parlam®

PARLAM CONNECTOR FOR WPML WORDPRESS

User and configuration guide

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1 Introduction

1.1 What Parlam is

Parlam is the translation management system, or TMS (*Translation Management System*), that your company uses to translate its content. When you connect your content system to Parlam, the texts you need to translate reach Parlam without you having to export them or send them by hand, and the translations return to their place on their own.

Parlam brings together in one place the translation of all your company's content, wherever it comes from: the CMSs, each department's documents and the information from any other system it has connected. Everything follows the same process and can be checked from one place, so there is no need to chase files by email or ask what stage each job is at.

From Parlam, your company decides who translates each thing: an agency, freelance translators, the in-house team or machine translation with artificial intelligence. They can be combined according to the type of content or the language, and you do not have to worry about it: the content you send will follow the path that has been defined.

At the heart of Parlam is the translation memory. Every translated sentence is stored, and when it appears again, in that same content or in any other, Parlam reuses it. This has three advantages that you will notice right away. The first is cost, because only new or changed text is translated. The second is time, because with less to translate the content reaches each market sooner. The third is consistency, because your company always says things the same way, with the same terminology and the same tone, across all channels and languages.

1.2 What Parlam Content Hub is

Parlam Content Hub is the part of Parlam that talks to your content systems. Parlam manages the translations; Content Hub is what receives the content from your system, hands it over to Parlam and, when the translation is ready, sends it back to where it came from. Thanks to Content Hub, your system and Parlam work together without anyone having to move files between them.

Content Hub runs in the cloud and is maintained by Parlam, so you do not have to install or look after any server. On your side, you only need to prepare your system so it can communicate with Content Hub. In your case, that means turning on an option that WPML already includes out of the box; this guide explains exactly what to do.

It is worth understanding the path the content takes, because it will help you know what is happening at each moment. Everything starts in your system, when someone decides that a piece of content needs

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translation and sends it. Content Hub receives it and uses it to create a translation project in Parlam. From there, the project moves forward following the workflow your company has defined: the translators do their work and, if the workflow provides for it, the reviewers check it. When the translation reaches the **Delivery** phase, Content Hub notifies your system, which downloads it and confirms to Parlam that it has received it so that the project is closed correctly. Content Hub checks every few minutes for finished translations, so you do not have to keep an eye on them.

For all this to work, during the installation you will configure a few pieces in Parlam. You will see them named throughout the guide, so it is a good idea to introduce them now.

The **connector** is the adapter that lets Content Hub work with a specific type of system. Each system stores and organizes its content in its own way, and the connector knows how to interpret it and how to prepare the translations to send them back. This guide covers one specific connector.

The **workflow** is the set of Parlam rules that decides how the content is translated: who translates and reviews it, which translation memories and glossaries are applied and which delivery deadlines are proposed. The languages are not decided by the workflow, but by the **Working languages** of your Parlam account. It is the first thing you will create, because everything else relies on it.

The **Content Hub profile** is the configuration you create in Parlam for your system. It stores the **Content Hub token**, which is the secret key your system uses to identify itself to Parlam and which you must treat like a password. It also specifies the workflow the projects follow and, if needed, the language mapping, which is used to translate your system's language codes into the ones Parlam uses.

Finally, the **connection** is the part of the profile that lives in Content Hub and contains the settings Content Hub uses to serve your system. A connection can be **Started** or **Stopped**, and Content Hub only serves your system while it is **Started**. Stopping it is useful when you need to change the configuration calmly or pause the sending of content.

1.3 About the WPML WordPress connector

The WPML WordPress connector lets you translate your WordPress website with Parlam without leaving WPML, the multilingual plugin you already use to manage your site's languages. Parlam, as a WPML partner, is integrated into WPML as a translation service: you choose the content and the languages in WordPress, and the translations return to your site on their own.

1.4 Connector scope

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The connector relies on **Translation Services**, the WPML feature designed to send content to a professional translation service and receive the translations back. You do not have to install any Parlam plugin in WordPress: you only need to activate Parlam as a translation service in WPML.

Languages. WPML only offers you the language pairs you have registered in the **Working languages** of your Parlam account: each source language combined with each target language. If a language is missing, it is because it is not on that list or because its code in WordPress does not match the one in Parlam; in that case, the language mapping resolves the difference.

Sending content. From WPML you can send pages, posts, products and any type of content you have marked as translatable, including custom fields and the text of page builders and blocks compatible with WPML. You choose them in the WPML translation **Dashboard** and send them together as a batch. To find out in detail how to configure in WPML which content is translatable, see the WPML documentation at wpml.org/documentation.

Projects in Parlam. Each item you send reaches Parlam once for each target language, and for each one the connector creates a translation project. If you send three pages to two languages, you will have six projects. Each project is named after your content, followed by the batch name, so you can recognize it easily. If you have set a deadline in WPML, that will be the delivery date; if not, the one defined in the workflow applies. All projects are owned by the Parlam user you specify in the profile.

Translation. The translators only see the text that needs to be translated, with the label of each field. HTML tags, shortcodes and your page's formatting are protected, so the layout arrives intact. Each project also includes a link to the original page, so the translators can see the text in context.

Delivery. When the translation of a language reaches the **Delivery** phase in Parlam, the connector detects it within a few minutes and notifies WPML. WPML downloads the translation, places it in the translated version of your page and confirms to Parlam that it has received it, which closes the delivery on both sides. If WPML cannot be notified at that moment, the connector keeps trying for several hours, and WPML can also check the status of its jobs by itself, so no translation is lost.

Tracking. In WPML you see the status of each job in the **Translation Jobs** list. If a project is canceled or rejected in Parlam, the connector also reports it to WPML.

Updates. When you change a page that was already translated, you only need to send it again. Thanks to the translation memory, the text that has not changed is reused and only the new text is translated. Sending exactly the same content again does not create duplicate projects.

What the connector does not do. Parlam never writes directly to your WordPress: it is always WPML that picks up the translation and decides what to do with it according to its own configuration, for example

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whether the translated page is published at that moment or saved as a draft. You also cannot cancel a Parlam project from WPML; to do that, you have to talk to the project manager in Parlam.

1.5 Connector components

The connector has two parts: one runs on your website and the other is hosted and maintained by Parlam.

1.5.1 On your WordPress site: WPML

On your side there is nothing from Parlam to install. The connector uses the translation services feature that is already part of WPML, so the only thing involved on your site is your own WordPress with **WPML Multilingual CMS**. WPML manages the site's languages, lets editors choose what to translate and is what sends the content to Parlam and receives the translations.

For WPML to know that it has to talk to your Parlam account, it only needs one thing: the Content Hub token, which you will paste into WPML when you activate Parlam as a translation service.

WPML communicates with Parlam through its own cloud infrastructure.

1.5.2 Hosted by Parlam: the Content Hub services

On the Parlam side, several services work that you do not have to install or maintain.

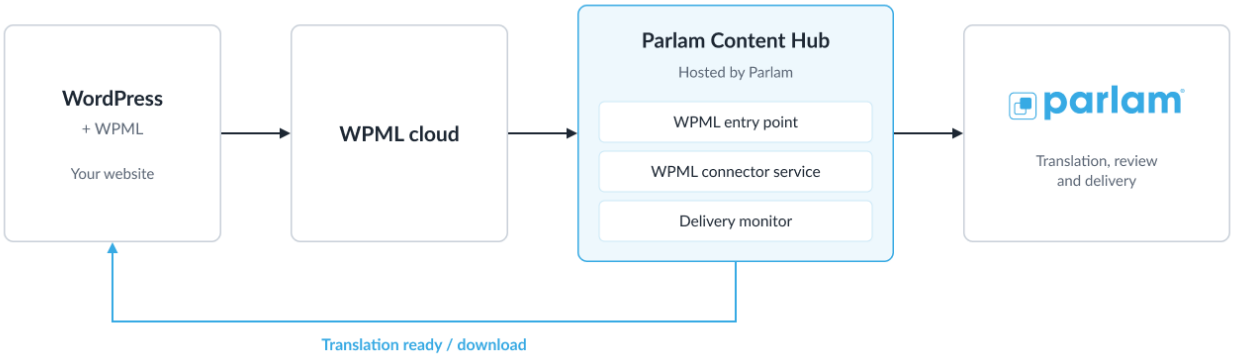
The first is the WPML entry point, the only address WPML uses to reach Parlam. It reads your token, identifies the Parlam region your account is in and passes the request on to it there.

Behind it is the WPML connector service, which handles everything WPML asks for: it checks the token, tells it which language pairs it can offer, receives the content and creates the projects in Parlam, reports the status of each job and delivers the finished translations.

Finally, a delivery monitor checks your projects in Parlam every few minutes. As soon as a translation is ready, it notifies WPML; and if a project is canceled or rejected, it reports that too.

All of this happens on behalf of your Parlam account, where your projects are and where the content is translated, reviewed and delivered. The Content Hub profile and the workflow you configure decide what each of these services can do.

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2 Installation guide

2.1 Prerequisites

Before you start the installation, it is a good idea to check that you have everything you need at hand, both in Parlam and in WordPress. That way you avoid getting stuck halfway through a step for lack of a permission or a piece of information.

In Parlam, you need to sign in with a user that has the **Administrator** role. It is the only role that can create workflows and Content Hub profiles, which is what you will do while activating the connector. If you do not have it, ask a Parlam administrator in your company to assign it to you or to do these steps with you.

You also need the languages you are going to work with, both the source language and the target languages, to be added to the **Working languages** of the Parlam account. They are the languages you will be able to work with from WordPress, so it is worth reviewing that list before you start. You will find it in **Administration** › **Settings** › **Working languages**, and only administrators can change it.

Along with the languages, have the language mapping ready, if you need it: it relates the WordPress language codes to the Parlam ones, for when they do not match, and you will specify it in the Content Hub profile. You create it in **Administration** › **Content Hub** › **Language mappings**.

Finally, you need a user in Parlam who belongs to a **department** and who will be the owner of the projects. All projects that come from WordPress will have that owner in Parlam, and that user must belong to the workflow's department. To create that user and add them to a department, talk to an administrator of the Parlam account in your organization.

In WordPress, this connector depends entirely on **WPML Multilingual CMS**: WPML is what sends the content to Parlam and what receives the translations. That is why you need WPML installed and activated on your site, with a valid license and the site registered, and with its translation management enabled,

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which is what allows you to use translation services such as Parlam. If you do not have WPML yet or want to learn more about it, you will find all the information at wpml.org.

