

Topic: Web Pages or Forms Translated to Various Languages

Question by: Millie Cardinal

Jurisdiction: Minnesota

Date: September 9, 2020

Jurisdiction	Question(s)
	1. Have you translated any of the business information on your website or standard forms (if applicable) to different languages? If yes, <ol style="list-style-type: none"> i. What languages have you translated business information to? ii. How often do you find that you have to update and re-translate these pages (documents)? iii. What format are these items translated to? i.e. electronic registry system, printed documents, etc. 2. Have any of your customers asked for business information to be translated?
Manitoba	
Corporations Canada	
Alabama	
Alaska	
Arizona	
Arkansas	
California	We are similar to MA and IN. We are working on updating our online services for BE and will be allowing diacritical marks in entity and individual names. Google translate has some nifty tools that we have been looking at recently. We might look at translating instructions but not the forms themselves since they are public documents and they must be in English by statute.
Colorado	
Connecticut	
Delaware	
District of Columbia	
Florida	
Georgia	
Hawaii	

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Idaho	
Illinois	
Indiana	<p>Indiana is similar to MA. We have statutory language that requires that "the words in the entity filing must be in English". However, name requirements allow that the business name to be in a language other than English.</p> <p>Based on our statutory requirement, I do not think we would be prevented from creating a form that was bilingual, but given the amount of information contained in the forms this would be difficult. If we were to create separate forms in other languages, my guess is that this would result in increased rejections, as it would be likely that the applicant would then use the language the form is based in to fill in the information. Moreover, our online adoption rates are now so high, that we spend little time and effort on paper forms. They simply are not being used enough to allocate resources to them.</p> <p>We have created some INBiz tutorials in Spanish, but we have not yet created the option to view the webpages in other languages. This is definitely on our wish list, and where we will focus our efforts on offering services in languages other than English.</p>
Iowa	
Kansas	
Kentucky	
Louisiana	<p>In Louisiana, we have not translated any information on our website or forms to different languages. We do not have any plans, at the present time, to do so.</p>
Maine	
Maryland	
Massachusetts	<p>Massachusetts has not provided our forms in other languages. It is actual required that, outside of the name, the form and its contents must be provided in English.</p>
Michigan	
Minnesota	
Mississippi	

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Missouri	
Montana	
Nebraska	
Nevada	
New Hampshire	
New Jersey	
New Mexico	
New York	
North Carolina	<p>North Carolina has not provided the option for web users to choose a language. It has been discussed as we have had requests for this option. However, we are not moving forward at this time with this change.</p>
North Dakota	
Ohio	
Oklahoma	
Oregon	<p>The Oregon Legislature passed a bill requiring the Corporation Division to translate business registry forms into 5 languages other than English that are commonly spoken in our state. We completed that task, which set us back about \$30,000 out of a \$50,000 appropriation. We will need to reevaluate whether the top 5 non-English languages are after census data is out; and we will add additional languages, if necessary.</p> <p>Our website uses Google Translate for all pages. However, we have also produced instructions on how to complete business registry forms in those 5 non-English languages that are mostly commonly spoken in Oregon. Last, we have bilingual staff to assist with Spanish and Russian customers that need assistance beyond what we've already provided on the website.</p>
Pennsylvania	

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Rhode Island	<p>In Rhode Island, we have translated most informational pages in-house into Spanish. You can look at our Business Basics<https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.sos.ri.gov%2Fdivisions%2Fbusiness-services%2Fbusiness-basics%2F&data=02%7C01%7Cpviverto%40azsos.gov%7C4459490d191c4c3be04d08d85588dcc5%7Cb4494a03f26d475dba4139871e763531%7C1%7C0%7C637353393634177080&sddata=21OfNnYP3xu0EEvdFh9doqAtI9O8zL1NaWSuvs38IEA%3D&reserved=0> page for one example. Our form instructions have also all been translated into Spanish in-house, but those are not published on the website, simply because we do not have a good place to put them at the moment. These are made available to customers on request. We also have Google Translate as an option on the top of every page, but that translation is not nearly as reliable as having Spanish speakers translate the text for publication.</p> <p>We are very rarely asked for translated forms, but they are available (Spanish only) if needed.</p>
South Carolina	
South Dakota	
Tennessee	
Texas	
Utah	Utah has not translated registration forms into any additional language.
Vermont	
Virginia	
Washington	
West Virginia	
Wisconsin	
Wyoming	

Additional comments:

Full text of email:

Good Afternoon,

Questions for your jurisdiction:

1. Have you translated any of the business information on your website or standard forms (if applicable) to different languages?

If yes,

- i. What languages have you translated business information to?
- ii. How often do you find that you have to update and re-translate these pages (documents)?
- iii. What format are these items translated to? i.e. electronic registry system, printed documents, etc.

1. Have any of your customers asked for business information to be translated?

Thanks in advance for your assistance.

Sincerely,

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<https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.sos.state.mn.us%2F&data=02%7C01%7Cpiverto%40azsos.gov%7C4459490d191c4c3be04d08d85588dcc5%7Cb4494a03f26d475dba4139871e763531%7C1%7C0%7C637353393634177080&data=rTOklhy4O%2FTsgRj2hujvpqzvtl3hhsO9ztjxV2hoqeI%3D&reserved=0>