



# Localization of Content

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## Chapter Overview

This chapter explains how to localize the FAQs, messages, surveys, and requests that were added to Admin View so that patients who are viewing Patient View in another language will view them in their preferred language.

The topics in this chapter include the following:

- “Localization”
  - “Localize Content”
  - “Edit Localized Content”
  - “Localize New Content”
- “Import Image Mapping”

## Localization

The text shown on the Patient View screen is available in English, Spanish, and Arabic for this release. When you add Patient FAQs, Patient Messages, Patient Requests, and Surveys to Admin View, they are added in English (see chapters 6 and 11-13). To localize them, use the import/export functionality found in the Localization Import/Export page of Admin View.

On the Localization Import/Export page, you will download a csv file, which contains English content and tags for each FAQ, message, request, and survey entry. Then you will translate the English content within the file and upload the revised file to either Spanish or Arabic on the Localization Import/Export page.

## Localize Content

To localize content that was created in Admin View, follow these steps:

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**Step 1** Add all FAQs, messages, requests, and surveys to Admin View.



**Note** If any FAQs, messages, requests, or surveys are added or modified after you perform these steps, see the last section for instructions.

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- Step 2** Go to the **Localization Import/Export** page, which is accessed using the Content Management menu in Admin View.
- Step 3** Choose the language (i.e. Spanish or Arabic) that you will localize in the Select Locale drop-down menu.
- Step 4** Click the **Download Language Pack** button.  
A csv file will download to your desktop.
- Step 5** Open the csv file.
- Step 6** Replace the English text entries in the ResourceText column (F) with Spanish or Arabic text.

**Caution**

Do not alter any of the entries in columns A-E. Otherwise, the content may not load properly and you will need to repeat these steps.

- Step 7** Save the file on your desktop as a CSV (comma delimited) file.
- Step 8** Go back to the Localization Import/Export page and ensure that the language in the Select Locale field is correct.

**Caution**

Do not choose 'English' as the import language. If you import the localized file into the English locale, it will overwrite all the English entries in the Patient FAQs, Patient Messages, Patient Requests, and Surveys pages.

- Step 9** Click the **Import Language Pack** button.
- Step 10** In the Bulk Import dialog box, click the **Add File** button and find the file on your desktop. Click the **Open** button.
- Step 11** In the Bulk Import dialog box, click the **Start** button to start importing the file.
- Step 12** When finished, click the **Done** button.

## Edit Localized Content

If you have already localized the content but need to make edits to it, follow these steps:

- Step 1** Go to the **Localization Import/Export** page.
- Step 2** Choose the language that you need to edit.
- Step 3** Click the **Download Language Pack** button.  
The csv file will download to your desktop.
- Step 4** Open the csv file.
- Step 5** Edit the text entries in the ResourceText column (F).

**Caution**

Do not alter any of the entries in columns A-E. Otherwise, the content may not load properly.

- Step 6** Save the file on your desktop as a CSV (comma delimited) file.

- Step 7** Go back to the Localization Import/Export page and confirm that the language in the Select Locale field is the destination language (i.e. Spanish or Arabic), not the original (i.e. English).



**Caution** Ensure that 'English' is NOT the import language.

- Step 8** Click the **Import Language Pack** button.
- Step 9** In the Bulk Import dialog box, click the **Add File** button and find the file on your desktop. Click the **Open** button.
- Step 10** In the Bulk Import dialog box, click the **Start** button to start importing the file.
- Step 11** When finished, click the **Done** button.

## Localize New Content

If new content was added in English, the Spanish and Arabic localized files will be out of sync. If only a couple of entries were added, you could try inserting them into the Spanish or Arabic file. If the changes are extensive or to prevent errors with importing, you will need to download the English file, copy and paste the existing localized content first, and then localize the new content.

- Step 1** Go to the **Localization Import/Export** page.
- Step 2** Choose 'English' in the Select Language drop-down menu.
- Step 3** Click the **Download Language Pack** button.  
The csv file will download to your desktop.
- Step 4** Choose the localized language from the Select Language drop-down menu.
- Step 5** Click the **Download Language Pack** button.
- Step 6** Open both csv files.
- Step 7** Copy the localized text from the Spanish or Arabic file and paste it within the English file.
- Step 8** Translate the new English text entries in the ResourceText column (F).



**Caution** Do not alter any of the entries in columns A-E. Otherwise, the content may not load properly.

- Step 9** Save the file on your desktop as a CSV (comma delimited) file using the same file name as the Spanish or Arabic file.



**Caution** Do not save the file with the same name as the English file.

- Step 10** On the Localization Import/Export page, ensure that the language in the Select Locale field is correct ('Spanish' or 'Arabic', but NOT 'English').



**Caution** Make sure that you have not chosen 'English' as the import language.

- Step 11** Click the **Import Language Pack** button.

- Step 12** In the Bulk Import dialog box, click the **Add File** button and find the new localized file on your desktop. Click the **Open** button.
  - Step 13** In the Bulk Import dialog box, click the **Start** button to start importing the file.
  - Step 14** When finished, click the **Done** button.
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## Import Image Mapping

The Localization Import/Export feature is also used to import image mapping such as for the CBORD food menu. Refer to the Food Menu chapter of this guide for information on managing the images in the Admin view app. Refer to the *Cisco Patient Connect Content Management Guide* for instructions on how to upload images.

To map the titles of the images that are in the CMS to the CBORD food menu, follow these steps:

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- Step 1** Identify the image titles of the food menu images in the CMS. See the *Cisco Patient Connect Content Management Guide* for instructions on how to upload images and view their details.
  - Step 2** Create a file with csv entries for each image using the image title from the CMS.  
A csv entry will look like this:  

```
"Id","Service","Module","ResourceId","Locale","ResourceText"
```

 For example, if:  

```
Food menu category item name = Fruits & Juices
```

```
CMS Image Title = FruitsJuice
```

 Then the csv entry would be:  

```
"FoodMenu#FoodMenu#Fruits & Juices#en_US","FoodMenu","FoodMenu","Fruits & Juices","en_US","FruitsJuices"
```
  - Step 3** Save the file as .csv (comma delimited).
  - Step 4** Go to the Localization Import/Export page of Admin view.
  - Step 5** Click the **Import Language Pack** button.
  - Step 6** In the Bulk Import dialog box, click the **Add File** button and find the image mapping file on your desktop. Click the **Open** button.
  - Step 7** In the Bulk Import dialog box, click the **Start** button to start importing the file.
  - Step 8** When finished, click the **Done** button.
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