Your site's languages must also be configured in WPML: the default language, which will be the source language of your translations, and all the languages you want to translate into.

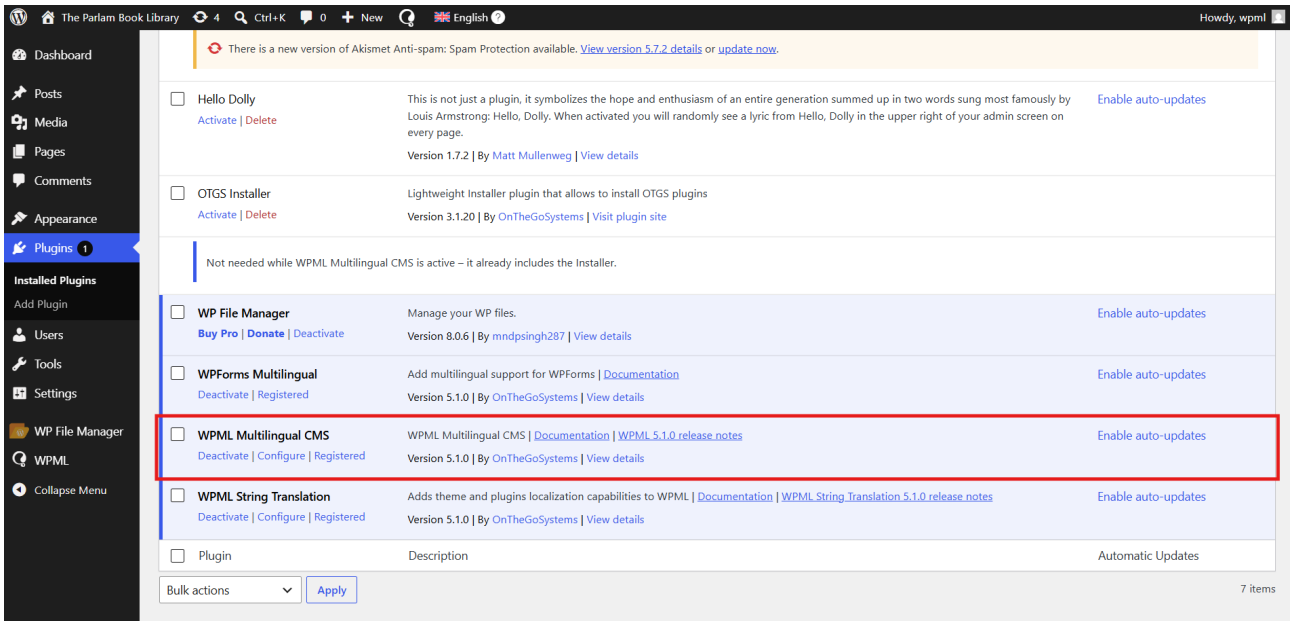
Finally, you need to sign in to WordPress with a user who can change the WPML translation settings, usually a site administrator.

2.2 Preparing WordPress

Since there is no Parlam plugin to install, preparing WordPress consists of getting WPML ready to work with a translation service. There are four checks that you will normally only do once.

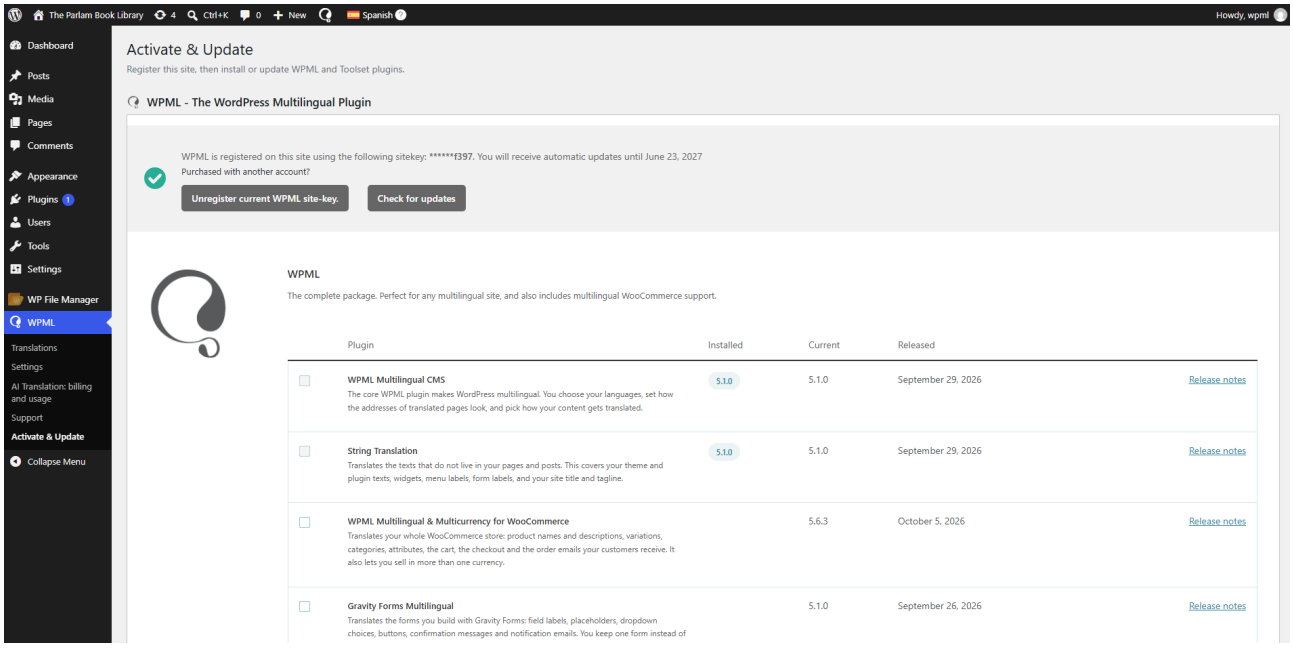
2.2.1 Check that WPML is active and registered

1. Go to the WordPress admin area.
2. Go to **Plugins** and check that **WPML Multilingual CMS** appears as installed and active. If it does not, install it from your WPML account and activate it.



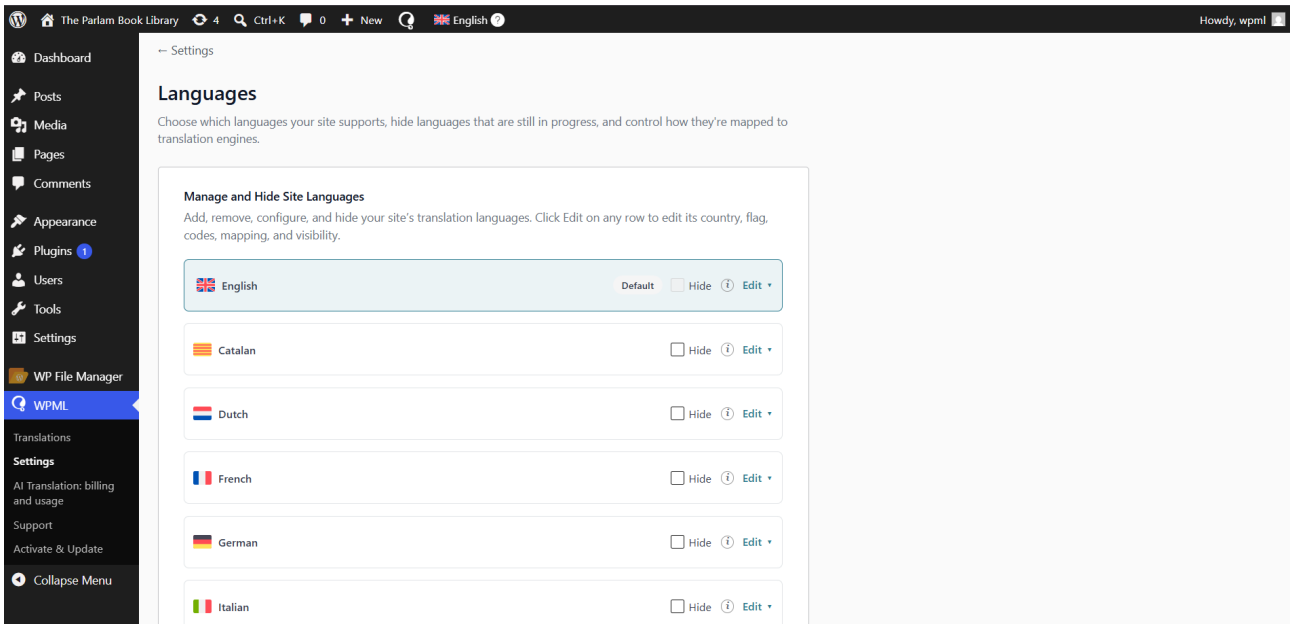
3. Check that WPML is registered with your site key. WPML only allows translation services to be used on registered sites.

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2.2.2 Review the site's languages

1. Go to **WPML › Settings › Languages**.
2. Check which is the default language: it will be the source language of all your translations.
3. Check that all the languages you want to translate into have been added.



