to\_be\_translated” into the target segment and insert

the comment “Unnecessary text in the source drawing segment” in the note field of the issue.

3. TECH (Technical issues)

This category covers any issues dealing with technical problems, such as segment merging/splitting, tabs, source drawing text found in the wrong place in the source part, save issue, etc.; the technical problem should be explained in the issue note.

4. D Trans MISSING

This category affects relay translation only and covers cases where the drawing translation into English is partly/entirely missing, preventing translation from English into French from being completed. The complete English drawing text will be sent via the issue center.

5. D MISMATCH (Drawing Mismatch)

The drawing number to be translated does not match the reference material sent by WIPO. The correct drawing will be sent via the issue center if required.

6. D REF (Drawing References) – *not applicable to Asian-language files*

This category covers issues where references on the drawing page are partly/entirely missing and/or need to be modified. Details (e.g. *Text is not labelled, Same label is used for different text, etc.*) should be given in the issue note. A newly referenced drawing will be uploaded, if required.

## C. PROCEDURE

1. Deferred function

When an issue is created, it is automatically in the “Open” status.

- 1.1 The external reviser or project manager should resolve any **translation** issues directly if possible and change the status accordingly (either to “Resolved” or “Rejected”).
- 1.2 For **technical** issues and any **translation issues which cannot be resolved** directly, the external reviser or project manager must change the status to “Deferred” and the issue will be resolved by WIPO-PCT. **Issues which are not set to “Deferred” will not be treated by WIPO-PCT.**

## D. FORMAT

1. Format to be used when sending issues

The issue title must contain the following information:

- Document type (ABS)

- External translation supplier abbreviation (usual 3-letter / 4-letter code; “XYZ” in the examples below)
- Type of issue (issue category, e.g. MEAN, TECH etc.)
- International application (IA) number (10 character format ROYY/NNNNNN, e.g. US14/000001)
- Delivery date of the batch being translated (day, month and year: dd/mm/yyyy).

Examples:

**Issue Title:** ABS XYZ QUAL US14/000001 22/10/2017

**Note:** The text reads “15 / 100k C” - please advise.

**Issue Title:** ABS XYZ TERM US14/000001 22/10/2017

**Note:** How should “Ego-Fahrzeug” be understood in the context of this abstract? Is this a brand name?

**Issue Title:** ABS XYZ NO DT US14/000001 22/10/2017

**Note:** Figure 1 is a screenshot and, as such, does not require translation.

**Issue Title:** ABS XYZ DS MISSING US14/000001 22/10/2017

**Note:** FIG. 1

AA	Crank angle
BB	Time

When referring to problematic passages, segment numbers should not be used because the text is not segmented in the version viewed by the issues managers at WIPO. Instead, the problem should be explained by using references to the sentence (first, second etc.), its position in the abstract (top, bottom etc.) and by including some of the text (in the original language) before and after the problematic passage.

#### 1.2.3.2 Issue categories and procedure (Reports)

To simplify the issue management process for reports, issues are divided into two categories: *translation issues* and *technical issues*. **Translation issues and technical issues are dealt with by separate teams at WIPO.**

**To ensure that issues are dealt with by the correct team, translators/post-editors should differentiate between translation issues and technical issues by entering the appropriate category e.g. ‘TRAN’, or ‘TECH’ in the title of an issue (see examples below).**

Report translators/post-editors and revisers should also refer to the document *General issues when translating patentability reports in WorldServer* which contains further information on issues that might arise in the *Browser Workbench*.

## A. TRANSLATION ISSUES (TRAN)

Examples of translation issues include: cases where the meaning of the text is not clear (e.g. claims have been misquoted leading to errors); text is unintelligible because of missing verbs or incorrect grammar/syntax, etc.

## B. TECHNICAL ISSUES (TECH)

This category covers any issues dealing with technical problems, such as: problems encountered when merging segments, missing paragraph(s) in the source text compared to the image file, etc. The technical problem should be explained in the issue note.

## C. PROCEDURE

### 1. Deferred function

When an issue is created, it is automatically in the “Open” status.

- 1.1 The external reviser or project manager should resolve any **translation** issues directly if possible and change the status accordingly (either to “Resolved” or “Rejected”).
- 1.2 For **technical** issues and any **translation issues which cannot be resolved** directly, the external reviser or project manager must change the status to “Deferred” and the issue will be resolved by WIPO-PCT. **Issues which are not set to “Deferred” will not be treated by WIPO-PCT.**

## D. FORMAT

### 1. Format to be used when sending issues

The issue title must contain the following information:

- Document type (WOS / IPR / ISR as applicable)
- External translation supplier abbreviation (usual 3-letter / 4-letter code; “XYZ” in the examples below)
- Type of issue (issue category, e.g. TRAN or TECH)
- IA number (10 character format ROYY/NNNNNN, e.g. US14/000001)
- Delivery date of the batch being translated (day, month and year: dd/mm/yyyy)

Example:

**Issue Title:** WOS XYZ TECH EP15/123456 31/05/2017

**Note:** When merging segments, part of the sentence disappeared from the source segment (Box V, point 1, first paragraph, passage beginning [...]).

When referring to problematic passages, segment numbers should not be used because the text is not segmented in the version viewed by the issues managers at WIPO. Instead, the box number and point/paragraph number in which the problem occurs as seen on the image version should be indicated and some of the text (in the original language) before and/or after the problematic passage should be included (e.g. Box V, point 3, first paragraph beginning [...]).

Please note that the image version of a report is included in WorldServer as reference material. The image version is the legal version. **Translators/post-editors should check for any discrepancies between the image version and the version provided in WorldServer and apply what is in the image version.** This does not apply to formatting, such as superscript and subscript, for which tags have not been provided in the source segments.

#### 1.2.4 Abstract drawing text

Before sending tasks back to WIPO-PCT, the external translator/post-editor/reviser working with abstracts should ensure that drawing text (when present) has been correctly translated (please refer to the *WorldServer User Manual for Translators/Post-Editors & Revisers* for more information on the topic of translating drawing text) and that the correct formatting has been applied to the drawing text. The columns *FigNumber* and *Reference Material* should be displayed in the *Task List* view (see chapter 3.2 *Customizing the view* for more information on this topic). WIPO-PCT should be informed if there are any problems.

## 2 Security measures

### 2.1 RSA SecurID token

The RSA SecurID token or associated credentials should never be given to anyone. If the RSA SecurID token is lost, WIPO should be contacted immediately.

