

# Multi-Language Capability Setup Guide

**Version Name: Electra | Release Date: Winter 2021**

Overview	2
Enable Translation Workbench and add Translated Languages	3
Add supported languages in Translation Language Settings	3
Specify language code by translating the USER_LANGUAGE_CODE custom label	4
Add translated fields to add/edit popups	6
Add translated fields to data tables and filters	7
Add all fields to page layouts	8
Relabel the language fields to reflect the actual use case	8
Create or update users with locale settings for specific languages	8
Setup Custom Fields to work with Multiple Language Capability	9
Text / Text Area fields	9
Long Text Area Fields	10
Limitations	11

## Overview

Organizations that work across geographies often have teams and partners who understand and use different languages. Amp Impact allows users to view information in their own language. This multiple language capability enables organizations to set up reference data (e.g. Indicator Definition, Objective Name, Thematic Area, Guidelines etc.) in different languages which can be displayed to users based on their language preferences.

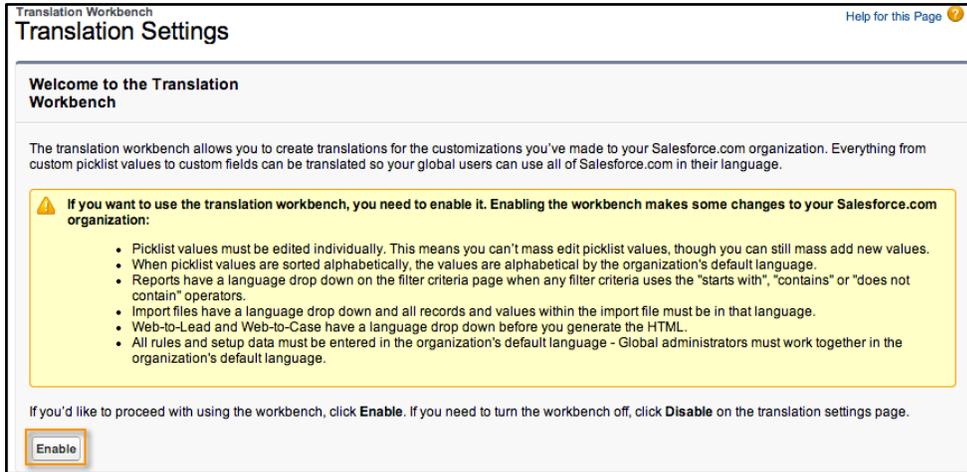
Amp Impact supports following features for multiple languages:

- Manage Indicators
- Manage Framework
- Set Targets
- Add Results
- Performance Graphs

ⓘ This feature does not translate data entered by users from one language to another. It will only provide the functionality for reference data to be entered in multiple languages, and enables users to view data in their languages.

## Enable Translation Workbench and add Translated Languages

1. From Setup, enter Translation Language Settings in the Quick Find box, then select Translation Language Settings.
2. On the welcome page, click Enable.



Translation Workbench  
Translation Settings [Help for this Page](#)

**Welcome to the Translation Workbench**

The translation workbench allows you to create translations for the customizations you've made to your Salesforce.com organization. Everything from custom picklist values to custom fields can be translated so your global users can use all of Salesforce.com in their language.

**⚠ If you want to use the translation workbench, you need to enable it. Enabling the workbench makes some changes to your Salesforce.com organization:**

- Picklist values must be edited individually. This means you can't mass edit picklist values, though you can still mass add new values.
- When picklist values are sorted alphabetically, the values are alphabetical by the organization's default language.
- Reports have a language drop down on the filter criteria page when any filter criteria uses the "starts with", "contains" or "does not contain" operators.
- Import files have a language drop down and all records and values within the import file must be in that language.
- Web-to-Lead and Web-to-Case have a language drop down before you generate the HTML.
- All rules and setup data must be entered in the organization's default language - Global administrators must work together in the organization's default language.