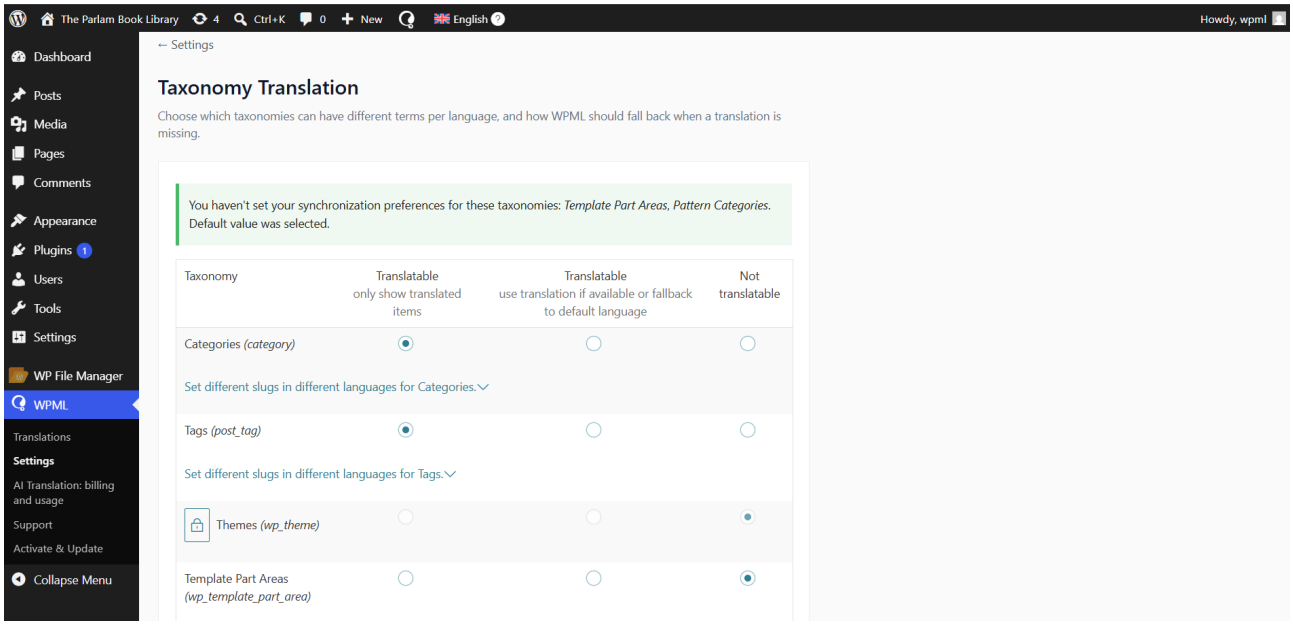
Pay attention to the language codes WPML uses. To see a language's code, click the **Edit** button to its right: all its information expands. If any of them does not match the one in Parlam (for example, `pt-br` in WordPress and `pt-BR` in Parlam), you will need a language mapping; otherwise, WPML will not offer that language pair.

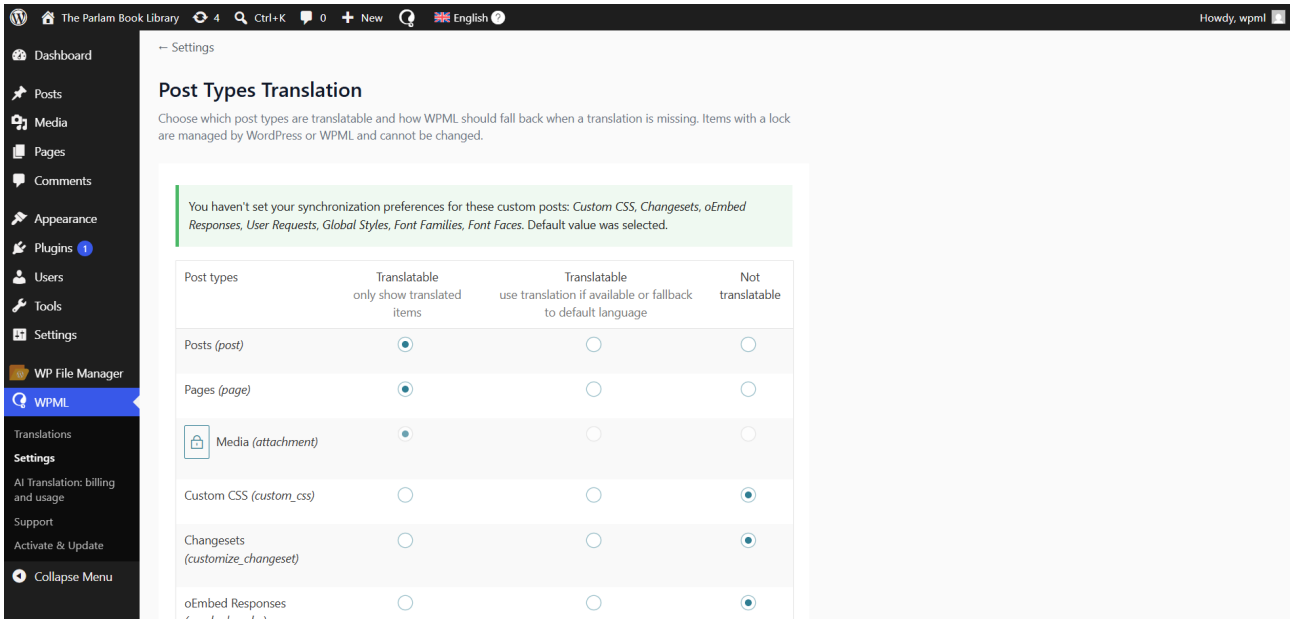
2.2.3 Choose which content can be translated

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WPML only sends Parlam the content you have marked as translatable, so it is a good idea to review it before you start.

1. Go to **WPML** › **Settings**.
2. In **Post Types Translation** and **Taxonomies Translation**, mark as **Translatable** the content types you want to translate with Parlam: posts, pages, products or your own content types.
3. In the custom fields translation, mark as **Translate** the fields that contain text. If there is still little content on your site, you may only see the message *No custom fields found. It is possible that they will only show up here after you add more posts after installing a new plugin.* here: the fields will appear when there is content that uses them.



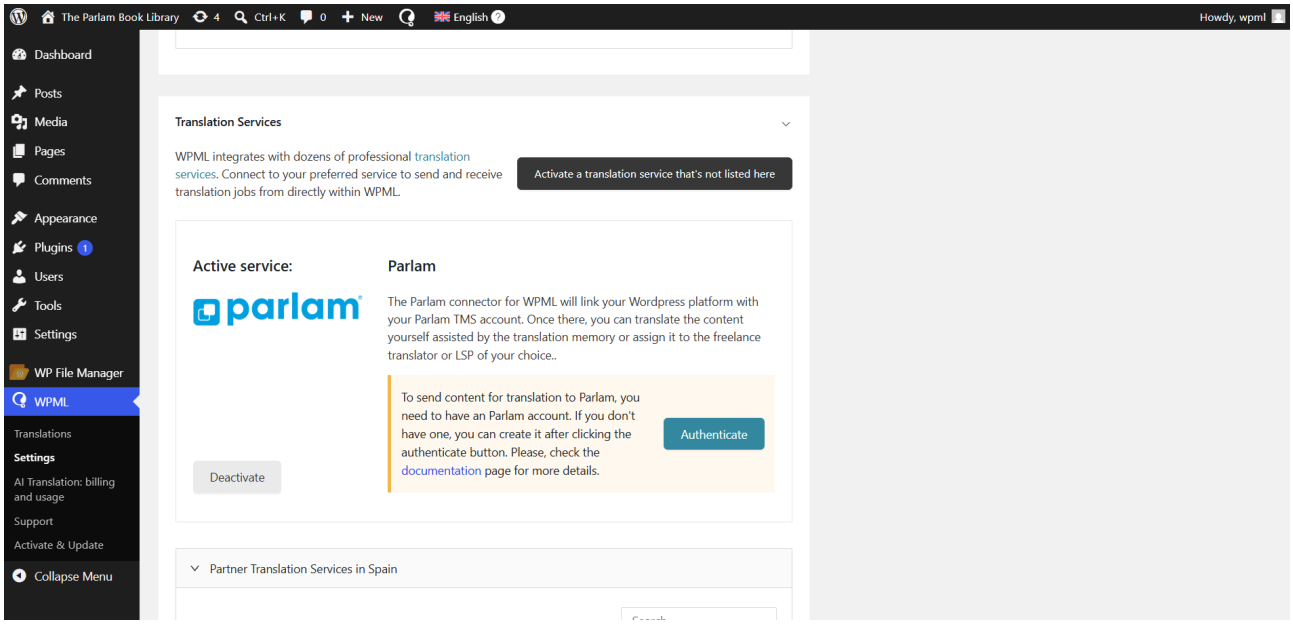


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If you send an item that has no translatable field, Parlam will reject it because there is nothing to translate. To learn about these options in detail, see the WPML documentation at wpml.org/documentation.

2.2.4 Enable translation services

1. Go to **WPML** › **Settings** › **Translators** › **Translation Services**.
2. Check that the use of translation services is enabled on your site.



You will come back to this screen at the end of the activation, to connect WPML with Parlam using the Content Hub token.

2.3 Activating the connector in Parlam

With WordPress ready, it is time to set up the connector in Parlam. You will do it in the **Administration** section of the side menu, with your **Administrator** user, and in this order: first you will create the workflow the projects will follow, then the Content Hub profile that links that workflow to your site; next you will test the configuration and start the profile and, finally, you will connect WPML with Parlam. The order matters, because each step needs what you created in the previous one.

2.3.1 Create the workflow

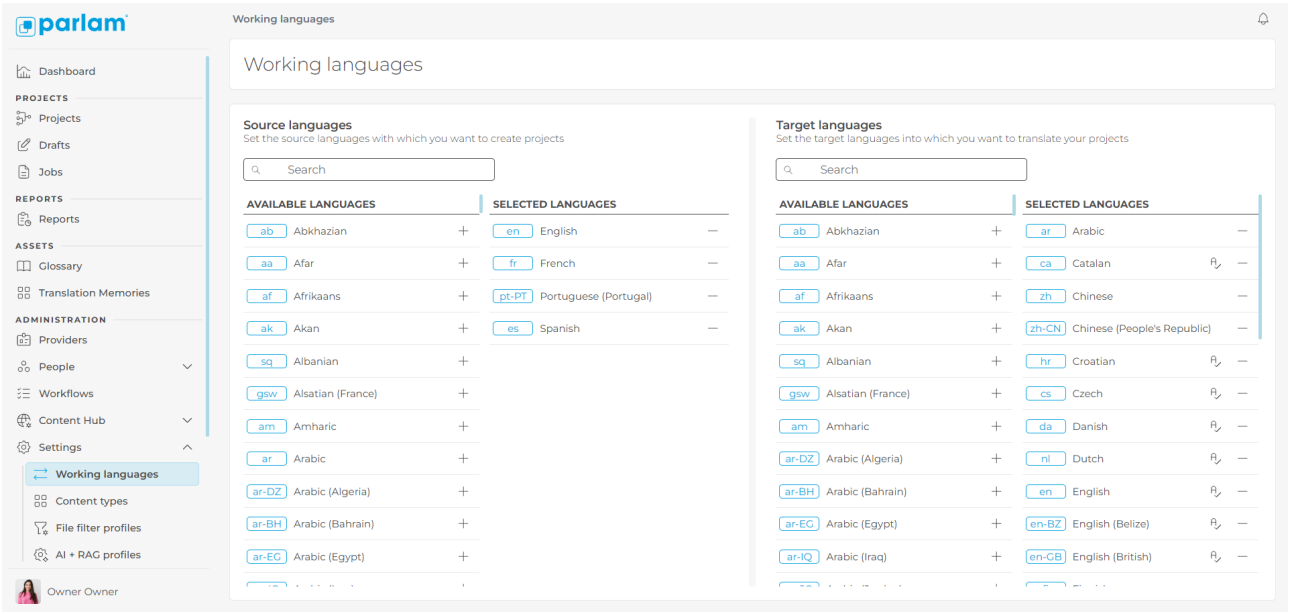
The workflow is the set of rules that each project coming from WordPress will follow: who translates and who reviews, which translation memory and which glossary are applied, and by when it must be ready. Take a moment to think it through, because it determines how your content is handled from now on.