### 2.2 Certificate

If Firefox is used as a browser, the first time the WorldServer (production) link in the *WIPO Remote Access Portal* is accessed, the browser might issue a dialog box stating that the connection is untrusted – in this case, the WIPO root certificate will need to be imported into the browser by clicking on the following link and confirming the subsequent dialog box:

<http://pki.wipo.int/crl/WIPO Secure Server Authority.crt>

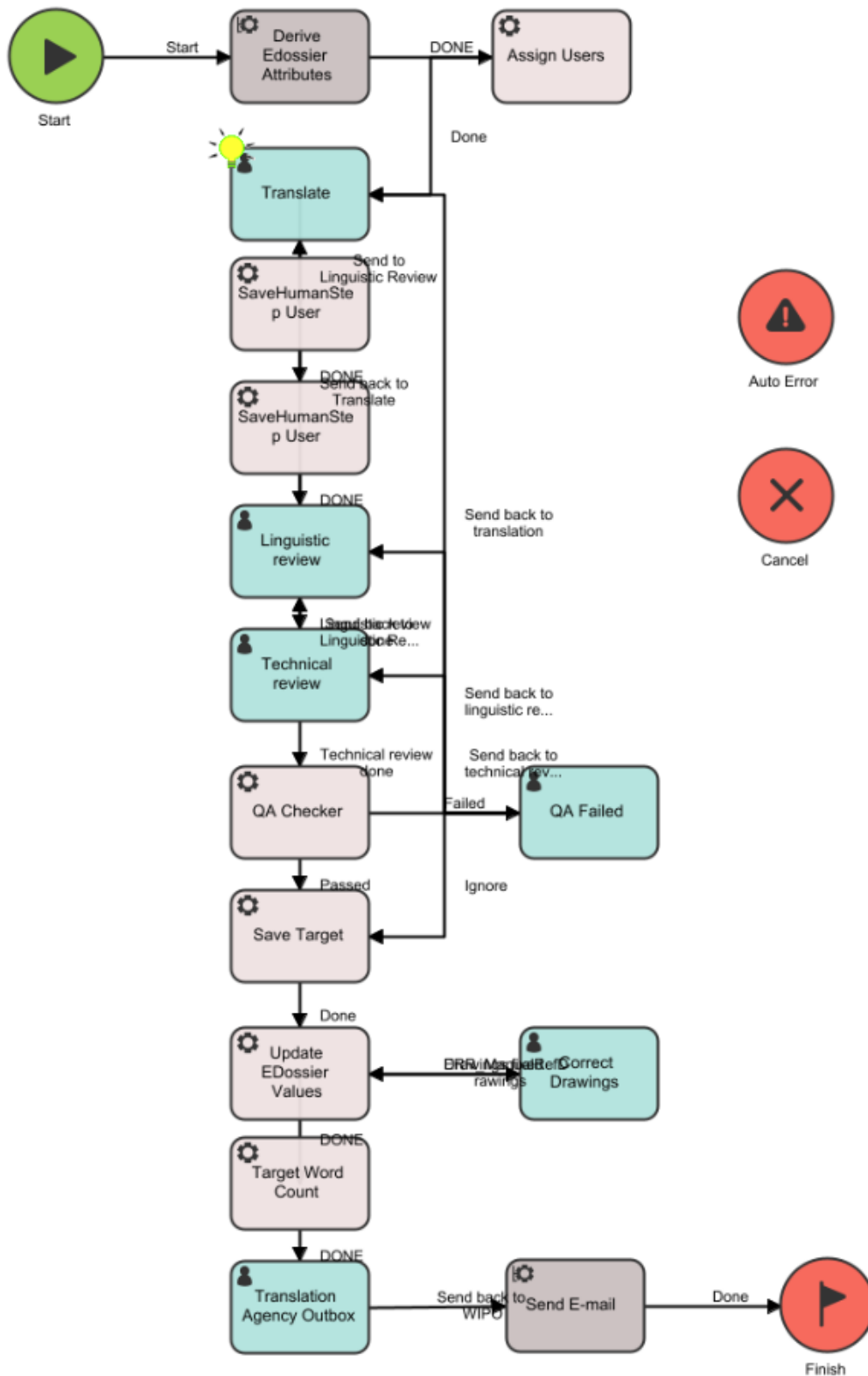
### 2.3 Browser cache

The browser cache should be emptied after logging out of WorldServer.



### 3 Managing translation projects

The illustration below shows the workflow that will be applied to translation projects:



The project manager needs to focus only on the *Human Steps*, i.e. the blue rectangles in the above picture:

- Translate
- Linguistic review
- Technical review
- QA Failed
- Translation Agency Outbox



**The manually-referenced drawings must be uploaded at one of the translation or review steps (*Translate*, *Linguistic Review*, *Technical Review*). They will not be transferred to WIPO if they are uploaded at the *Translation Agency Outbox* step.** See chapter 3.9 *Technical Review* below, as well as chapter 3.5.2 in the *External Translation Supplier Translator/Post-Editor and Reviser User Manual*.

Note: the light bulb icon shows the current step of a task (in the above example, the current task is the Human Step *Translate*).

### 3.1 Retrieving translation projects

1. As soon as WIPO has assigned work to an external translation supplier, an e-mail notification is sent (see example below):

**WorldServer Assignment: Tasks Assigned**

PCT wsacc

Sent: Wed 20/11/2013 09:21

To: Gottardo, Laurent

Dear Manager,

You have just been assigned task(s) for project(s) listed below.

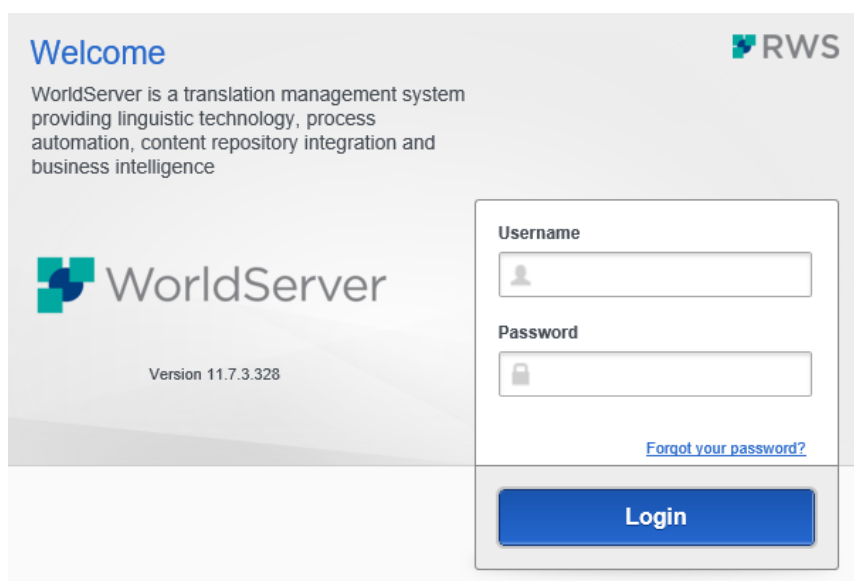
Please log into WorldServer.

