In order to set up the app and get it working, you would need to make sure that after it is installed, the following entities have been created in your Zendesk account.
You need to go to the Extensions tab and compare it with the screenshots below (marked with green color).
Once you detect the extensions, you would need to open every each of them, and make sure it looks as same as on the screenshot below.
If anything is different from the screenshots-examples above or Extensions are missing, please see step 5.

Please open Triggers tab and compare it with screenshots below.
4 After you place all the Triggers, please open each Trigger, and make sure it looks like the screenshots below.
If you find any discrepancy or any of the entities are missing from the above, you would need to remove 2 Targets in Extensions tab and 2 Triggers in order for the application to work correctly.

Once the entities have been removed, you would need to reinstall Translate.com app (make sure you’ve deleted the default version).

Log out and log back in, and you can start your journey with Translate.com

Below you can see how to remove Targets in Extensions tab and Triggers for Translate.com app and where to locate the app in order to remove it before the reinstallation.
Triggers

Triggers take action when a ticket is created or updated. For example, use a trigger to send email notifications when an agent adds a comment to a ticket. The order of your triggers is important because triggers can act on changes made by other triggers. Learn more.

- Search triggers
- Add trigger

<table>
<thead>
<tr>
<th>Active</th>
<th>Inactive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Last updated</td>
</tr>
<tr>
<td>Translate.com Ticket Created</td>
<td>Jul 1, 2020</td>
</tr>
<tr>
<td>Translate.com Ticket Updated</td>
<td>Jul 1, 2020</td>
</tr>
</tbody>
</table>

1. Edit
2. Deactivate
# Targets

## Extensions

Targets let you notify external systems about a new ticket or an important state change to a ticket. You can use this to be notified through SMS or Twitter when a specific trigger executes. [Learn more](#).

### Active targets (2)

<table>
<thead>
<tr>
<th>Target Name</th>
<th>Successes</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Translate.com Ticket Created URL</td>
<td>1 successful send</td>
<td>URL target</td>
</tr>
<tr>
<td>Translate.com Ticket Updated URL</td>
<td>7 successful sends</td>
<td>URL target</td>
</tr>
</tbody>
</table>
URL target

Title: Translate.com Ticket Created URL

URL: https://www.translate.com/Zendesk/ticket_created.html

Method: GET

Attribute Name: value

Basic Authentication: Username and Password required

[Options]
- Delete target
- Submit
Deleting app
Check out more localization features and services at translate.com/localization

If you have any questions left, please contact your Manager or Support Team.