First, check the working languages

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The languages you will be able to work with from WordPress are the ones registered in the **Working languages** of your Parlam account, so start by reviewing them.

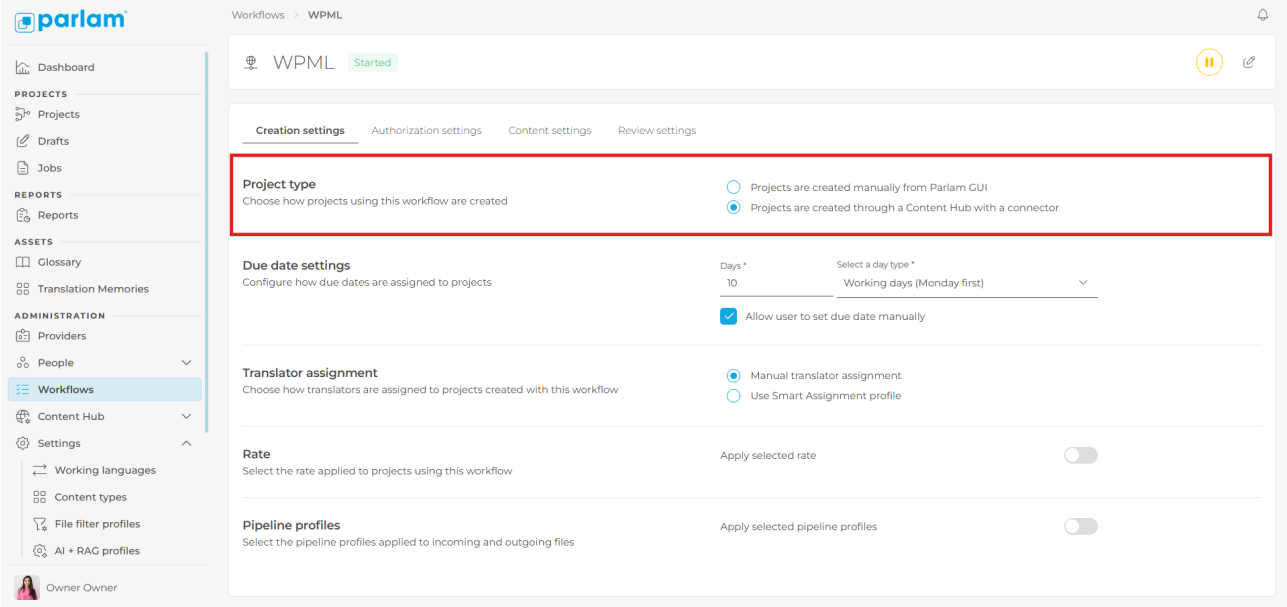
1. Go to **Administration › Settings › Working languages**.
2. Check that your content's source language appears among the source languages, and that each language you want to translate into appears among the target languages. If any is missing, add it.



Create the workflow

1. Go to **Administration › Workflows**.
2. Click **+ New workflow**.
3. Enter a **Name** that helps you recognize it later, for example *Website – WordPress*.
4. In the project type, select **Projects created through Content Hub**. This is the type connectors use: nobody creates the projects by hand in Parlam; instead, they arrive automatically from WordPress. Only workflows of this type can be linked to a Content Hub profile.
5. Save.

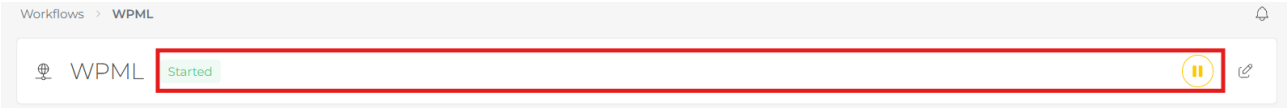
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Before you continue, review all the workflow parameters and adjust them to your company's needs: the workflow defines how each project coming from WordPress will be handled.

Start the workflow

1. Click the **play** button at the top of the workflow page.
2. Check that the status changes to **Started**.



While the workflow is stopped, projects cannot be created from WordPress.

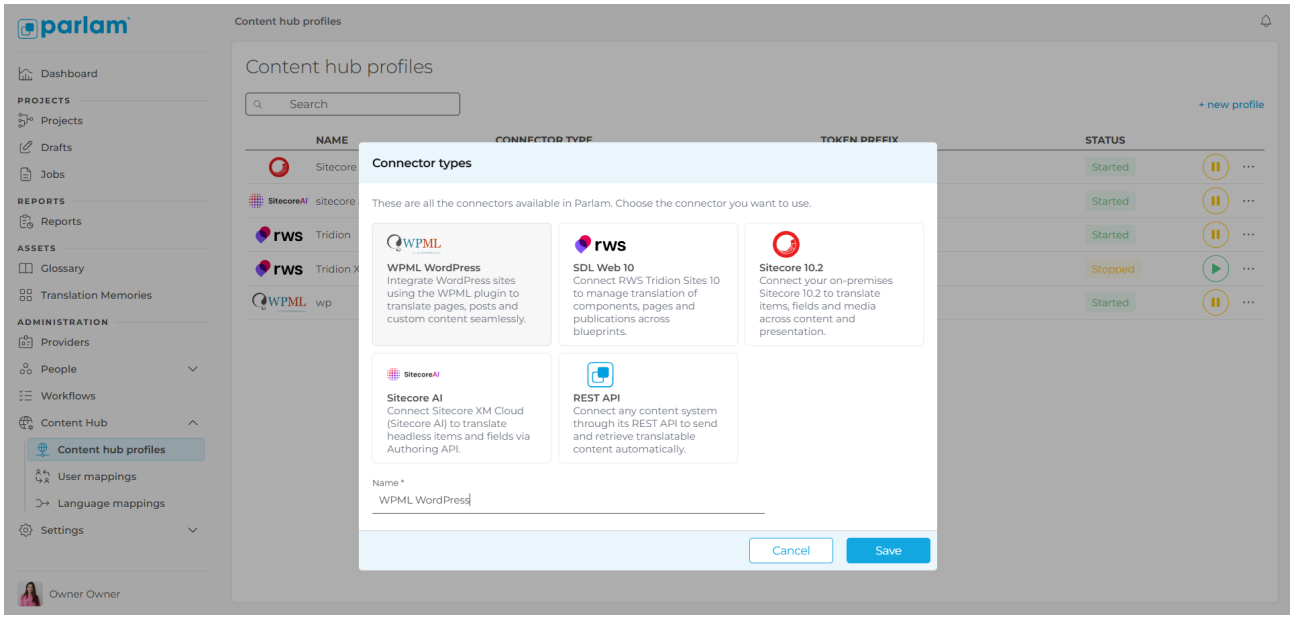
2.3.2 Create the Content Hub profile

The Content Hub profile is what links your site to Parlam: it specifies which workflow the projects follow and who their owner is in Parlam.

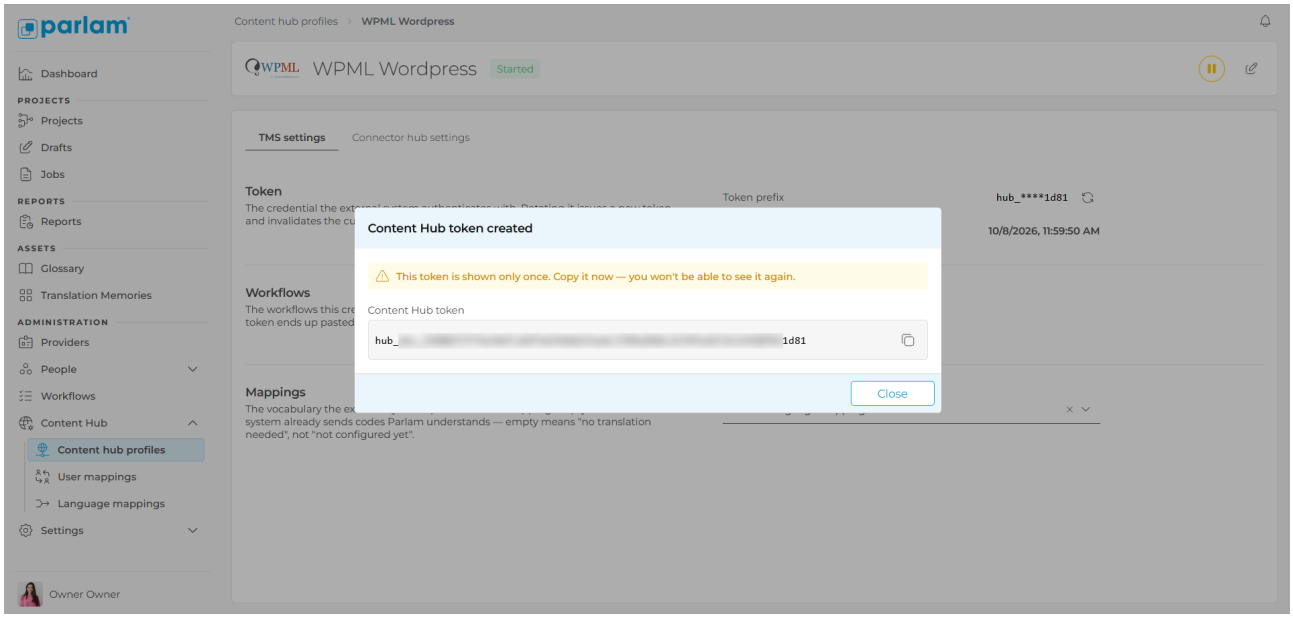
Create the profile

1. Go to **Administration › Content Hub › Content hub profiles**.
2. Click **+ New profile**.
3. In the **Connector types** dialog box, select **WPML WordPress**.
4. Enter a **Name** that helps you recognize the profile, for example the name of your site.
5. Save. Keep in mind that the connector type cannot be changed later.