3 tasks are available for you in the project "Abstracts EN-FR 1300" for locale French. Current task step(s): Translate

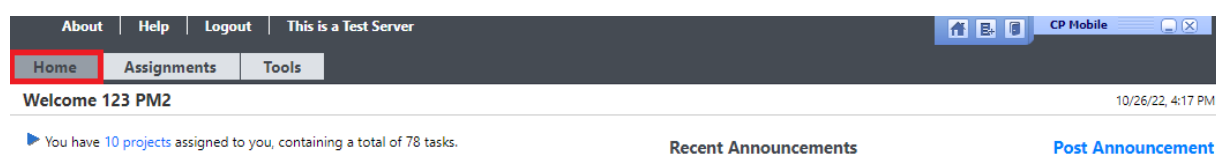
Please contact Admin ([pct.wsacc@wipo.int](mailto:pct.wsacc@wipo.int)) if you need help or are unable to log into WorldServer.

The name of the WorldServer project ("Abstracts EN-FR 1300" in the above example), as well as the number of tasks (3) are provided.

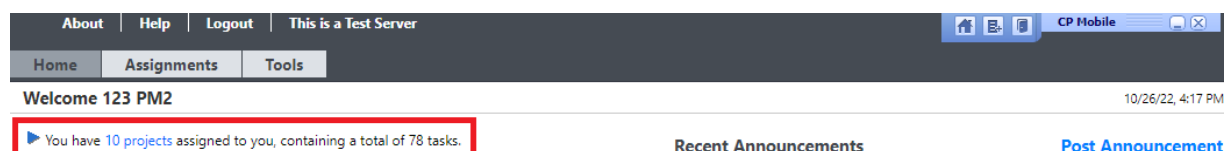
2. Authenticate via the WIPO Remote Access Portal. Do not change the default login option "External" as shown below. Then, log into WorldServer (please refer to the *WIPO Account and WorldServer login procedure* for more information on this subject):



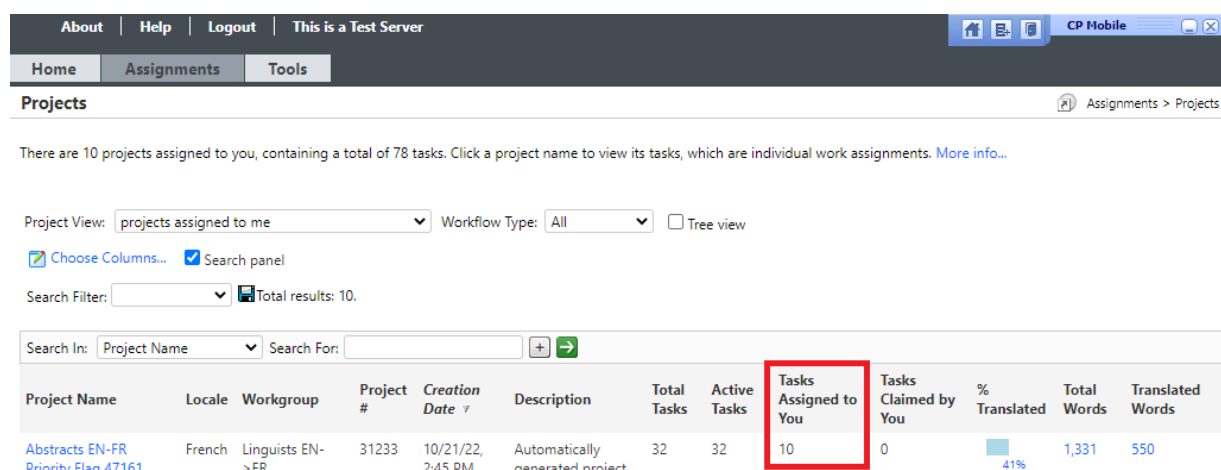
3. WorldServer opens and the *Home* tab is displayed (if it isn't, click on the *Home* tab):



4. Click on the link “You have *n* projects assigned to you, containing a total of *n* tasks” or click on the *Assignments* tab to open the *Projects* screen:



5. In the *Projects* screen, you can see the number of tasks assigned to your company in the column *Tasks Assigned to You*:



- In the *Projects* screen, click on the name of the project assigned to you. The *Task List* view will open and the project's individual tasks are displayed:

**Task List for Project: Abstracts EN-FR Priority Flag 47161 (French)**

Updated: 10/21/22, 3:55 PM

For each task assigned to you, select the task and click the appropriate button to perform the specified action. [More info...](#)

[Assign tasks](#) Select  [OK](#) [Get word counts](#) [Quality Control Reports](#)

View  ☐ View full asset paths [View project information...](#) [Turn auto refresh on](#)

[Claim](#) [Unclaim](#) [Edit](#) [Complete](#) [Choose Columns...](#) ☒ Search panel

Search Filter:  Total results: 10.

Task #	Step	Asset	Assigned To	Claimed By	Step Status	% Translated	% Reviewed	Total Words	Translated Words	Untranslated Words	Comments	Issues
21 (of 2)	Translate	pctgb2016050682-ttad-000001-fr-en.xml	123 PM4, 123 PM, 123 PM3, 123 PM2, Administrators			100%	97%	63	63	0		no issues
22 (of 6)	Translate	pctgb2015005003-ttad-000001-fr-en.xml	123 PM4, 123 PM, 123 PM3, 123 PM2, Administrators			18%	0%	208	37	171		no issues
23 (of 4)	Translate	pctib2016050767-ttad-000001-fr-en.xml	123 PM4, 123 PM, 123 PM3, 123 PM2, Administrators			100%	96%	25	25	0		no issues
24 (of 7)	Translate	pctus2016020495-ttad-000001-fr-en.xml	123 PM4, 123 PM, 123 PM3, 123 PM2, Administrators			100%	97%	32	32	0		no issues

## 3.2 Customizing the view

- The first time you log into WorldServer, it is crucial that you customize the *Task List* view by displaying additional columns that will be of relevance to you (note: the translators/post-editors and revisers should do the same):
  - The *Task Due Date* (self-explanatory);
  - The *IPC* (displays the IPC codes for the task);
  - The *Subject* (contains a four-letter generic code to categorize IPC codes);
  - The *Reference Material* (contains a link to the drawing, if any, for abstract translation, or the image version of the report for report translation);
  - The *Reference Material 2* (contains a link to additional information regarding tasks, for abstract translation from Asian languages only);
  - The *ManualReferences* (placeholder for manually referenced drawings, for abstract translation from Asian languages only);
  - The *Target Word Count* (displays the number of translated words in the task once in the *Translation Agency Outbox*. For reports, this is the word count which should be reported to WIPO in the upload notification, and which should be used for invoicing);
  - The *FigNumber* (contains the drawing number and a plus sign (+) if there is drawing text to be translated for an abstract (for example "1+T")).

