

# CommCare Messaging - Languages and Translations

## Messaging Translations

CommCare supports translating any text send out in SMS reminders, keywords and broadcast messages. There are two main elements to an SMS system that need to be translated:

- Any text that you include in SMS reminders or in an SMS survey. An SMS project can be configured to support multiple languages. If you're using SMS surveys, you'll also need to configure the CommCare application that contains the surveys into any languages you require.
- The default text we send out for errors, or other default responses. These are Messaging translations and can also be translated into the language of your choice.

## Configuring Languages for an SMS Project

There are two places that you need to configure the languages for an SMS project:

- Under the Messaging tab, on the Languages page. You should add any languages your project needs to support here. When sending an SMS message reminder or broadcast message, you'll be able to provide specific text for each language here.
- If you're using SMS surveys, in your application that contains the SMS surveys, also add any languages that your project needs to support. Then when creating your SMS forms, you'll be able to provide specific text for each language.

## Choosing the Language for a Mobile Worker

If you're sending SMS messages to a mobile worker, you can choose the language they receive these messages on the mobile worker edit page.

Basic Groups Locations Password Permanent Actions

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### Information for maria

<b>Username</b>	maria
<b>Role</b>	<input type="text" value="(none)"/>
	<small>📘 Only applies to mobile workers who will be entering data using <a href="#">Web Apps</a></small>
<b>First Name</b>	<input type="text" value="Maria"/>
<b>Last Name</b>	<input type="text"/>
<b>E-Mail</b>	<input type="text"/>
<b>Language</b>	<input type="text" value="fra (French)"/>
	<small>📘 Becomes default language seen in Web Apps and reports (if applicable), but does not affect mobile applications. Supported languages for reports are en, fr (partial), and hin (partial).</small>

**Note** that if you don't provide messaging translations for the mobile worker's chosen language, they will just receive messages in your project's default language.

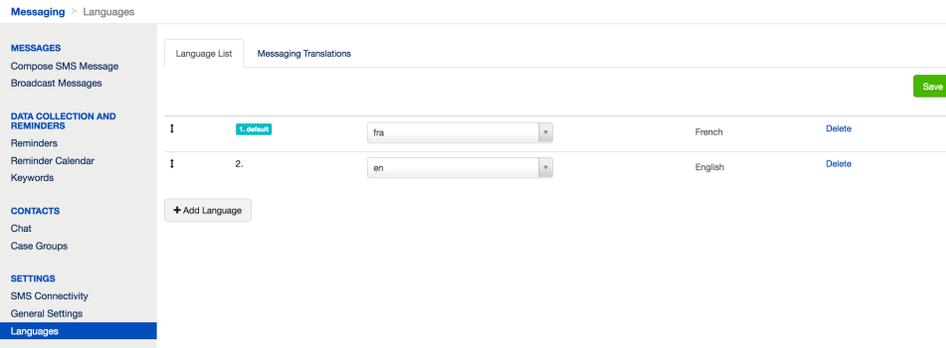
## Choosing the Language for a Case

When registering or updating a case, you can add a specific case property to indicate the desired language for that case. The case property should be named **language\_code** and its value should be the language code (ex. fra) for the case. This should match the language codes specified in the SMS language page and the application.

## Setting Default Translations

There are a number of built-in messages that CommCareHQ can send to users (i.e. invalid keyword, or an invalid response to a survey question). These are also translatable to the user's desired language.

- Go to the Messaging tab, Languages page and make sure your desired languages are specified there, and a default language is set.

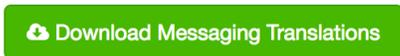


- Then go to the Messaging Translations tab and choose "Download Messaging Translations"



## Upload Messaging Translations Using Excel

- Download your current messaging translation Excel file.



- Update the downloaded file.

- Upload your updated file.



- In the Excel file, you can translate any messages into your desired language. **Note:** CommCareHQ doesn't support accents in these messages so they will need to be removed from any text. For French users, the Messaging translations are here: [translations.xlsx](#)

property	fra	en
sms.caselookup.casenotfound	Cas avec l'id externe donnee n'a pas ete trouve.	Case with the given external id was not found.
sms.caselookup.missingexternalid	SVP fournir un identifiant externe pour le cas.	Please provide an external id for the case.
sms.keyword.notfound	Mot-cle introuvable: '{0}'	Keyword not found: '{0}'
sms.keyword.startusage	Utilisation: {0} <keyword>	Usage: {0} <keyword>
sms.keyword.unknownglobal	Commande inconnue: '{0}'	Unknown command: '{0}'
sms.structured.ambiguousanswer	Plus d'une question correspond a '{0}'	More than one question matches '{0}'
sms.structured.missingseparator	Nom et la valeur a etre rejoinis par '{0}' attendus.	Expected name and value to be joined by '{0}'.
sms.structured.multipleanswers	Plus d'une reponse trouvee pour '{0}'	More than one answer found for '{0}'
sms.survey.fielddescriptor	Champ '{0}':	Field '{0}':
sms.survey.fieldrequired	Ce champ est obligatoire.	This field is required.
sms.survey.internalerror	Erreur interne du serveur.	Internal server error.
sms.survey.restart	Il y a une erreur. SVP essayez de redemarrer l'enq	An error has occurred. Please try restarting the su
sms.survey.temporarilydown	Il y a une erreur. SVP reessayer plus tard. Si le pro	An error has occurred. Please try again later. If the
sms.validation.invalidchoice	Choix valide.	Invalid choice.
sms.validation.invaliddate	Format de date incorrect: JJMMAAAA prevu.	Invalid date format: expected YYYYMMDD.
sms.validation.invalidfloat	Nombre decimal non valide est entre (SVP refaire)	Invalid decimal number entered.
sms.validation.invalidint	Entier non valide est entre (SVP refaire)	Invalid integer entered.
sms.validation.invalidlong	Entier long non valide est entre (SVP refaire)	Invalid long integer entered.
sms.validation.invalidtime	Format de l'heure non valide: HHMM prevu (24 he	Invalid time format: expected HHMM (24-hour).
sms.validation.outofrange	La reponse est hors de portee.	Answer is out of range.