System Language

Overview

In Claromentis, the language settings determine which language the system displays across all applications.
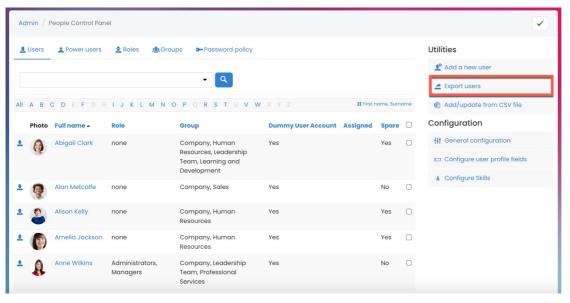
Each user can manage and configure their language settings via 'My settings'. However, this can also be carried out on behalf of users (individually or en masse) by an application administrator of People.

Here we will provide some steps on how you can set/change the system language as an admin as well as provide a few extra tips on how to carry this out.
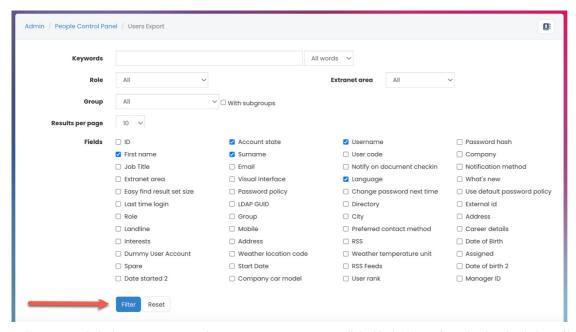
Changing the system language setting for end-users

1. Head to **Admin > People**.

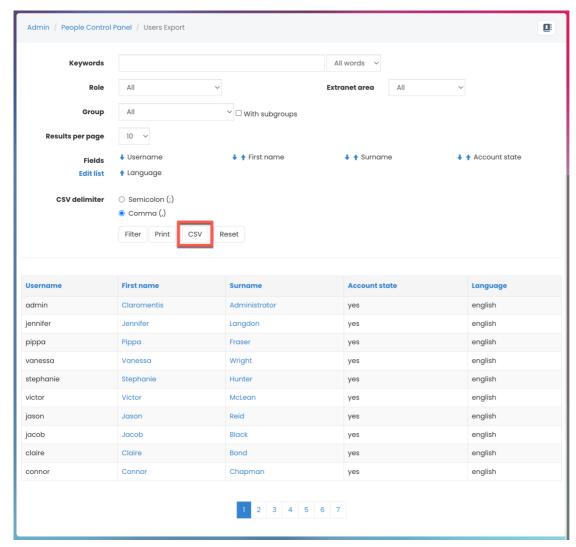2. Select **Export users** to export a list of all users:

3. Use the filtering tool to include the **Language** field:

Make sure to include the **Account state** in the export so you can remove all the blocked users from the downloaded CSV file ahead of importing it (Active user = 'yes' ; Blocked user = 'no').

4. Download the filtered information as the CSV file:

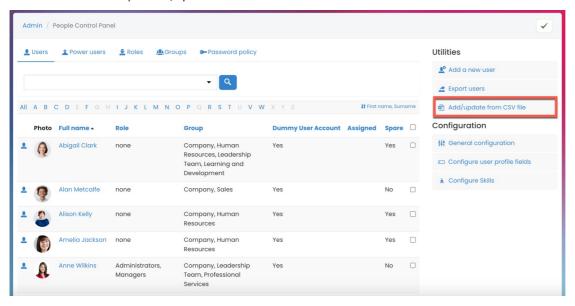| Username	First name	Surname	Account state	Language
admin	Claromentis	Administrator	yes	english
jennifer	Jennifer	Langdon	yes	english
pippa	Pippa	Fraser	yes	english
vanessa	Vanessa	Wright	yes	english
stephanie	Stephanie	Hunter	yes	english
victor	Victor	McLean	yes	english
jason	Jason	Reid	yes	english
jacob	Jacob	Black	yes	english
claire	Claire	Bond	yes	english
connor	Connor	Chapman	yes	english

1 2 3 4 5 6 7

5. In the downloaded file, insert the correct language code (you wish to change to) for the appropriate users in the language column:

username	firstname	surname	language
admin	Claromentis	Administrator	us
jennifer	Jennifer	Langdon	us
pippa	Pippa	Fraser	us
vanessa	Vanessa	Wright	us
stephanie	Stephanie	Hunter	us
victor	Victor	McLean	us
jason	Jason	Reid	us
jacob	Jacob	Black	us
claire	Claire	Bond	us
connor	Connor	Chapman	us
anne	Anne	Wilkins	us
charles	Charles	Johnston	us
dan	Dan	Butler	us
james	James	Terry	us
joanne	Joanne	Thomson	us