- To customize the view, click on the link “Choose Columns...”, select *Task Due Date* and click on the right arrow. Repeat the process for the other columns:

About Help Logout This is a Test Server CP Mobile

Home Assignments Tools

Task List for Project: Abstracts EN-FR Priority Flag 47161 (French)

Updated: 10/21/22, 3:55 PM

For each task assigned to you, select the task and click the appropriate button to perform the specified action. [More info...](#)

Assign tasks Select abstract(s) OK Get word counts Quality Control Reports

View tasks assigned to me View full asset paths View project information... Turn auto refresh on

Claim Unclaim Edit Complete Choose Columns... Search panel

Search Filter: Total results: 10.

Search In: Task # Search For: to

Task #	Step	Asset	Assigned To	Claimed By	Step Status	% Translated	% Reviewed	Total Words	Translated Words	Untranslated Words	Comments	Issues
21 (of 2)	Translate	pctgb2016050682-ttad-000001-fr-en.xml	123 PM4, 123 PM, 123 PM3, 123 PM2, Administrators		▶	100%	97%	63	63	0		no issues
22 (of 6)	Translate	pctgb2015005003-ttad-000001-fr-en.xml	123 PM4, 123 PM, 123 PM3, 123 PM2, Administrators		▶	18%	0%	208	37	171		no issues
23 (of 4)	Translate	pctib2016050767-ttad-000001-fr-en.xml	123 PM4, 123 PM, 123 PM3, 123 PM2, Administrators		▶	100%	96%	25	25	0		no issues
24 (of 7)	Translate	pctus2016020495-ttad-000001-fr-en.xml	123 PM4, 123 PM, 123 PM3, 123 PM2, Administrators		▶	100%	97%	32	32	0		no issues

### Configure Table Columns

Configure the columns you want to be visible and click "OK". [More info...](#)

Available Columns:

- Phase
- Translated Words Details
- Creation Date
- Task Due Date
- Expected Duration
- Completion Date
- Duration
- Step Start Date
- Step Due Date
- Step Expected Duration
- Workflow
- Detailed Comments
- Priority
- Creator
- Errors
- Cost Included
- % TM pretranslation
- 30months
- ATT
- Applicant

Visible Columns:

- Task #
- Step
- Asset
- Assigned To
- Claimed By
- Step Status
- % Translated
- % Reviewed
- Total Words
- Translated Words
- Untranslated Words
- Comments
- Issues

OK Cancel

### Configure Table Columns

Configure the columns you want to be visible and click "OK". [More info...](#)

Available Columns:

- Phase
- Translated Words Details
- Creation Date
- Expected Duration
- Completion Date
- Duration
- Step Start Date
- Step Due Date
- Step Expected Duration
- Workflow
- Detailed Comments
- Priority
- Creator
- Errors
- Cost Included
- % TM pretranslation
- 30months
- ATT
- Applicant
- Art172

Visible Columns:

- Task #
- Step
- Asset
- Assigned To
- Claimed By
- Step Status
- % Translated
- % Reviewed
- Total Words
- Translated Words
- Untranslated Words
- Comments
- Issues
- Task Due Date

OK Cancel

Note: the individual columns can be re-ordered by moving them further up or down in the list. You need only do this once as WorldServer will remember your settings.

### 3. Back in the *Task List* view, the selected columns for each task are now displayed:

Home

Assignments

Tools

Task List for Project: Abstracts EN-FR Priority Flag 47161 (French)

Assignments > Projects > Task List for Project: Abstracts EN-FR Priority Flag 47161 (French)

Updated: 10/21/22, 4:05 PM

For each task assigned to you, select the task and click the appropriate button to perform the specified action. [More info...](#)

Assign tasks

Select

OK

Get word counts

Quality Control Reports

View 

tasks assigned to me

☐ View full asset paths

[View project information...](#)

[Turn auto refresh on](#)

Claim

Unclaim

Edit

Complete

[Choose Columns...](#)

☒ Search panel

Search Filter:

Total results: 10.

Search In:

Task #

Search For:

to

<input type="checkbox"/>	Task #	Step	Asset	Assigned To	Claimed By	Step Status	% Translated	% Reviewed	Total Words	Translated Words	Untranslated Words	Subject	IPC	Reference Material	Target Word Count	FigNumber	Comments	Issues	Task Due Date
<input type="checkbox"/>	21	Translate	pctgb2016050682-ttad-000001-fr-en.xml	123 PM4, 123 PM2, 123 PM, 123 PM3, Administrators		<div></div>	<div>100%</div>	<div>97%</div>	63	63	0	MEDI	A61K 9/00, 9/19, 9/20		0	0		<div>no issues</div>	11/8/22, 12:00 AM
<input type="checkbox"/>	22	Translate	pctgb2015005003-ttad-000001-fr-en.xml	123 PM4, 123 PM2, 123 PM, 123 PM3, Administrators		<div></div>	<div>18%</div>	<div>0%</div>	208	37	171	OTHR			0			<div>no issues</div>	11/8/22, 12:00 AM
<input type="checkbox"/>	23	Translate	pctib2016050767-ttad-000001-fr-en.xml	123 PM4, 123 PM2, 123 PM, 123 PM3, Administrators		<div></div>	<div>100%</div>	<div>96%</div>	25	25	0	METL	C25D 5/48, 5/54, 3/20		0	2A+T		<div>no issues</div>	11/8/22, 12:00 AM
<input type="checkbox"/>	24	Translate	pctus2016020495-ttad-000001-fr-en.xml	123 PM4, 123 PM2, 123 PM, 123 PM3, Administrators		<div></div>	<div>100%</div>	<div>97%</div>	32	32	0	MEAS	G01N 33/53, 33/577, C07K 14/47, G01N 33/68		0	1+T		<div>no issues</div>	11/8/22, 12:00 AM

### 4. To complete the customization of the view, make sure that the *Search panel* checkbox is checked. This will allow the *Search Filter* line to be displayed:

Home

Assignments

Tools

Task List for Project: Abstracts EN-FR Priority Flag 47161 (French)

Updated: 10/21/22, 4:05 PM

For each task assigned to you, select the task and click the appropriate button to perform the specified action. [More info...](#)

Assign tasks

Select [OK](#)

[Get word counts](#)

[Quality Control Reports](#)

View 

tasks assigned to me

☐ View full asset paths

[View project information...](#)

[Turn auto refresh on](#)

Claim

Unclaim

|

Edit

Complete

|

[Choose Columns...](#)

☒ Search panel

Search Filter:

Total results: 10.


### 3.3 Assigning tasks

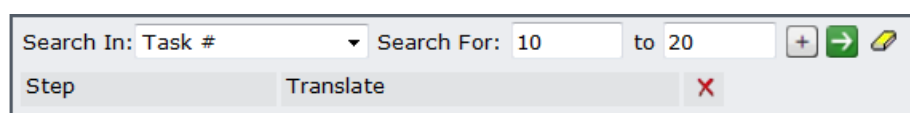
The *Assign Tasks* servlet allows you to assign tasks to users in the current workflow step as well as in the subsequent workflow step in one go. For instance, a project manager can assign one or several tasks to a given reviser in the *Linguistic Review* step, and to a different reviser in the *Technical Review* step, from within the current *Translate* step. This frees the project manager from the obligation of assigning the tasks only as they enter the relevant steps.

