CLEAR REVIEW

Language and System Terminology

Administrator guide for language and system terminology

Abi Cattier
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1. Introduction

Clear Review is about giving your employees the employee experience they deserve, which lets them express their growth mindset in your styles, visuals and language.

Our Languages Add-On currently includes French, German, Italian, Portuguese, Danish, Chinese, Vietnamese... as well as many others! We're also in the process of translating our user interface into Welsh as well.

If you are looking to use a specific language, or would like to request a new one to be added, please contact your Customer Success Manager or email cr.clarissa@oneadvanced.com

2. Accessing additional languages

Log in with your Administrator access and navigate to the Admin Page and scroll down to the Languages and System Terminology section
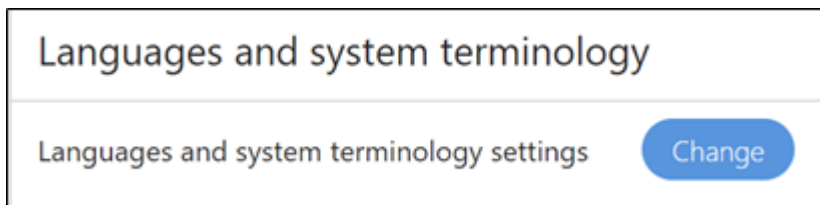
On the top right-hand side of the page, click the 'Add Language' button. You'll be presented with a drop down of all available language options; if you need to add multiple languages, simply repeat this process as needed.
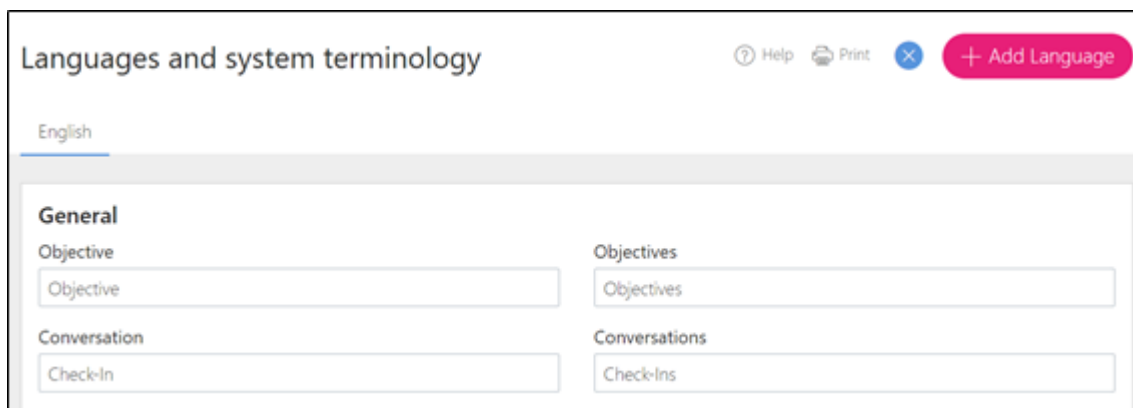
In the example below, we've selected Spanish as a language we would like to make available to our staff. Within the Languages and system terminology page, we can see the language has been added,as we have an additional configuration page when clicking on 'Español':

As an Administrator, you can review and reconfigure all of the standard customisation terminology for each additional language that you have added. This is particularly useful if you have re-termed parts of the system. 'Feedback' to 'Perspectives' in your English customisation for example - you would then want to ensure the Spanish term for 'Perspectives' lined up. Or perhaps you have some language specific terminology you want to add / amend.
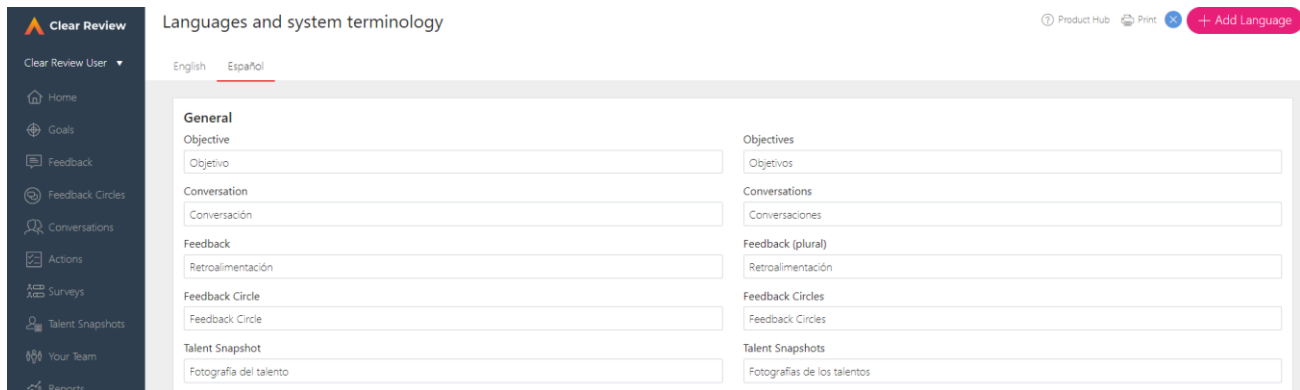
Once you've made the required changes (if any), scroll to the bottom of the page and click 'Save Changes' as you would usually. The additional language is now available and ready to be used.