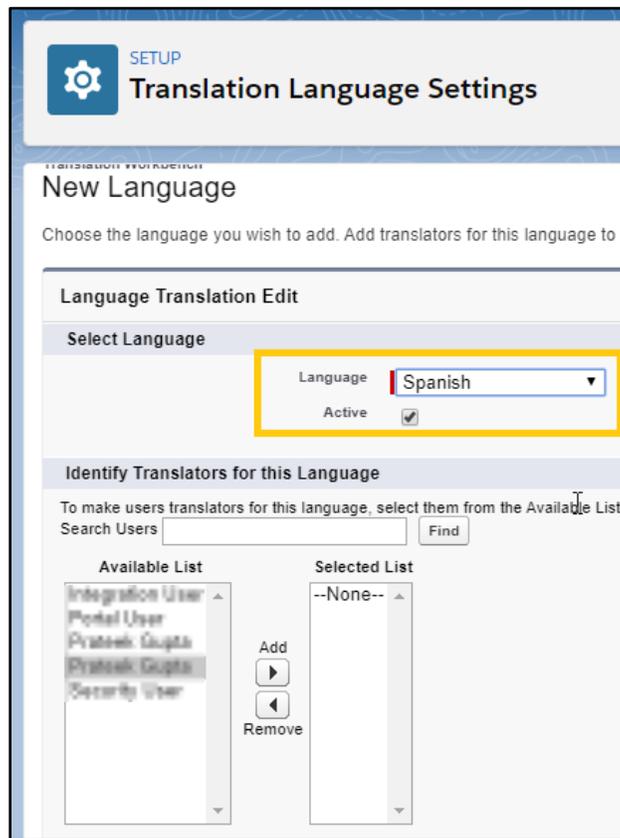
If you'd like to proceed with using the workbench, click **Enable**. If you need to turn the workbench off, click **Disable** on the translation settings page.

**Enable**

For more details on configuring the Translation Workbench, refer to the [Salesforce documentation](#).

## Add supported languages in Translation Language Settings

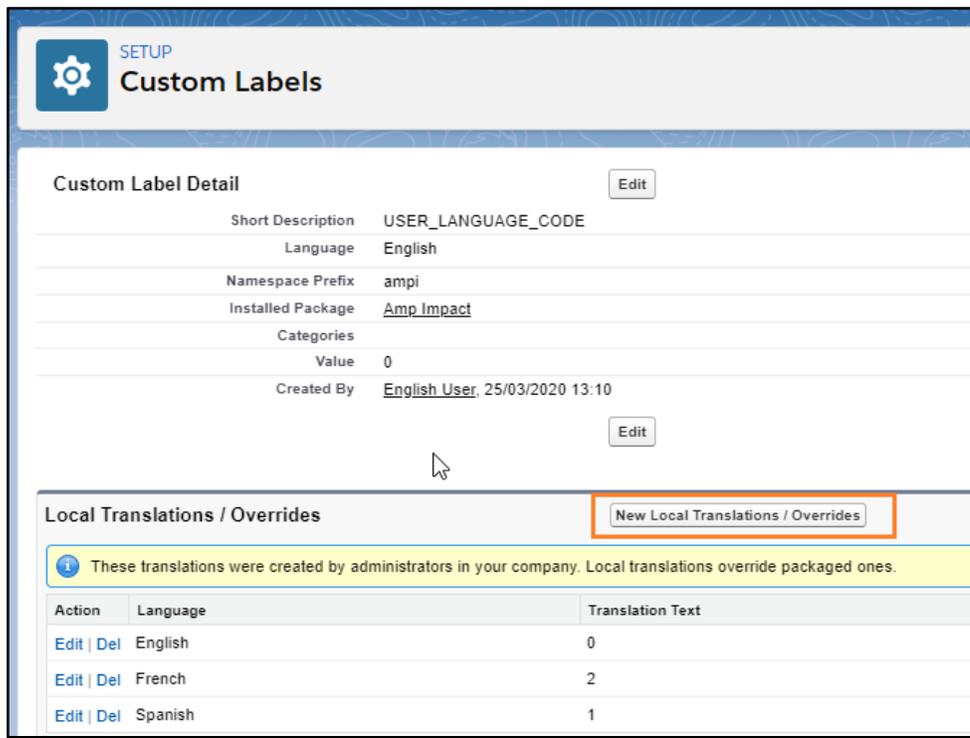
1. From Setup, enter Translation Language Settings in the Quick Find box, then select Translation Language Settings.
2. Click Add to add any language(s) that you will be using.
3. For each language that you intend to use:
  - a. Mark the language as Active.
  - b. (Optional) Specify one or more translators who have a permission to enter the translations.
4. Click Save.