1. You can now assign the individual tasks to your translators/post-editors (the tasks are currently in the Human Step *Translate* and have been assigned to you by default).

#### 2. Advanced filtering capabilities in lists (search panels)

It is possible to combine multiple search criteria in all search panels, and to save them.


After having entered your first criterion, just click the *Add criteria* (  ) button. The criterion you have entered is displayed below the panel and you can enter a new criterion in the *Search In* line:



When you have entered all your search criteria, click on the green arrow button to launch your search. You can remove a search criterion by clicking on the red cross button.


You can also save this set of criteria as a search filter for future re-use in any project:

Click on the *Save As* icon (  ):

Search Filter:   

and enter a name for the filter:

#### Save Search Filter

Name:  

To apply a saved filter, simply select it from the *Search Filter* list.

3. In the *Task List* view for your project, select one or several tasks by checking their respective checkboxes. Then, click on the *Assign tasks* button:



Home Assignments Tools

**Task List for Project: Abstracts EN-FR Priority Flag 47161 (French)** Assignments > Projects > Task List for Project: Abstracts EN-FR Priority Flag 47161 (French)

Updated: 10/21/22, 4:05 PM

For each task assigned to you, select the task and click the appropriate button to perform the specified action. [More info...](#)

**Assign tasks** Select  **OK** [Get word counts](#) [Quality Control Reports](#)

View  ☐ View full asset paths [View project information...](#) Turn auto refresh on

☒ Choose Columns... ☒ Search panel

Search Filter:  Total results: 10.

Search In:  Search For:  to

<input type="checkbox"/>	Task #	Step	Asset	Assigned To	Claimed By	Step Status	% Translated	% Reviewed	Total Words	Translated Words	Untranslated Words	Subject	IPC	Reference Material	Target Word Count	FigNumber	Comments	Issues	Task Due Date
<input checked="" type="checkbox"/>	21	Translate	pctgb2016050682-ttad-000001-fr-en.xml	123 PM4, 123 PM2, 123 PM, 123 PM3, Administrators			100%	97%	63	63	0	MEDI	A61K 9/00, 9/19, 9/20		0	0		no issues	11/8/22, 12:00 AM
<input checked="" type="checkbox"/>	22	Translate	pctgb2015005003-ttad-000001-fr-en.xml	123 PM4, 123 PM2, 123 PM, 123 PM3, Administrators			18%	0%	208	37	171	OTHR			0			no issues	11/8/22, 12:00 AM

This feature enables you to select a number of tasks without checking their checkboxes:

**Assign tasks** Select  **abstract(s)** **OK**

Just enter the number of tasks you want to assign and click the **OK** button. The corresponding number of tasks will be selected in the task list, in the order in which they appear on the screen.

#### 4. The *Assign Tasks* screen opens:

**Assign Tasks**

You have selected the following tasks for assignment

Select the workflow step(s):

1. Task [21 (of 2)] pctgb2016050682-ttad-000001-fr-en.xml  
2. Task [22 (of 6)] pctgb2015005003-ttad-000001-fr-en.xml

select the user(s) to whom the task(s) should be assigned to:

**Change Assignees To:**

Usertype	User
Translation Agency (Project Manager)	<input type="checkbox"/> select/deselect all Search: <input type="text"/> <input checked="" type="checkbox"/> 123_PM2 <input type="checkbox"/>
Translation Agency (Translator)	<input type="checkbox"/> select/deselect all Search: <input type="text"/> <input type="checkbox"/> 123_translator2

The table lists all the translators/post-editors and revisers working in the language combination for this project.

First, select the workflow step(s) in which the assignment should apply (you can select more than one step by holding down the *Ctrl* key if needed). Then, select the translator/post-editor/reviser [OR the linguist OR the user] who will be assigned the selected task(s) and click on the *Confirm* button:

**Assign Tasks**

You have selected the following tasks for assignment

Select the workflow step(s):

1

Translate  
 Linguistic review  
 Technical review  
 Translation Agency Outbox

1. Task [21 (of 2)] pctgb2016050682-ttad-000001-fr-en.xml  
 2. Task [22 (of 6)] pctgb2015005003-ttad-000001-fr-en.xml

select the user(s) to whom the task(s) should be assigned to:

Change Assignees To:

Usertype	User
Translation Agency (Project Manager)	<input type="checkbox"/> select/deselect all Search: <input type="text"/> <input checked="" type="checkbox"/> 123_PM2 <input type="checkbox"/>
Translation Agency (Translator)	<input type="checkbox"/> select/deselect all Search: <input type="text"/> <input checked="" type="checkbox"/> 123_translator2

3

2

**Confirm** **Cancel**

Note: unchecked users will be unassigned from the selected task(s) and step(s).

5. The *Assign Tasks - Confirmation* screen is displayed:

**Assign Tasks – Confirmation**

Assignment Summary		
No.	Task	Translate
1	pctgb2016050682-ttad-000001-fr-en.xml	123_translator2;
2	pctgb2015005003-ttad-000001-fr-en.xml	123_translator2;

2 Task(s) successfully assigned.

**Continue assignment** **Exit assignment**

Click on *Continue assignment* if you want to make use of the multiple assignment functionality and continue to assign tasks to different steps in the workflow. Click on *Exit assignment* if you want to leave the assigned tasks at the selected workflow step and do not want to go further in the assignment.

The assigned translator/post-editor will now receive an e-mail notification. The tasks will be displayed in WorldServer and the translator/post-editor will be able to claim the tasks and start translation (translators/post-editors and revisers should refer to the *WorldServer User Manual for External Translation Supplier Translators/Post-Editors & Revisers*).

Note: once you have assigned a task to a user by clicking on the *OK* button in the *Assign Tasks - Confirmation* screen, you will need to press *F5* to refresh your

browser window in order to update the contents of the *Task List* view (cf. *Assigned To* column):

Home

Assignments

Tools

Task List for Project: Abstracts EN-FR Priority Flag 47161 (French)

Assignments > Projects > Task List for Project: Abstracts EN-FR Priority Flag 47161 (French)

Updated: 10/21/22, 5:13 PM

For each task assigned to you, select the task and click the appropriate button to perform the specified action. [More info...](#)

Assign tasks

Select  [OK](#)

[Get word counts](#)

[Quality Control Reports](#)

View 

tasks assigned to me

☐ View full asset paths

[View project information...](#)

[Turn auto refresh on](#)

[Claim](#)

[Unclaim](#)

[Edit](#)

[Complete](#)

[Choose Columns...](#)

☒ Search panel

Search Filter:

Total results: 10.