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When you save, Parlam shows you the Content Hub token. **Copy it at that moment and store it in a safe place**, because it is not shown again. You will need it later to connect WordPress with Parlam, and you must treat it like a password.



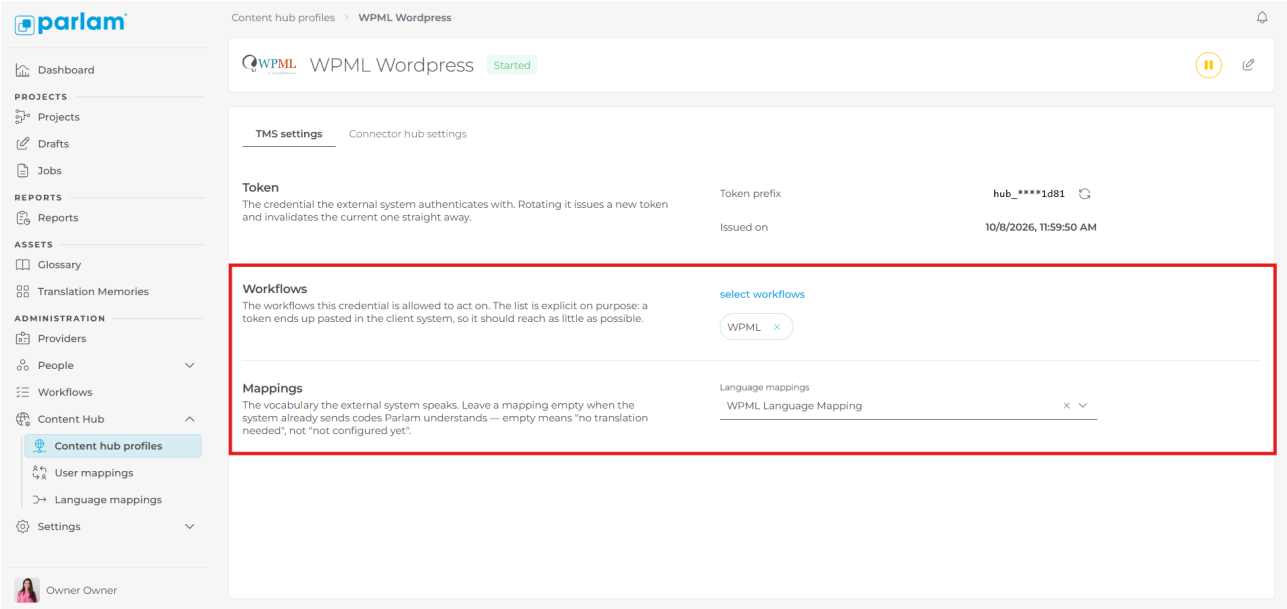
TMS settings tab

In this tab you specify which workflow the projects will follow and how the WordPress languages relate to the Parlam ones.

1. In **Workflows**, click **Select workflows** and select the workflow you created in the previous section.

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2. In **Language mappings**, select the language mapping you prepared in the prerequisites, if you need it.
3. Save.



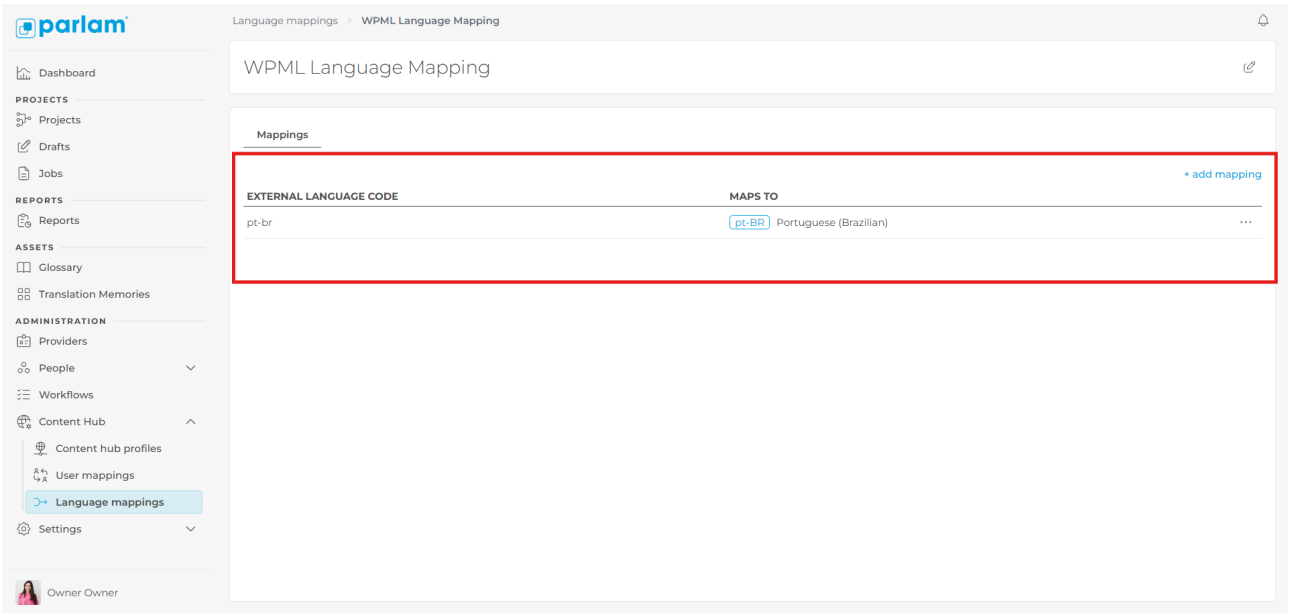
In the case of WPML, keep three things in mind when filling in this tab.

The profile accepts **a single workflow**: all projects coming from WordPress will follow that workflow.

User mapping does not apply to this connector. This is a WPML limitation: when it sends content to a translation service, it does not indicate which person sent it, so Parlam cannot know who each project belongs to. That is why all projects coming from WordPress are owned by the same Parlam user, which you will specify in the **Connector hub settings** tab. We recommend creating a generic user for this, for example *WPML Impersonation*, and adding it to the workflow's department. That way the WordPress projects do not depend on any specific person and are easy to recognize in Parlam.

The **language mapping** is only needed if any WordPress language code does not match the one in Parlam. If they all match, leave it empty. If you need one, create it in **Administration** › **Content Hub** › **Language mappings**: for each WordPress code, enter the code exactly as WPML uses it in **External language code** and choose the corresponding Parlam language in **Maps to**.

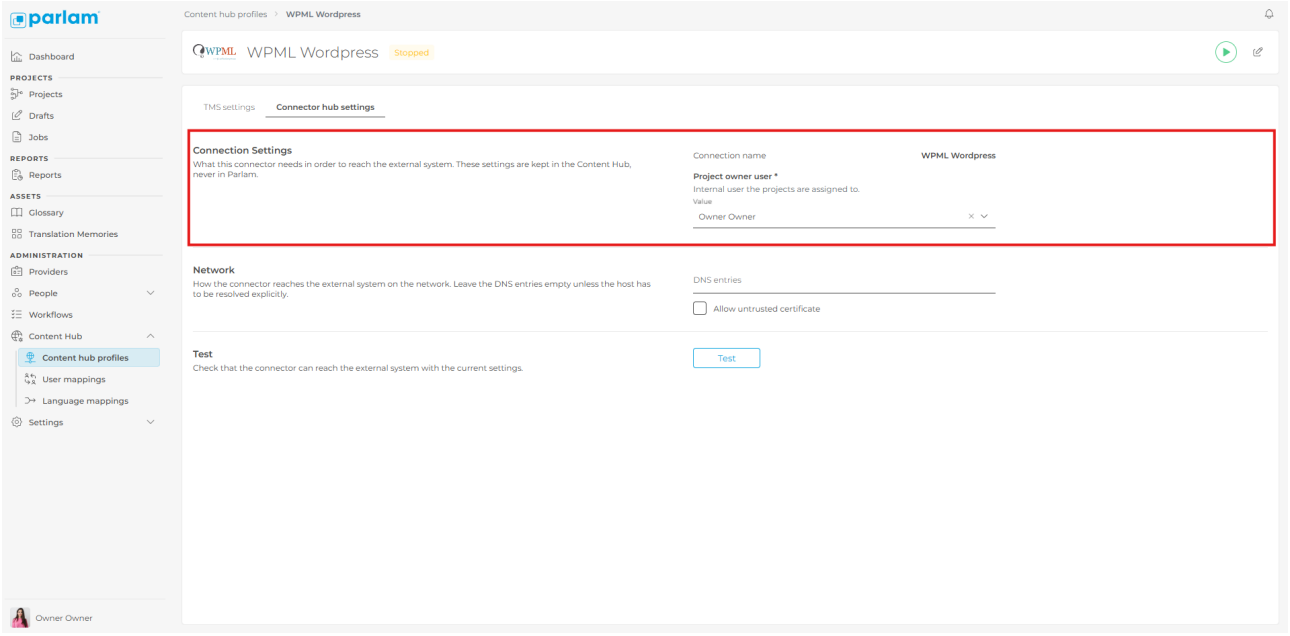
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Connector hub settings tab

For WPML, this tab has a single setting, and it is required: the owner of the projects.

1. In **Connection Settings**, in **Parlam project owner**, choose by name the Parlam user who will be the owner of all projects coming from WordPress. If you followed our recommendation, it will be the generic user *WPML Impersonation*.
2. Save.