***Specify language code by translating the USER\_LANGUAGE\_CODE custom label***

The custom label USER\_LANGUAGE\_CODE is used to codify each language that will be used in the system. By default, USER\_LANGUAGE\_CODE has a value of '0' (zero) for the default language, and it can be translated using Translation Workbench to codify up to three additional languages.

1. From Setup, enter Custom Labels in the Quick Find box, then select Custom Labels
2. Click on label USER\_LANGUAGE\_CODE.
3. On the Custom Label page, click New Local Translations / Overrides.



**SETUP Custom Labels**

**Custom Label Detail** Edit

Short Description: USER\_LANGUAGE\_CODE

Language: English

Namespace Prefix: ampi

Installed Package: Amp Impact

Categories

Value: 0

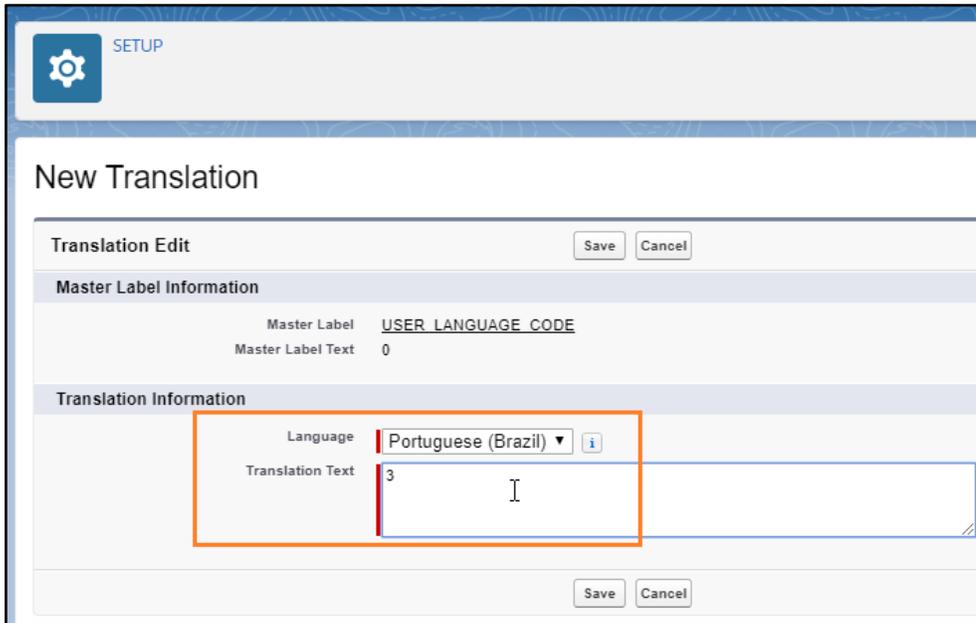
Created By: English User, 25/03/2020 13:10 Edit

**Local Translations / Overrides** New Local Translations / Overrides

*These translations were created by administrators in your company. Local translations override packaged ones.*

Action	Language	Translation Text
<a href="#">Edit</a>   <a href="#">Del</a>	English	0
<a href="#">Edit</a>   <a href="#">Del</a>	French	2
<a href="#">Edit</a>   <a href="#">Del</a>	Spanish	1