Search In: 

Task #

Search For:

to

+

→

<input type="checkbox"/>	Task #	Step	Asset	Assigned To	Claimed By	Step Status	% Translated	% Reviewed	Total Words	Translated Words	Untranslated Words	Subject	IPC	Reference Material	Target Word Count	FigNumber	Comments	Issues	Task Due Date
<input type="checkbox"/>	21	Translate (of 2)	pctgb2016050682-ttad-000001-fr-en.xml	translator	translator 2		<div><div></div>100%</div>	<div><div></div>97%</div>	63	63	0	MEDI	A61K 9/00, 9/19, 9/20		0	0		no issues	11/8/22, 12:00 AM
<input type="checkbox"/>	22	Translate (of 6)	pctgb2015005003-ttad-000001-fr-en.xml	translator	translator 2		<div><div></div>18%</div>	<div><div></div>0%</div>	208	37	171	OTHR			0			no issues	11/8/22, 12:00 AM



Note: although you have assigned a task to a given user, it also remains assigned to you, so you can always reclaim a given task if necessary. Consequently, you will also receive an e-mail notification telling you that you have been assigned the task for translation – you can safely ignore this message.

- If you want to know how many tasks you have assigned to your users, you can generate a report by clicking on “Tools/Report Center” and selecting the report “Task Assignment Summary (PM)”. You will need to enter the project ID of the project for which you would like to generate the report (the project ID can be found in the *Projects* view in the column *Project #*).

Once you know the project ID, click on the report “Task Assignment Summary (PM)”, select the option “Run”, enter the project ID, and the report is generated.

### 3.4 Performing translation

The translator/post-editor can now translate the task (please consult the *WorldServer User Manual for External Translation Supplier Translators/Post-Editors & Revisers* for more information). Report translators/post-editors should be directed to the document *General issues when translating patentability reports in WorldServer* which contains further information on translating in the *Browser Workbench*.

Once the task has been translated, the translator/post-editor should mark complete by selecting the task and clicking on the *Complete* button. This will push the task to the next step in the workflow, which is *Linguistic Review*, and which by default is assigned to the project manager.

### 3.5 Monitoring translation & handling Issues

It is the responsibility of the project manager to monitor ongoing translations and to respond to issues generated by translators/post-editors and revisers.

Issues are displayed in the *Task List* view under the column *Issues*:

Task # <sup>Δ</sup>	Step	Asset	Assigned To	Claimed By	Step Status	% Translated	% Reviewed	Total Words	Translated Words	Untranslated Words	Subject	IPC	Reference Material	Target Word Count	FigNumber	Comments	Issues	Task Due Date
<input type="checkbox"/> 21 (of 2)	Translate	pctgb2016050682-ttad-000001-fr-en.xml	123 PM4, translator translator 2, 123 PM2, 123 PM1, 123 PM3, Administrators			<div><div></div></div> 100%	<div><div></div></div> 97%	63	63	0	MEDI	A61K 9/00, 9/19, 9/20		0	0		<a href="#">no issues</a>	11/8/22, 12:00 AM

When somebody creates a new issue, the hyperlink originally called “no issues” will become “1 issue” (or a higher number if there is more than one issue):

Task # <sup>Δ</sup>	Step	Asset	Assigned To	Claimed By	Step Status	% Translated	% Reviewed	Total Words	Translated Words	Untranslated Words	Subject	IPC	Reference Material	Target Word Count	FigNumber	Comments	Issues	Task Due Date
<input type="checkbox"/> 21 (of 2)	Translate	pctgb2016050682-ttad-000001-fr-en.xml	123 PM4, translator translator 2, 123 PM2, 123 PM1, 123 PM3, Administrators			<div><div></div></div> 100%	<div><div></div></div> 97%	63	63	0	MEDI	A61K 9/00, 9/19, 9/20		0	0		<a href="#">1 issue</a>	11/8/22, 12:00 AM

For any tasks which have one or more issues: open the issue by clicking on the hyperlink. A window will appear:

#### Issues for Task #2

Create and track issues associated with this task. [More info...](#)

☐ View closed issues

☐ Search panel

Title	Status	Severity	Issue # <sup>Δ</sup>
<a href="#">Test</a>	Open	High	2411

Every issue with the status “Open” should be reviewed.

- Provide a satisfactory answer: enter text and change the issue status to “Resolved”.
- Eligible to be deferred to WIPO-PCT: Enter a short note for WIPO-PCT and change the Issue status to “Deferred”. WIPO-PCT will provide an answer and change the status to “Resolved”.

Important: WIPO-PCT will only review issues with the status “Deferred”. Issues with other statuses will not be monitored by WIPO-PCT.

### 3.6 Assigning tasks for linguistic review

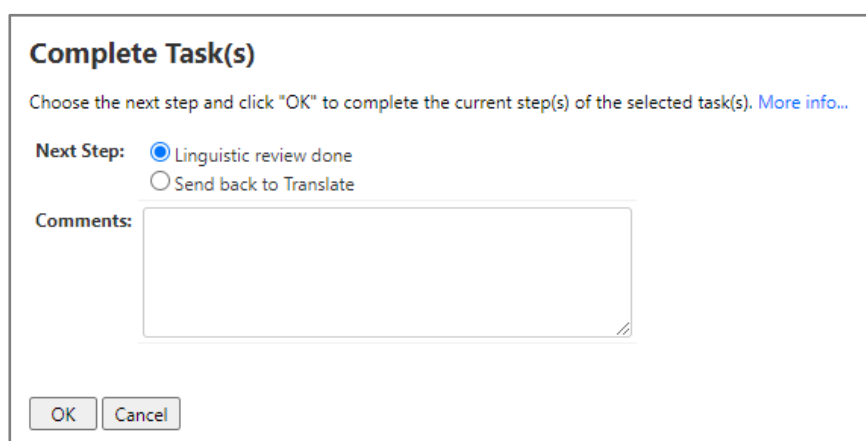
Once the task has reached the *Linguistic Review*, it will be automatically assigned to the default project managers or to the users you have indicated in a previous workflow step using the *Assign Tasks* servlet.

If you need to change the assigned users in the current or in a subsequent step, you can do it again by selecting the corresponding task(s) and clicking on the *Assign Tasks* button. As in the *Translate* step, first select the step you need to reassign. Then, select the reviser and click on the *Confirm* button. An assignment summary is displayed, confirming that the task has been assigned. The assigned reviser (and project manager) will then receive an e-mail notification.

Note: this operation is identical to the one you performed when assigning the tasks for translation, and will be the same when you assign tasks for *Technical Review*.

### 3.7 Performing linguistic review

The reviser can now review the task (please consult the *WorldServer User Manual for External Translation Supplier Translators/Post-Editors & Revisers* for more information). After reviewing the task, the reviser may consider that the translation does not raise any issue and that the task can proceed along the workflow or he/she may consider that the task should be sent back to translation for renewed processing. In either case, the reviser selects the task and clicks on the *Complete* button. The *Complete Task(s)* screen opens; at step *Linguistic Review* it offers two options: "Linguistic review done" and "Send back to Translate":



**Complete Task(s)**


Choose the next step and click "OK" to complete the current step(s) of the selected task(s). [More info...](#)

**Next Step:** ☒ Linguistic review done  
☐ Send back to Translate

**Comments:**

The "Linguistic review done" option is selected by default. If the reviser clicks on the *OK* button, the task will be pushed to the next step in the workflow, which is *Technical Review* and which is assigned by default to the project manager.