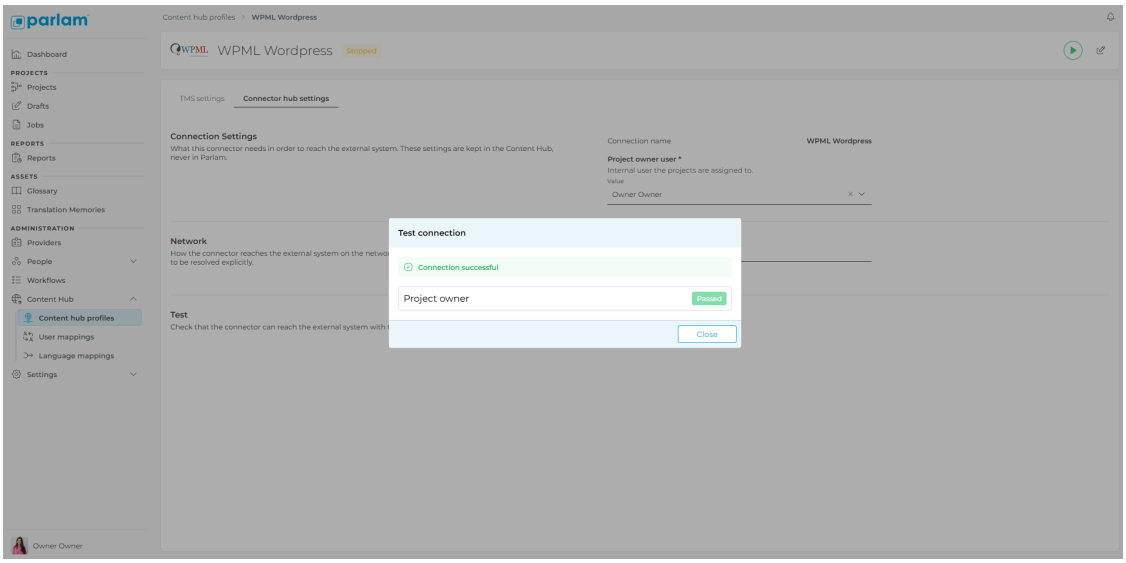
That user must belong to the department assigned to the workflow; otherwise, Parlam will reject the projects coming from WordPress. The settings in the **Network** section are not used in this connector, so you can leave them empty.

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2.3.3 Test the connection

Before you start the profile, check that its configuration is complete. The test only reads: it does not change anything, so you can repeat it as many times as you need.

1. On the profile page, click **Test**.
2. The **Test connection** dialog box opens and runs a series of checks. Each one ends as **Passed**, **Failed** or **Skipped**.
3. If none fails, you will see **Connection successful**. If any fails, you will see **Connection failed**; review the check that failed, correct the configuration and test again.



In the WPML connector, the test has a single check, **Project owner**, which checks whether you have specified the owner of the projects.

Result	What it means	What to do
Passed	An owner is configured. The message tells you which Parlam user will be the owner of the projects coming from your site.	Nothing: you can start the profile.
Failed	No owner is configured. You will see the message *No Parlam project owner user id configured. Parlam rejects API-created projects without an owner.*	Choose the user in **Parlam project owner**, in the **Connector hub settings** tab, and test again.

This test only checks the configuration in Parlam, because Parlam does not connect to your WordPress: WPML is what connects to Parlam. The real check with your site comes in the next step, when you activate Parlam in WPML with the token.

Start the profile

1. Click the **play** button at the top of the profile page.
2. Check that the status changes to **Started**.

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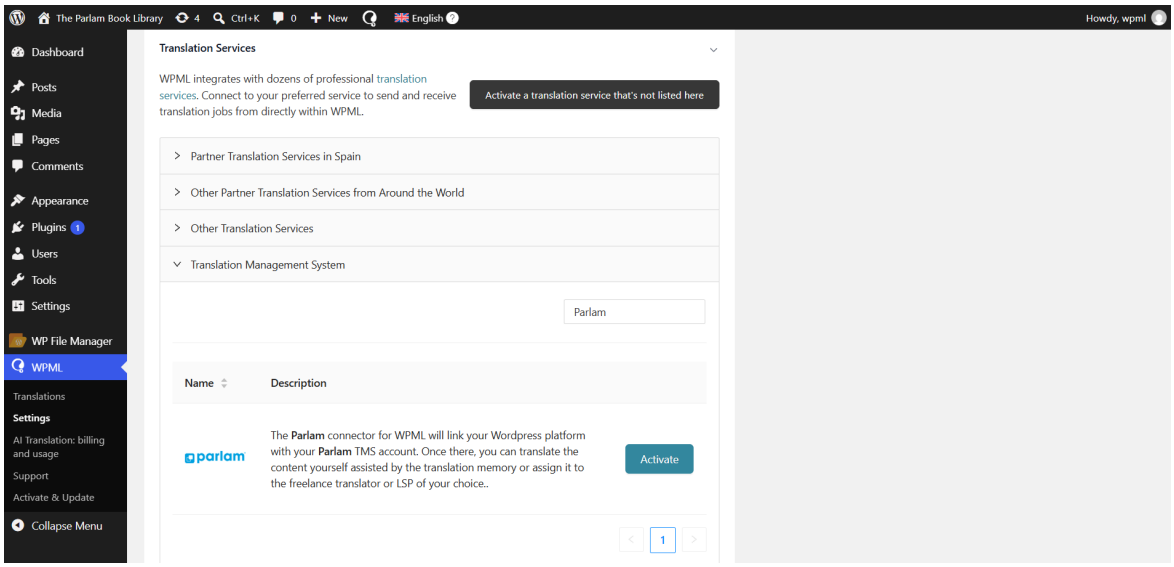


While the profile is running, its configuration is locked; if you need to change something, stop it first. Parlam will not let you start it if it has no workflow or if a required setting is missing.

2.3.4 Connect WPML with Parlam

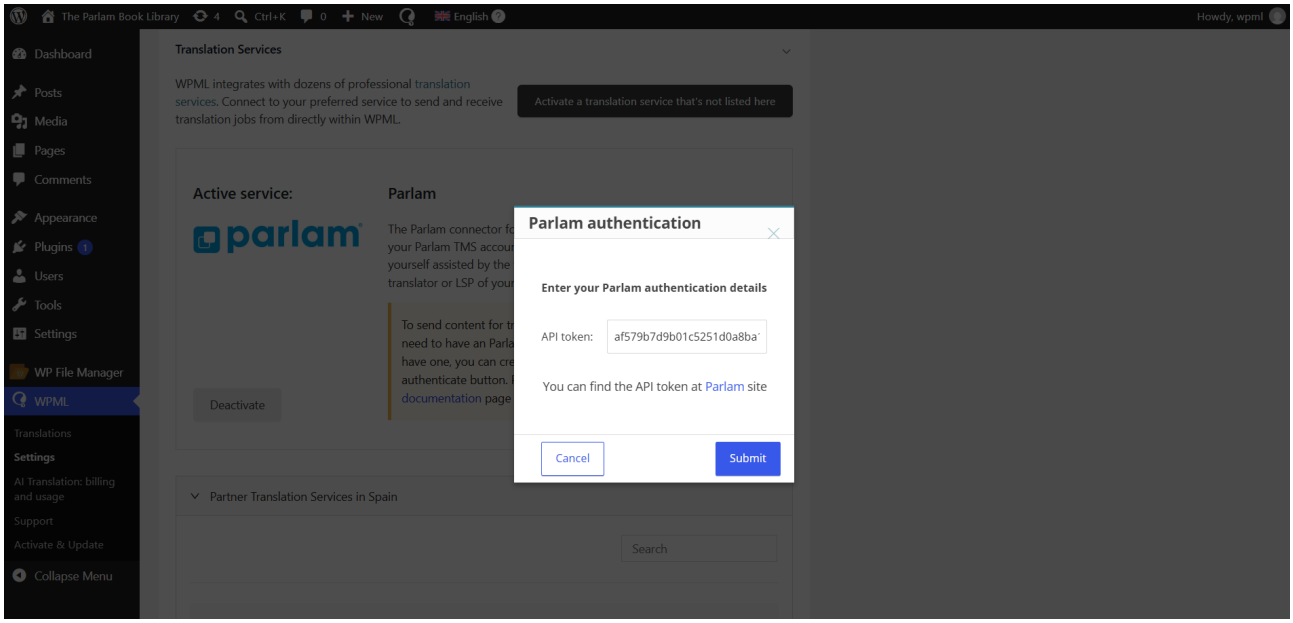
With the profile running, all that remains is to tell WPML to use Parlam as its translation service. For this you need the Content Hub token you saved when you created the profile.

1. In WordPress, go to **WPML** › **Settings** › **Translators** › **Translation Services**.
2. Find **Parlam** in the **Translation Management System** section.

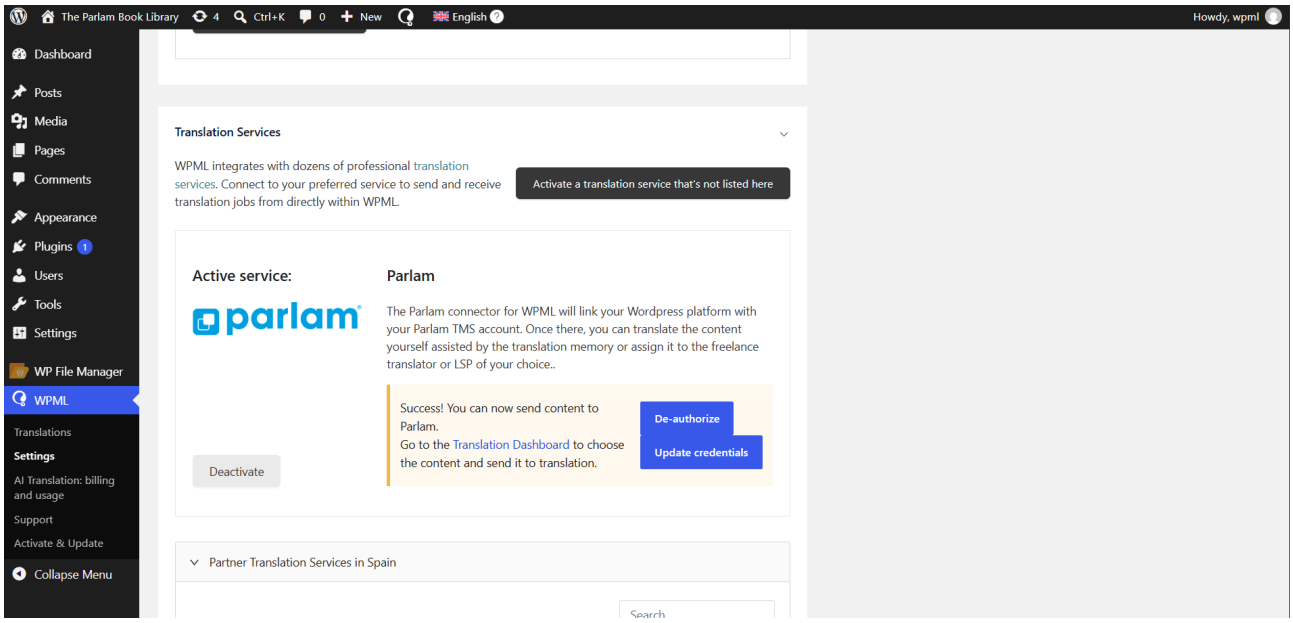


3. Click **Activate** next to Parlam.
4. When WPML asks you for the authentication details, paste the Content Hub token.
5. Click **Authenticate**.