4. On the New Translation page, select the language in the Language field.
5. In the Translation Text field, enter the Language Code
  - a. Language Code for first language (Language of text entered in field `ampi__[FieldName]_Language_1_c`) is '1'
  - b. Language Code for second language (Language of text entered in field `ampi__[FieldName]_Language_2_c`) is '2'
  - c. Language Code for second language (Language of text entered in field `ampi__[FieldName]_Language_3_c`) is '3'



### **Add translated fields to add/edit popups**

Amp Impact has 3 additional language fields for each supported Text, Text Area, or Long Text Area field for users to enter translated values of the default field.

E.g Amp Impact field `ampi__Description__c` on `ampi__Indicator__c` object has 3 associated language fields:

- `ampi__Description_Language_1__c`
- `ampi__Description_Language_2__c`
- `ampi__Description_Language_3__c`

① A complete list of fields that support multiple languages can be accessed [here](#).

These language fields are used to enter Indicator Definition (or other reference data) in upto 3 different languages.

E.g. if custom label `USER_LANGUAGE_CODE` is translated as 0 in English, 1 in Spanish, 2 in French, and 3 in Portuguese, then Indicator Definition can be specified for these languages as follows:

- `ampi__Description__c` = % of patients who are new
- `ampi__Description_Language_1__c` = % de los pacientes que son nuevos
- `ampi__Description_Language_2__c` = % des patients qui sont nouveaux
- `ampi__Description_Language_3__c` = % dos pacientes que são novos

To enable users to enter or edit reference data in multiple languages, [add these fields to following field sets](#):

Object	Fieldset	Add/Edit popups controlled by Fieldset
ampi__Catalog_Objective__c	ampi__ADD_NEW_OBJECTIVE_POPUP	“Add New Framework Item” popup on ManageFramework page
ampi__Objective__c	ampi__EDIT_PROJECT_OBJECTIVE	“Edit Framework Item” popup on ManageFramework page
ampi__Indicator__c	ampi__ADD_NEW_INDICATOR_POPUP	“Add New Custom Indicator” popup on ManageIndicator page
ampi__Project_Indicator__c	ampi__EDIT_PROJECT_INDICATOR_POPUP	“Edit Project Indicator” popup on ManageIndicator page

### Add translated fields to data tables and filters

To display data (e.g. Indicator Definition) in user’s language, translated [fields should be added to fieldsets](#) that control data tables and filters:

- For all supported Text and Text Area fields, add the translated formula field (i.e. ampi\_\_[FieldName]\_Translated\_\_c) to field sets.
- For all supported Long Text Area fields, add the default language text field (i.e. ampi\_\_[FieldName]\_\_c) to field sets.

The fieldsets that control data tables and filters are as follows:

Object	Fieldset	Tables / Filters controlled by Fieldset
ampi__Project_Indicator__c	ampi__DEACTIVATED_PROJECT_INDICATORS_TABLE	Columns in Project Indicator table on Deactivated Indicators tab on Manage Indicators page
ampi__Project_Indicator__c	ampi__SELECTED_PROJECT_INDICATORS_TABLE	Columns in Project Indicator table on Selected Indicators tab on Manage Indicators page
ampi__Project_Indicator__c	ampi__ADD_RESULTS_INFO_POPOVER	Fields in popover when cursor hovers over tooltip next to a Project Indicator on Add Results page
ampi__Project_Indicator__c	ampi__SET_TARGETS_INFO_POPOVER	Fields in popover when cursor hovers over tooltip next to a Project Indicator on Set Targets page
ampi__Project_Indicator__c	ampi__PROJECT_INDICATORS_SEARCH_FILTERS	Filters for the Project Indicator table on Selected Indicators tab and Deactivated Indicators tab

ampi__Project_Indicator__c	ampi__AR_SEARCH_FILTERS	Filters for the table on Add Results page
ampi__Project_Indicator__c	ampi__ST_SEARCH_FILTERS	Filters for the table on Set Targets page
ampi__Indicator__c	ampi__CATALOG_INDICATORS_TABLE	Columns in Indicator table on Catalog Indicators tab on Manage Indicators page
ampi__Indicator__c	ampi__INDICATOR_CATALOG_SEARCH_FILTER	Filters for the Indicator table on Catalog Indicators tab
ampi__Objective__c	ampi__LOG_FRAMES_TABLE	Columns in Logframe table on Manage Framework page