To return the task to the *Translation* step, the reviser should select the "Send back to Translate" option and click on the *OK* button.

 A task sent back to the *Translation* step is automatically reassigned to the translator/post-editor to whom it was initially assigned. It is however possible to manually reassign the task to another translator/post-editor via the assignment servlet.

### 3.8 Assigning tasks for technical review

Once the task has reached the *Technical Review*, it will be automatically assigned to the default project managers or to the users you have indicated in a previous workflow step using the *Assign Tasks* servlet.

Please proceed as described under 3.6 if you have to change the assigned users.

### 3.9 Performing technical review



The *Technical Review* step is the last step at which a manually-referenced drawing should be uploaded in order to be correctly transferred to WIPO. The technical reviser should check that this file appears in the *ManualReferences* column if needed.

The reviser can now review the task (please consult the *WorldServer User Manual for External Translation Supplier Translators/Post-Editors & Revisers* for more information). After technically reviewing the task, the reviser may consider that the linguistically reviewed translation does not raise any issue and that the task can proceed along the workflow or he/she may consider that the task should be sent back to linguistic review for renewed processing. In either case, the reviser selects the task and clicks on the *Complete* button. The *Complete Task(s)* screen opens; at step *Technical Review* it offers two options: "Technical review done" and "Send back to Linguistic Review":

The "Technical review done" option is selected by default. If the reviser clicks on the *OK* button, the task will be pushed to the next step in the workflow, which is the automatic action *QA Checker*.

To return the task to the *Linguistic Review* step, the reviser should select the "Send back to Linguistic Review" option and click on the *OK* button.



A task sent back to the *Linguistic Review* step is automatically reassigned to the reviser to whom it was initially assigned. It is however possible to manually reassign the task to another reviser via the assignment servlet.

### 3.10 QA Checker

This automatic action will check whether or not all the segments have been translated in the task. If an empty segment is identified, the task will automatically be pushed to the Human Step *QA Failed*. If all segments are translated, the task will automatically be pushed to the Human Step *Translation Agency Outbox*.

### 3.11 QA Failed


Any task that has reached this step needs to be examined by the project manager since it could contain untranslated segments. The project manager has the following choices: push the task to the following steps:

- Translate
- Linguistic Review
- Technical Review
- Ignore

If the project manager chooses any of the first three Human Steps (*Translate*, *Linguistic Review*, *Technical Review*), the task will automatically be assigned to the person to whom it was initially assigned, plus the project manager.

If the project manager chooses to ignore this step, the task will be pushed to the next step in the workflow, which is the Human Step *Translation Agency Outbox*, and which by default is assigned to the project manager. The word count of the task will now appear in the *Target Word Count* column (see chapter 3.12 *Generating source and target word counts* for more information on this topic). **For reports, this number should be recorded for subsequent use in the upload notification and the invoice.**

Home Assignments Tools															
Task List for Project: Abstracts EN-FR Priority Flag 47161 (French)															
Updated: 10/21/22, 5:42 PM															
For each task assigned to you, select the task and click the appropriate button to perform the specified action. <a href="#">More info...</a>															
<a href="#">Assign tasks</a> Select <input type="text" value="abstract(s)"/> <a href="#">OK</a> <a href="#">Get word counts</a> <a href="#">Quality Control Reports</a>															
View <input type="text" value="tasks assigned to me"/> Step View <input type="text" value="All Steps"/> <input type="checkbox"/> View full asset paths <a href="#">View project information...</a> Turn auto refresh on															
<a href="#">Claim</a> <a href="#">Unclaim</a> <a href="#">Edit</a> <a href="#">Complete</a> <a href="#">Choose Columns...</a> <input checked="" type="checkbox"/> Search panel															
Search Filter: <input type="text"/> Total results: 10.															
Search In: <input type="text" value="Task #"/> Search For: <input type="text"/> to <input type="text"/> <a href="#">+</a> <a href="#">→</a>															
<input type="checkbox"/>	Task #	Step	Asset	Assigned To	Claimed By	Step Status	% Translated	% Reviewed	Total Words	Translated Words	Untranslated Words	Subject	IPC	Reference Material	Target Word Count
<input type="checkbox"/>	21	Translation (of 2)	pctgb2016050682-ttad-000001-fr-en.xml	123 PM4, 123 PM, 123 PM3, 123 PM2, Administrators			<div><div></div></div> 100%	<div><div></div></div> 97%	63	63	0	MEDI	A61K 9/00, 9/19, 9/20		11
		Agency Outbox													0
															no issues
															11/8/22, 12:00 AM

 In ISR projects with AT processing, the probability to go to the *QA Failed* step is higher as AT-translated segments are considered not translated by the system (gray color code in the middle column of the editing window) and are flagged as such in the QA Checker report (accessible in the *QA Checker Report* column). After the project manager has checked that no translation is actually missing, he/she can mark the task as complete and select the “Ignore” option as described above.

### 3.12 Generating source and target word counts

At any Human Step, it is possible to get the total source word count of one or more tasks you select in the *Task List* view. The total target word count of one or more tasks can be displayed in Human Step *Translation Agency Outbox*.

Note that the source count in Japanese, Chinese and Korean is based on characters.

First, you need to show the following columns in the *Task List* view in order for this functionality to work: *Total Words* and *Target Word Count*.

#### I. To generate the source word count (for both abstracts and reports):

1. Select the tasks for which you need the total word count at any Human Step, and click on **Get word counts**. The total source word count is displayed in a pop-up window. If the *Translation Agency Outbox* step has not been reached yet, the target word will be zero:

wspect-acc.wipo.int says  
Sum of source word count for selected tasks: 208  
Sum of target word count for selected tasks: 0

Task List for Project: Abstracts EN-FR Priority Flag 47161 (French)  
Updated: 10/21/22, 5:42 PM

For each task assigned to you, select the task and click the appropriate button to perform the specified action. [More info...](#)

[Assign tasks](#) Select  abstract(s) [OK](#) [Get word counts](#) [Quality Control Reports](#)

View  tasks assigned to me Step View  All Steps ☐ View full asset paths [View project information...](#) [Turn auto refresh on](#)

[Claim](#) [Unclaim](#) [Edit](#) [Complete](#) [Choose Columns...](#) ☒ Search panel

Search Filter:  Total results: 10.

