Quick guide Languages & Translations

Build fully translated check-in flows with a few clicks. Welcome visitors in their native language.





Table of contents

New: Languages in Location Settings	3
Key Features and Benefits	3
How does check-in flow work in multiple languages?	4
How front-line staff can track visitor languages?	5
Setup Guides	6
 How to create a multilingual check-in flow? 	6-8
 How to display multiple languages on iPad? 	9



New: Languages and Auto-translations in Location Settings

You can now manage languages and use the auto-translation capability to streamline translations.

With support for 75 languages and Al-driven auto-translations, Qminder allows users to translate sign-in flows and messages in just a few clicks.

The Auto-translate button creates a fully translated check-in process, ensuring that your visitors feel understood and valued—no matter what language they speak.

nguages	+ Add language
ose which languages are supported in your location. The order c sented during check-in. Learn more about languages	f languages reflects the sequence in which languages are
: English	Primary
: Spanish	ĉ
: Chinese (Simplified)	ĉ
: Filipino	Û
- Add language	

Key Features and Benefits

The Languages page introduces powerful new functions and settings to Qminder, allowing users to:

- Manage languages effortlessly: Control language settings from a single place in Location Settings.
- Add and customize translations: Easily add up to 75 languages, customize translations for greater accuracy, or delete them as needed.
- **One-click auto-translation**: Instantly translate iPad, Visit Planner and Text messages with one button. Visitors will select a language, and see the Services and check-in questions in their preferred language.



How does check-in flow work in multiple languages?



Visitor arrives at the facility and starts checking in



Chooses a language from the iPad screen



Services appear in the selected language



Check-in questions appear in the selected language

Visitors who sign-in from the Visit Planner page can choose their preferred language from the top right corner.



How front-line staff can track visitor languages?

Front-line staff can see the visitors' preferred language from the Visitor details area, and manually change it if it's needed.

G	⊙ Service Center 🖵 Desk	Juliette Koppa Serving now © <1 min
\$	E Services ◀	Email Phone number juliettekoppa@email.com
Ē	Serving now 1 My visitors All visitors	Service Vehicle Registration
C	Juliette Koppa	First name *
H	Service Vehicle Registration Clerk Grace Myers	Juliette Last name Koppa
	✓ Waiting 0 ③	E-mail juliettekoppa@email.com
(;	∧ Completed 1	Phone number 0903 905 8923
50	7	Language * French
Act	ivity & Messages Total time () 1 min X	Service Finish serving Call next
•	21:02 ° ⁺ Visitor checked in by me	
•	21:04	All the automated text
	'\$ Visitor called by me	messages will deliver as
•	21:04	usual, and in visitors'
	○ Automated message sent to visitor	preferred language.
	Juliette c'est à votre tour, veuillez vous présenter à la réception.	



How to create a multilingual check-in flow?

- 1. Go to the Location Settings page and click on Languages from the side menu.
- 2. Click the + Add Language button from the middle of your screen and choose the language you wish to add from the drop-down menu.

Ĝ	Location Settings		٩		
Q	O Service Center		+	New Location	🖸 All Locations
е С	General Opening hours Services	Languages Choose which languages are supported in your location. The order of languages reflects the sequence in which language presented during check-in.	es are		
辞	Languages	English	imary		
	Desks				
(¢	iPad	ŻĄ			
~	TV screen	Add a language to provide service in multiple languages at your location.			
50	Visit Planner	+ Add language			
0	Text messages				
۲	Team				

If your location is currently using workarounds—such as combining multiple languages within a single Service name or Input Field (e.g., English/XX language), we recommend editing them to keep only English titles before proceeding.



3. After adding a language, an option to auto-translate will appear. Click the Auto-translate button to translate iPad, Visit Planner and Text messages.

G	Location settings			Search	Q
ଦ	O DEMO Service Center		+	New location	All locations
t	General	Languages		+ Ad	dd language
	Opening hours Services	Choose which languages are supported in your location. The ord presented during check-in. Learn more about languages	der of languages reflects the sequer	nce in which lang	guages are
쁥	Languages	# English			Primary
	Desks Input fields & labels	:: Spanish			Û
	iPad	+ Add language			
	TV screen Visit Planner	Translation status			
	Text messages Team	Get a head start and use Auto-translate You can later review and make edits as you see fit.		+* Auto-	translate
(ŀ		— Services	— Input fields		
58		— Text messages	— iPad setups		
0		— Visit Planner			
H					

Once languages are configured, visitors can select their preferred language on the iPad or Visit Planner before check-in. They'll receive text messages, see service names & check-in questions in their chosen language.



4. Translations will appear on the Services and also Input Fields pages in Location settings.

Location Settings							Q
O My Service Location							+ New
General	Find	٩	≂ Enabled ∨			≯A Korean ∨	+ New service
Opening hours							
Services		Name		Status 🕛	Translations		
Languages	# O	● 허가 신청			•		
Desks	# D	• 여권 서비스			0		
Input Fields & Labels	# O	• 차량 등록			()		
iPad	# O	• 사회 서비스			()		
TV screen							
Visit Planner	+	New service					
Text messages							
Team							

5. Go to Location settings > Services or Input Fields and review each translation for accuracy. You can use the upper menu to change the language or click a name to view translated service names.

1 To allow visitors to choose a language from the iPad screen, you need to configure Language settings for each device.



How to display multiple languages on iPad?

- 1. After adding languages and translations to your location, go to **Location Settings > iPad** and select a device to configure.
- 2. Click on Languages and select the languages you want to display on the iPad from the dropdown menu. Click Save to apply your changes.

ŵ	Location Settings Tartu HQ > Ipads >	Entrance iPad	Q
Q			Discard changes Save & go live
୯	General iPad settings	iPad Sign-in flow	Edit view details Undo Redo
#	Name Entrance iPad Languages English × Arabic × ✓ Chinese (Traditional) × French × Spanish × kore	TAP HERE TO START	Select a view on the left to start editing.
ðĺ	Korean signing in. More than one will show a selection menu.		
(;			
?		CUSTOM	
S			

That's it! Your multilingual check-in setup is ready to welcome visitors! 🦾



Thank you!

You can find this and more information at

https://help.qminder.com/location-settings#multilingual-flow