### **Add all fields to page layouts**

To allow users to access language and translation fields, [add them to the page layouts of objects](#).

Related lists (e.g. Geographic Area, Objectives, Thematic Areas on the Project page layout, Project Indicator Geographic Area on the Project Indicator page layout, etc.) are displayed in default language instead of the user's language locale.

If System Admin wants to display these fields in the user's language locale, they can add `ampi__[Field_Name]_Translated__c` (e.g. `ampi__Geographic_Area_Translated__c`) to the related list from page layout of that object.

① A complete list of objects which support Multi-Languages can be accessed [here](#).

### **Relabel the language fields to reflect the actual use case**

① **This step is optional** and should be used as per client's use case.

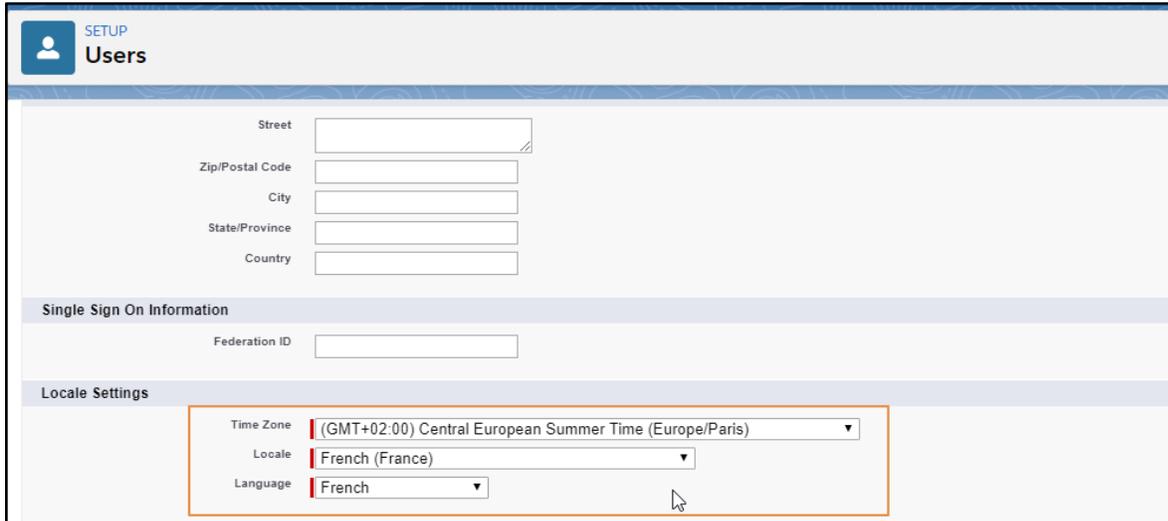
The field labels of language fields can be relabelled so that it is easier for users to identify the field used to store the data in a particular language

E.g. if Language 1 = French, then the field label for `ampi__Indicator_Definition_Language_1__c`, "Indicator Definition Language 1", should be relabelled to "Indicator Definition (French)".

### **Create or update users with locale settings for specific languages**

1. From Setup, enter Users in the Quick Find box, then select Users.
2. On the All Users page:
  - a. To create a new User, click on the New User button.
  - b. To edit an existing User, click on User's name.