Task #	Step	Asset	Assigned To	Claimed By	Step Status	% Translated	% Reviewed	Total Words	Translated Words	Untranslated Words	Subject	IPC	Reference Material	Target Word Count	FigNumber	Comments	Issues	Task Due Date
21	Translation (of 2)	pctgb2016050682-ttad-000001-fr-en.xml	123 PM4, 123 PM, 123 PM3, 123 PM2, Administrators			100%	97%	63	63	0	MEDI	A61K 9/00, 9/19, 9/20		11	0		no issues	11/8/22, 12:00 AM
22	Translate (of 6)	pctgb2015005003-ttad-000001-fr-en.xml	123 PM4, 123 PM3, 123 PM, translator translator 2, 123 PM2, Administrators			18%	0%	208	37	171	OTHR			0			no issues	11/8/22, 12:00 AM

Note: the target word count line will either display “0” or “NaN” if the column *Target Word Count* is not shown.

wspect-acc.wipo.int says  
Sum of source word count for selected tasks: 208  
Sum of target word count for selected tasks: NaN

Task List for Project: Abstracts EN-FR Priority Flag 47161 (French)  
Updated: 10/21/22, 5:53 PM

For each task assigned to you, select the task and click the appropriate button to perform the specified action. [More info...](#)

[Assign tasks](#) Select  abstract(s) [OK](#) [Get word counts](#) [Quality Control Reports](#)

View  tasks assigned to me Step View  All Steps ☐ View full asset paths [View project information...](#) [Turn auto refresh on](#)

[Claim](#) [Unclaim](#) [Edit](#) [Complete](#) [Choose Columns...](#) ☒ Search panel

Search Filter:  Total results: 10.

Task #	Step	Asset	Assigned To	Claimed By	Step Status	% Translated	% Reviewed	Total Words	Translated Words	Untranslated Words	Subject	IPC	Reference Material	FigNumber	Comments	Issues	Task Due Date
21	Translation (of 2)	pctgb2016050682-ttad-000001-fr-en.xml	123 PM, 123 PM3, 123 PM2, 123 PM4, Administrators			100%	97%	63	63	0	MEDI	A61K 9/00, 9/19, 9/20		0		no issues	11/8/22, 12:00 AM
22	Translate (of 6)	pctgb2015005003-ttad-000001-fr-en.xml	123 PM3, 123 PM, translator translator 2, 123 PM2, 123 PM4, Administrators			18%	0%	208	37	171	OTHR					no issues	11/8/22, 12:00 AM



## II. To generate the target word count (for both abstracts and reports):

- When the tasks reach the *Translation Agency Outbox* step, the individual target word counts have been generated and the corresponding column is populated. Select the tasks for which you need the total word count and click on [Get word counts](#). Both total source and target word counts will be displayed in a pop-up window:

The screenshot shows the WPT system interface. At the top, there's a navigation bar with 'About', 'Help', 'Logout', and 'This is a Test Server'. Below it, a 'Task List for Project: Abstracts EN-FR Priority Flag 47161 (French)' is displayed. A pop-up window from 'wspct-acc.wipo.int' shows the following information:

Sum of source word count for selected tasks: 208  
Sum of target word count for selected tasks: 46

The main task list table has the following columns: Task #, Step, Asset, Assigned To, Claimed By, Step Status, % Translated, % Reviewed, Total Words, Translated Words, Untranslated Words, Subject, IPC, Reference Material, Target Word Count, FigNumber, Comments, Issues, and Task Due Date.

Task #	Step	Asset	Assigned To	Claimed By	Step Status	% Translated	% Reviewed	Total Words	Translated Words	Untranslated Words	Subject	IPC	Reference Material	Target Word Count	FigNumber	Comments	Issues	Task Due Date
21	Translation Agency Outbox	pctgb2016050682-ttad-000001-fr-en.xml	123 PM4, 123 PM2, 123 PM, 123 PM3, Administrators		100%	97%	63	63	0		MEDI	A61K 9/00, 9/19, 9/20	11	0		no issues	11/8/22, 12:00 AM	
22	Translation Agency Outbox	pctgb2015005003-ttad-000001-fr-en.xml	123 PM4, 123 PM2, 123 PM, 123 PM3, Administrators		18%	0%	208	37	171		OTHR		46			no issues	11/8/22, 12:00 AM	

### 3.13 Sending tasks back to WIPO

Now that the required translation and review steps (as well as the automatic QA step) have been completed, the task has reached the last step in the workflow, which is the *Translation Agency Outbox* step, which by default is assigned to the project manager.

The screenshot shows the WPT system interface. At the top, there's a navigation bar with 'Home', 'Assignments', and 'Tools'. Below it, a 'Task List for Project: Abstracts EN-FR Priority Flag 47161 (French)' is displayed. The main task list table has the following columns: Task #, Step, Asset, Assigned To, Claimed By, Step Status, % Translated, % Reviewed, Total Words, Translated Words, Untranslated Words, Subject, IPC, Reference Material, Target Word Count, FigNumber, Comments, Issues, and Task Due Date.

Task #	Step	Asset	Assigned To	Claimed By	Step Status	% Translated	% Reviewed	Total Words	Translated Words	Untranslated Words	Subject	IPC	Reference Material	Target Word Count	FigNumber	Comments	Issues	Task Due Date
21	Translation Agency Outbox	pctgb2016050682-ttad-000001-fr-en.xml	123 PM4, 123 PM2, 123 PM, 123 PM3, Administrators		100%	97%	63	63	0		MEDI	A61K 9/00, 9/19, 9/20	11	0		no issues	11/8/22, 12:00 AM	
22	Translation Agency Outbox	pctgb2015005003-ttad-000001-fr-en.xml	123 PM4, 123 PM2, 123 PM, 123 PM3, Administrators		18%	0%	208	37	171		OTHR		46			no issues	11/8/22, 12:00 AM	

Ensure that the tasks have been correctly translated and reviewed.

You have two choices:

- Send individual tasks back to WIPO. If you choose this option, you can send tasks back individually to WIPO and do not need to wait until all the tasks have reached this step. Check the checkbox next to the task that you wish to send back to WIPO and click on the *Complete* button.

2. Send all tasks back to WIPO. If you choose this option, you can send all the tasks back to WIPO at once. Check the checkboxes of all the tasks of your project and click on the *Complete* button.

The task(s) disappear(s) from the *Task List* view.

### 3.14 Unlocking and unclaiming tasks

It might happen that translators/post-editors or revisers are not able to claim, edit or complete a task which appears to be locked or claimed by another user. In this case, they will receive an error message when completing or accessing the task similar to the following:

An error occurred while accessing some task assets. Details: com.idiominc.ws.ais.AISException: Asset " " is locked by user " " and you do not have permission to unlock it.

In order to unlock or unclaim the task for them, navigate to the relevant project, select the affected task and:

- if it appears to be claimed by a user (even if it does not correspond to the user who allegedly locked it), click on Unclaim;
- if it is not claimed by anyone, click on Claim, re-select the task, and then click on Unclaim.

Note: In order for the issue to appear less frequently, make sure that the users who are assigned a step unclaim the task one or more times before it is reassigned to someone else.