⬚ **Tip:** Find a list of available language codes in the last section of this guide ↓

6. Save this file as a CSV.
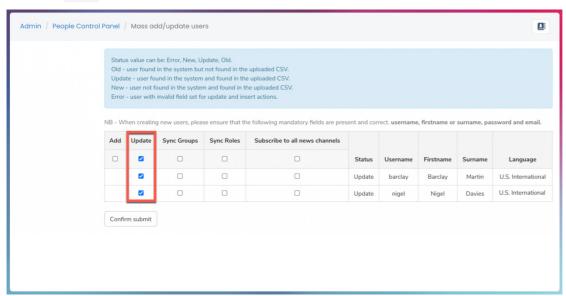
7. Go back to **Admin > People > Add/Update from CSV**:

8. Select Choose File (or use our drag & drop feature) to import the CSV:

Choose CSV file with users data

Choose File   No file chosen

☐ Synchronization mode (add, update and delete users)

NB – When creating new users, please ensure that the following mandatory fields are present and correct. **username, firstname or surname, password and email.**

☐ Generate random passwords and send login credentials via email

Random passwords will be generated for newly created users that don't have a password specified in the CSV file. Credential emails will be sent to newly created users, and to existing users whose passwords are changed by the import.
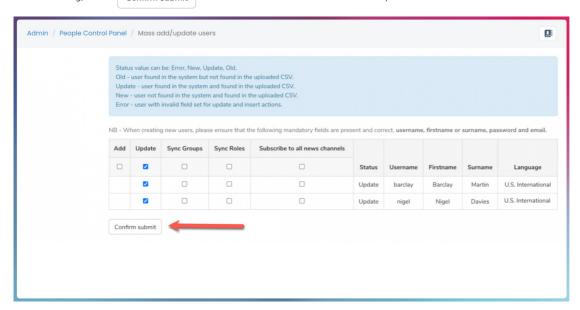
Submit

Reminder: Ensure the Synchronisation mode is *not* selected when importing the CSV.

9. Check the Update column to confirm the changes to language:

Status value can be: Error, New, Update, Old.
Old - user found in the system but not found in the uploaded CSV.
Update - user found in the system and found in the uploaded CSV.
New - user not found in the system and found in the uploaded CSV.
Error - user with invalid field set for update and insert actions.

NB - When creating new users, please ensure that the following mandatory fields are present and correct. **username, firstname or surname, password and email.**

Add	Update	Sync Groups	Sync Roles	Subscribe to all news channels	Status	Username	Firstname	Surname	Language
☐	☑	☐	☐	☐					
	☑	☐	☐	☐	Update	barclay	Barclay	Martin	U.S. International
	☑	☐	☐	☐	Update	nigel	Nigel	Davies	U.S. International

Confirm submit

10. Once ready, select Confirm submit and all users included in the CSV will be updated:

Status value can be: Error, New, Update, Old.
Old - user found in the system but not found in the uploaded CSV.
Update - user found in the system and found in the uploaded CSV.
New - user not found in the system and found in the uploaded CSV.
Error - user with invalid field set for update and insert actions.

NB - When creating new users, please ensure that the following mandatory fields are present and correct. **username, firstname or surname, password and email.**

Add	Update	Sync Groups	Sync Roles	Subscribe to all news channels	Status	Username	Firstname	Surname	Language
☐	☑	☐	☐	☐					
	☑	☐	☐	☐	Update	barclay	Barclay	Martin	U.S. International
	☑	☐	☐	☐	Update	nigel	Nigel	Davies	U.S. International

Confirm submit

🔲 **Tip:** If your CSV contains a lot of users the system may not be able to handle all the changes in one go. To combat this, you can import the CSV in smaller batches of users by removing blocked users from the CSV and only updating active users.

List of language codes

Name	Code
English	en
U.S. International	us
Russian	ru
French	fr
German	de
Portuguese (Brazil)	br
Spanish	es
Dutch	nl
Czech	cz
Polish	pl
Greek	gr
Arabic	ar
Kurdish	ku
Hungarian	hu
Uzbek	uz

Changing the default site language

When a new user is created on the system using manual input via **Admin > People** or automatic user creation via Active Directory or CSV upload, their language will be in the default language set in the configuration file.

This is separate from the system language as a user can choose the language they wish to view the Intranet in themselves from 'My Settings', or an admin can do this on their behalf (as explained in this article above) whereas the default language denotes what a new user will be automatically set to when created.

To change the default language, our support team will need to carry this out on your behalf. Please submit your request via a support ticket here.