3. On the User Details page, navigate to the Locale Settings section.
  - a. Change Language to user's preferred language
4. Click on Save



The screenshot shows the 'Users' setup page. The 'Locale Settings' section is highlighted with a red box and contains the following fields:

- Time Zone: (GMT+02:00) Central European Summer Time (Europe/Paris)
- Locale: French (France)
- Language: French

### Setup Custom Fields to work with Multiple Language Capability

#### Text / Text Area fields

1. Create a new custom label
  - a. Set up language codes by translating the custom label in [same format as USER\\_LANGUAGE\\_CODE](#)
2. For a Text/Text Area field [Field\_Name]\_\_c, System Admins need to create 4 additional fields with API names as follows:

API Name	Field Label (Optional)	Data Type	Formula
[Field_Name]_Language_1__c	Field Name (Name of Language) E.g. Definition (French)	Same as [Field_Name]__c (i.e. Text or Text Area)	N/A
[Field_Name]_Language_2__c			

[Field_Name]_Language_3__c			
[Field_Name]_Translated__c	Field Name Translated E.g. Definition Translated	Formula	CASE( \$Label.[New_Custom_Label], "1", [Field_Name]_Language_1__c , "2", [Field_Name]_Language_2__c , "3", [Field_Name]_Language_3__c , [Field_Name]__c )

3. [Add language fields to add/edit popups](#)
4. [Add translated field to data tables and filters](#)
5. [Add all fields to page layouts](#)

### Long Text Area Fields

1. For a Long Text Area field [Field\_Name]\_\_c, System Admins need to create 3 additional fields with API names as follows:

API Name	Field Label (Optional)	Data Type
[Field_Name]_Language_1__c	Field Name (Name of Language) E.g. Comments (French)	Same as [Field_Name]__c (i.e. Long Text Area)
[Field_Name]_Language_2__c		
[Field_Name]_Language_3__c		

ⓘ Please make sure that Field labels are set as per the [translations set up for Custom Label USER LANGUAGE CODE](#).

1. [Add translated fields to add/edit popups](#)
2. Add default Long Text Area field (i.e. [Field\_Name]\_\_c) to data tables and filters
3. [Add all fields to page layouts](#)

## Limitations

1. Amp Impact currently supports up to four languages (the system default and three additional languages).
2. This feature only works with languages that use the Roman alphabet (e.g. Spanish, French etc.). Languages, such as Arabic and Mandarin, that do not use the Roman alphabet are not supported as yet.
3. This feature does not support exporting Target/Result or Financial data in multiple languages at once.
4. If a user creates an aggregated Project Indicator, or sets the aggregation criteria for an aggregated Project Indicator, the details in aggregation criteria popup display in that user's language (i.e. the default language as per user's locale settings).
5. If one of the four fields language fields (`ampi__[Field_Name]__c`, `ampi__[Field_Name]_Language_1__c`, `ampi__[Field_Name]_Language_2__c`, and `ampi__[Field_Name]_Language_3__c`) is modified, the other three must be manually updated to match the modified data, as this does not happen automatically, and the user does not receive a notification to ensure that data is synced.
6. Amp Impact does not support entering reporting or supplementary data in multiple languages (e.g. Qualitative Targets/Results, Reviewer Comments). A list of features not supported for multiple languages as of current release are as follows:
  - Activity Tracking
  - Financials (Budget Excel download/upload, Disbursements)
  - Risk
  - IATI Publishing
  - Submissions
    - Multiple languages can be used for Submissions by creating a different template for each language in which users would be submitting.
    - The following metadata cannot be translated, or it will cause the functionality to break:
      1. `ampi__Submission__c` RecordType values
      2. `ampi__Question__c` RecordType values
      3. `ampi__Question__c.ampi__Response_Type__c` picklist values
7. If a user is set up with a specific locale and language (different from the default language), and there is no translated data entered in the language text area and language text Amp Impact managed package fields for their preferred language, the user with that language setting will view data in the default language.
  - For example, if a system has an English User and a Portuguese User, and `USER_LANGUAGE_CODE` is translated in Portuguese as '2'. If the field value of `ampi__Project_Indicator__c.ampi__Description__c` is provided in English while `ampi__Project_Indicator__c.ampi__Description_Language_2__c` is left blank, then the English User will view the Indicator Definition in English and the Portuguese user will view it in the default language (as stored in `ampi__Project_Indicator__c.ampi__Description__c`) on the Set Targets page.