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6. WPML will confirm that Parlam is now your active translation service.



7. Check that the language pairs you are going to work with now appear as available in WPML.

If authentication fails, WPML shows the message *The authentication didn't work. Please make sure you entered your details correctly*. Check that you pasted the complete token with no spaces, and that the profile is **Started** in Parlam.

If you ever lose the token or think someone else has seen it, generate a new one in the Content Hub profile with **Rotate token**. The previous token stops working at that very moment, so you will have to go back to this WPML screen and paste the new one right away; until you do, your site will not be able to communicate with Parlam.

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3 User guide

3.1 Roles and users

In the day-to-day use of the connector, people from two worlds are involved: those who work in WordPress and those who work in Parlam. It helps to be clear about what each one does, so you know who to turn to in each case.

In Parlam

The user with the **Administrator** role is the one who configures the connector: they create and modify the workflow and the Content Hub profile, manage the working languages and the language mapping, test the connection, start or stop the profile and, if needed, generate a new token. They are also the person you should turn to if something stops working on the Parlam side.

The rest of the Parlam users do not need to touch any of this configuration. Those who have access can follow the projects in Parlam from **Projects** and **Jobs**. Translators and reviewers, whether from your company or external, work on the projects like on any other Parlam job, without needing to know that the content comes from WordPress.

In the case of WPML, there is one Parlam role that deserves special attention: the owner of the projects. Since WPML does not indicate who sends each piece of content, all projects coming from your site have the same owner, the user you chose in **Parlam project owner**. That user must exist in your Parlam account and belong to the workflow's department, and is the one who receives the project notifications. That is why we recommend that it be a generic user, such as *WPML Impersonation*, and not a specific person.

In WordPress

The people who work in WordPress do not need a Parlam user. It is WPML, with its own roles and permissions, that decides who can send content for translation and who can manage the translation service. From Parlam's point of view, all the work coming from your site appears under the name of the project owner.

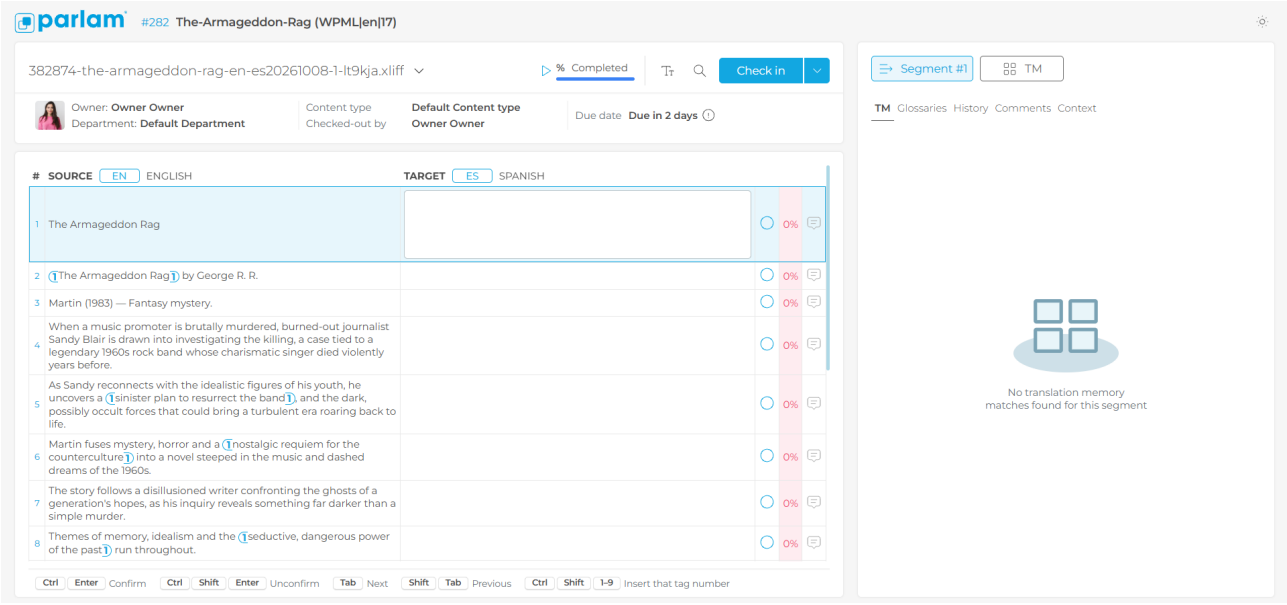
3.2 Configuration

With WPML, almost all the configuration of what gets translated is done in WordPress, not in Parlam. The connector translates everything WPML sends it, so what you mark as translatable in WPML is exactly what will reach Parlam.

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What gets translated. The content types you mark as **Translatable** and the custom fields you mark as **Translate** in **WPML** › **Settings** (you saw this when preparing WordPress). Fields that WPML is configured to copy or ignore are not sent. If you use a page builder or blocks compatible with WPML, WPML extracts their text and sends it just like the rest. For the details of each option, see the WPML documentation at wpml.org/documentation.

What the translators see. Each item reaches Parlam as one file per target language. The translators see the label of each field, the HTML tags as protected codes they do not have to touch, and a link to the original page (**You are translating this page**) to see the text in context. Parlam recognizes these files automatically, so you do not have to configure anything for this.



Languages. WPML offers your editors all the combinations between the source and target languages in the **Working languages** of your Parlam account. If a language is missing in WPML, add it to the **Working languages** or review the language mapping, in case its code in WordPress does not match the one in Parlam.

Content type. WPML does not indicate any content type, so all projects coming from your site use the one assigned to the workflow. If you want to be able to separate your website translations in reports or rates, assign a dedicated content type in the workflow, for example *Website*.

3.3 Publishing

Delivering the translations to WordPress is automatic and you do not have to do anything for it to happen. When a language completes all the workflow steps and reaches the **Delivery** phase in Parlam, the connector detects it within a few minutes, about five at most, and notifies WPML that the translation is

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ready. WPML downloads it, places it in the translated version of your page and confirms to Parlam that it has received it, which closes the delivery for that language.

What happens to the translated page afterward is decided by WPML, not Parlam.

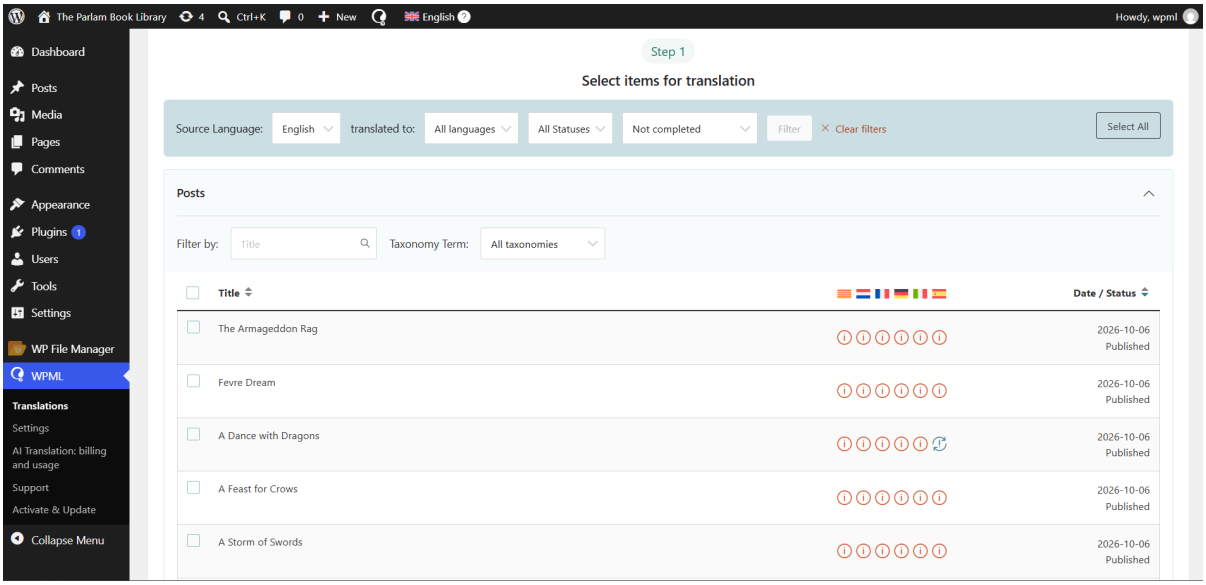
3.4 Translating your content, step by step

This part is for people who translate content from WordPress in their daily work. You do not need to know anything about Parlam: everything is done from WPML.