3. How to apply a new language

Any individual user on the platform can change their profile view to display their preferred language, once it's been set up as described above by an Administrator.

Once they are logged into their Clear Review profile, they will need to click the arrow on the left hand side, next to their name to expand further options:
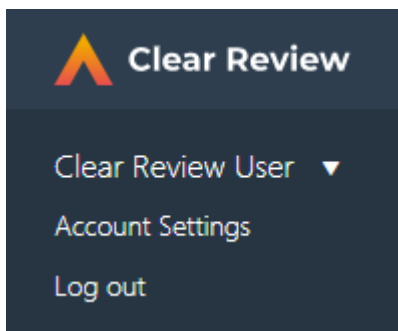
Next, they should click on the Account Settings option and will instantly see the option to change the platform to their preferred language:
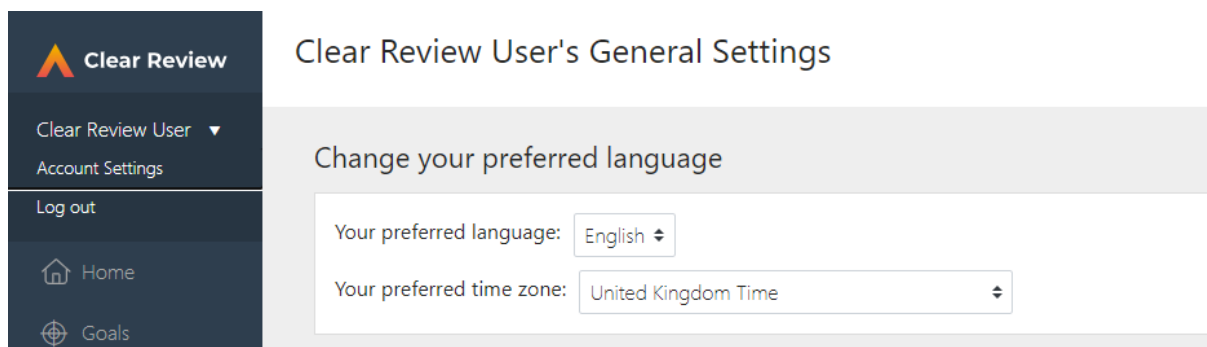
Selecting a language will have immediate effect; the internet browser will refresh automatically and display all of the terminology on Clear Review in the desired language.

If your employees ever need to change to an alternative language, they can follow the exact same steps.

4. Things to consider

Log in with your Administrator access and navigate to the Admin Page and scroll down to the Languages and System Terminology section

Whilst it's great to allow staff to have access to their Clear Review platform in their preferred language, you may want to consider how this will affect the records and data that is input into the system by your employees.

There is no inbuilt translation tool within Clear Review, so keep this in mind.

For example, an employee has their Clear Review profile set up in Spanish, whereas the manager of the employee prefers his/her profile to be in English. This works perfectly well for both users, as they both have independent settings.

When the time arrives for their first Check-In however, the employees Check-In page is displayed in Spanish and the manager's is in English.

- What language should they agree on when writing their respective Check-In Notes?
- Can the manager understand and read Spanish?
- Will there be a continuous business need to report on this type of data regularly, and is the individual responsible for this (perhaps the Clear Review Administrator) also able to understand and read Spanish?

The above showcases the need to think about how you and your organisation would like Objectives, Feedback, Actions and Check-In notes to be displayed in all employee's Clear Review profiles.

Organisations using multiple languages may want to ask their staff to always communicate in the English language within Clear Review, whilst offering the ability for an individual's profile to reflect their preferred language.

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📞 +44(0) 330 343 4000   🖥 www.oneadvanced.com   ✉ hello@oneadvanced.com