**Indicator Definition displayed to English User**

**Set Targets**

Reporting Period: 2020 Quarter 1 | Geographic Area: Paris

Enter Search Text

PROJECT INDICATOR	TOTAL
Number of meal coupons available for beneficiaries	1,000,000

**Indicator Definition displayed to Portuguese User**

**Set Targets**

Período de Relatório: 2020 Trimestre 1 | Área Geográfica: Paris

Pesquisar

INDICADOR DO PROJETO	TOTAL
Number of meal coupons available for beneficiaries	1,000,000

8. Multiple languages are supported for the following Text, Text Area, and Long Text Area fields :

Object	Field Label	Field API Name	Field Type
ampi__Catalog_Objective_c	Definition	ampi__Definition_c	Text Area(255)
ampi__Catalog_Objective_c	Objective Name	Name	Text(80)
ampi__Disaggregation_Group_c	Disaggregation Group Name	Name	Text(80)
ampi__Disaggregation_Value_c	Disaggregation Value Name	Name	Text(80)
ampi__Geographic_Area_c	Geographic Area	Name	Text(80)
ampi__Indicator_c	Data Source	ampi__Data_Source_c	Long Text Area(32768)
ampi__Indicator_c	Indicator Definition	ampi__Description_c	Text Area(255)
ampi__Indicator_c	Disaggregation Group	ampi__Disaggregation_Group_c	Text(255)
ampi__Indicator_c	Guidelines	ampi__Guideline_c	Long Text Area(32768)
ampi__Indicator_c	Objective(s)	ampi__Objective_c	Long Text Area(131072)

ampi__Indicator__c	Thematic Area	ampi__Thematic_Area_Text__c	Long Text Area(32768)
ampi__Indicator__c	Units	ampi__Units__c	Text(255)
ampi__Objective__c	Description	ampi__Description__c	Long Text Area(32768)
ampi__Objective__c	Name	ampi__Label__c	Text(80)
ampi__Project__c	Project Description	ampi__Description__c	Long Text Area(32768)
ampi__Project__c	Thematic Area	ampi__Thematic_Area_Text__c	Long Text Area(32768)
ampi__Project__c	Name	Name	Text(80)
ampi__Project_Indicator__c	Calculation Formula	ampi__Calculation_Formula__c	Long Text Area(1500)
ampi__Project_Indicator__c	Data Source	ampi__Data_Source__c	Long Text Area(1000)
ampi__Project_Indicator__c	Indicator Definition	ampi__Description__c	Text(255)
ampi__Project_Indicator__c	Disaggregation Group	ampi__Disaggregation_Group__c	Text(255)
ampi__Project_Indicator__c	Geographic Area	ampi__Geographic_Area_Text__c	Long Text Area(500)
ampi__Project_Indicator__c	Guidelines	ampi__Guideline__c	Long Text Area(2500)
ampi__Project_Indicator__c	Objective(s)	ampi__Objective__c	Long Text Area(500)
ampi__Project_Indicator__c	Reporting Period	ampi__Reporting_Period_Text__c	Long Text Area(500)
ampi__Project_Indicator__c	Thematic Area	ampi__Thematic_Area_Text__c	Long Text Area(500)
ampi__Project_Indicator__c	Units	ampi__Units__c	Text(255)
ampi__Reporting_Period__c	Reporting Period Name	ampi__Label__c	Text(50)
ampi__Thematic_Area__c	Description	ampi__Description__c	Long Text Area(32768)
ampi__Thematic_Area__c	Thematic Area Name	Name	Text(80)