3.4.1 Send content for translation

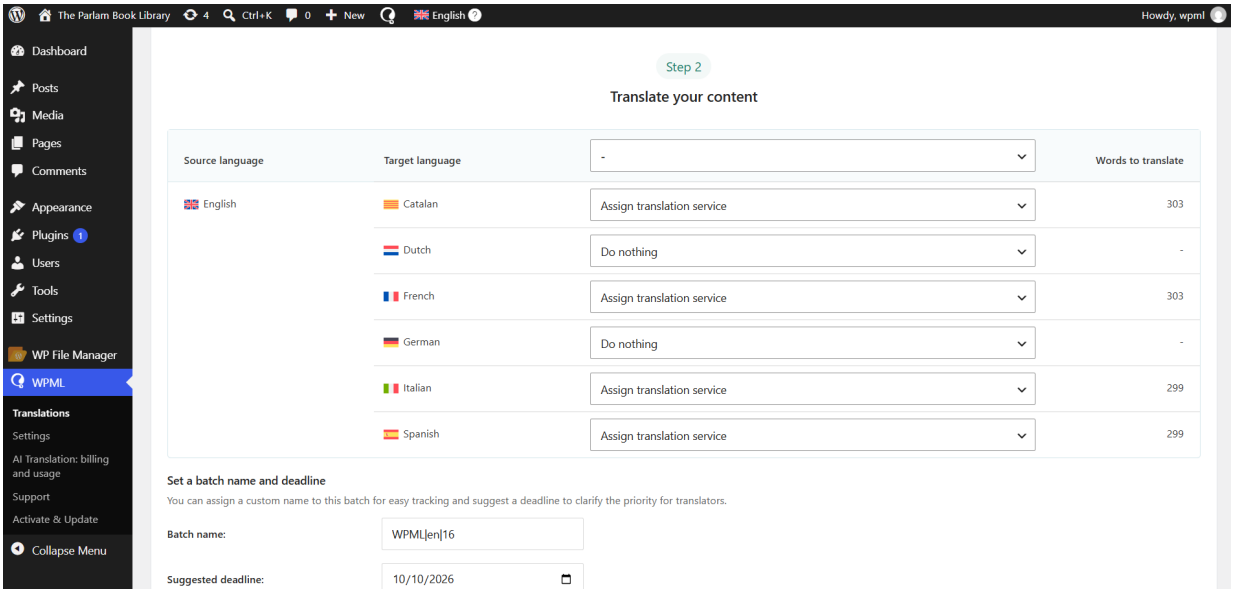
Everything is done on a single screen, the WPML translation **Dashboard**.

1. In WordPress, go to **WPML** › **Translations** › **Dashboard**.

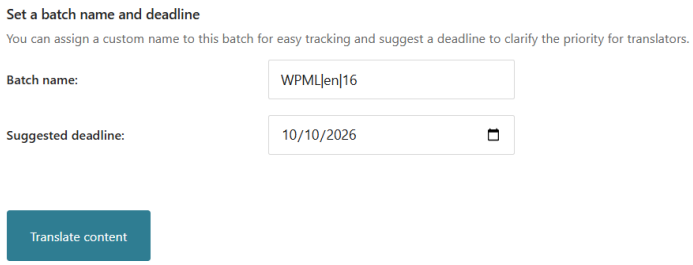


2. Filter the list to find what you want to translate, for example by content type, language or translation status.
3. Select the pages, posts or other items you want to translate.
4. In the language options, choose **Translate** for each target language you need. You will only see the languages your Parlam account works with.

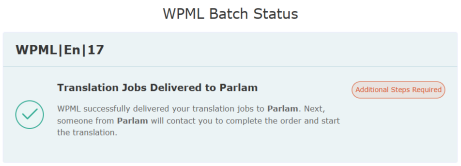
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5. Scroll down a little: just below the language list, enter a name for the batch. It is added to the name of each project in Parlam, so choose one that helps you recognize the job later.
6. If you want, set a deadline. It will be the delivery date of the projects in Parlam; if you do not set one, the one defined in the workflow applies.
7. Click **Translate Content**.



8. Wait for WPML to confirm that it has sent all the items.

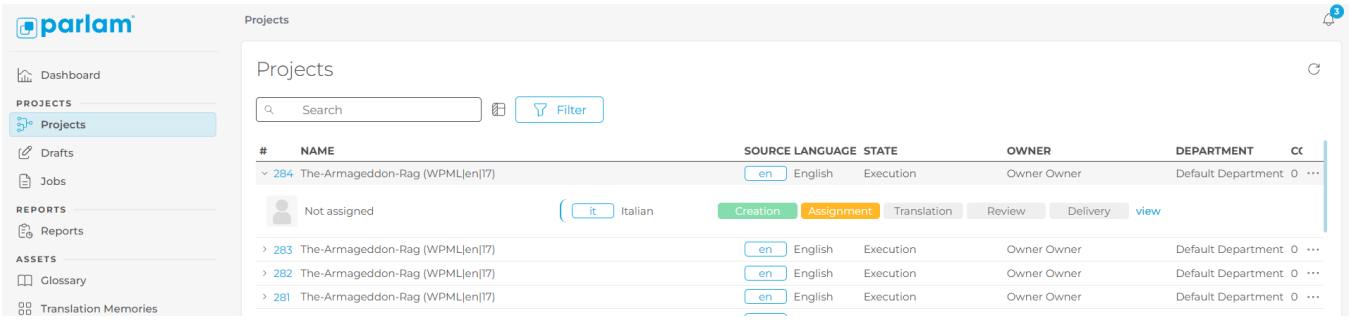


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Always let WPML finish sending the complete batch. If the sending is interrupted halfway, the items that had already arrived stay in Parlam unprocessed until the batch is completed. If this happens to you, let your company's Parlam administrator know.

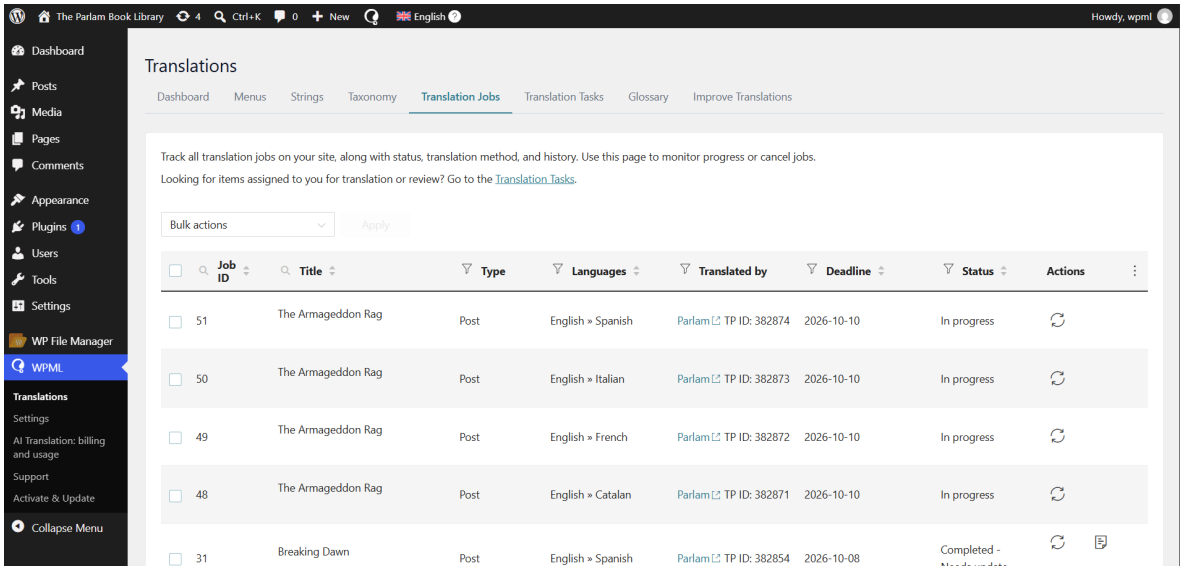
3.4.2 What happens in Parlam

Each item you send becomes one project in Parlam for each target language: if you send three pages to two languages, six projects are created. Each project is named after your content, followed by the batch name, and follows the workflow assigned to your site: approval, if needed, translation, review and delivery.



3.4.3 Track progress

In WordPress, the WPML **Translation Jobs** list shows you what stage each job is at: whether it is being translated, whether the translation is ready to be imported, whether it has already been delivered or whether it has been canceled in Parlam.



If you have access to Parlam, you can also follow the same projects in **Projects** and **Jobs**, and receive email notifications.

3.4.4 Receive and review the translation

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When a translation is ready, WPML receives it on its own, usually within a few minutes. Open the translated page in WordPress and review it. If WPML is configured to save translations as drafts, publish it when you are satisfied.



If you change a page that was already translated, WPML will mark its translations as needing an update. Send it again as in section 3.4.1. Parlam creates a new project and, thanks to the translation memory, reuses the text that has not changed, so only the new or modified text is translated.

3.4.5 When something goes wrong

If Parlam cannot accept an item, WPML shows you the reason. These are the most common messages:

Message	What to do
The authentication didn't work. Please make sure you entered your details correctly	The token is not correct, it has been replaced by a new one or the profile is stopped in Parlam. Let your company's Parlam administrator know.
Workflow '<workflow name>' in Parlam is stopped. Please, start the project to create WPML projects	The workflow is stopped. It has to be started in Parlam.
This WordPress connection has no Parlam project owner configured. Parlam refuses to create a project without one.	The project owner is missing in the Content Hub profile.
WPML connection [<id>] has no Parlam workflow: its Content Hub profile [<id>] must authorise exactly one.	The Content Hub profile must have exactly one workflow.
The Parlam user configured as this site's project owner does not belong to the department its workflow requires. Ask your Parlam administrator to add them to it, or configure a different owner.	The project owner has to be added to the workflow's department, or another owner has to be chosen.
WPML add-job file <file> has no translation unit, so there is nothing to translate. Check that the WordPress content has fields WPML is set to translate.	The item has no translatable text. Check in WPML which fields are marked for translation.
WPML add-job file <file> has <N> translation unit(s) but none of them carries any text, so there is nothing to translate. Check that the WordPress content has fields WPML is set to translate.	Same as the previous one: the fields sent are empty.

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Message	What to do
WPML add-job cannot translate '<language>' into itself: source_language and target_language must name different languages.	The source language and the target language are the same. Choose another target language.
No translation to download for WPML job [<id>] language [<language>]: status is [<status>], the translation is not ready yet	The translation is still in progress in Parlam. Wait and try again later.

Sending the same item again carries no risk: if Parlam has already received exactly the same content, it does not create a duplicate project.

A job appears as canceled in WPML when the project has been canceled or rejected in Parlam, when it has been closed in Parlam without delivering that language or when the project does not include that language, which usually indicates a problem with the language mapping. You cannot cancel a Parlam project from WPML; if you need to, talk to the project manager in Parlam. To translate a canceled item again, send it again from WPML.

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4 Support

If you have any questions or something does not work as you expect, write to us at **support@parlam.com**. We will help you solve it.

So that we can help you as quickly as possible, tell us in your message the name of your Parlam account and of the Content Hub profile, what you were doing when the problem appeared and, if you see an error message, copy it exactly or attach a screenshot.

For your security, never send us tokens, usernames, passwords, keys or any other access details, whether for Parlam or WordPress. We do not need them to help you, and no one from Parlam will ask you for them.

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