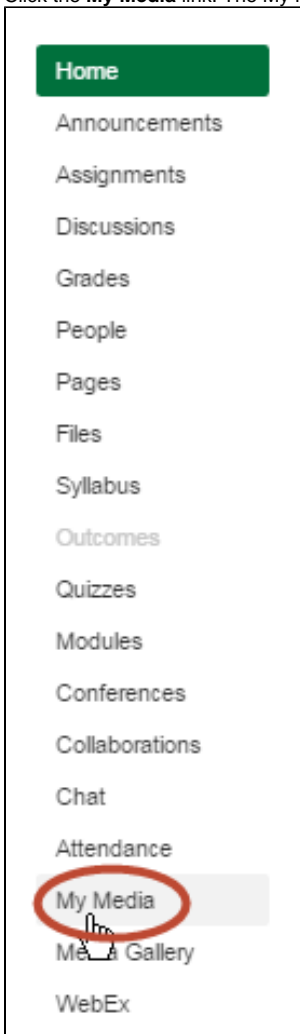


How do I request captions to a Kaltura video?

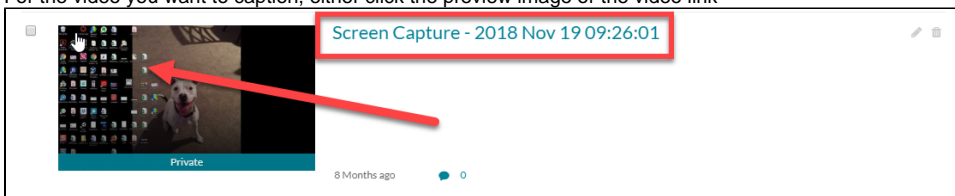
Tell Me

In order to add captions, you can either upload your own file or request them through the My Media in Canvas. Please follow the steps below to request captions.

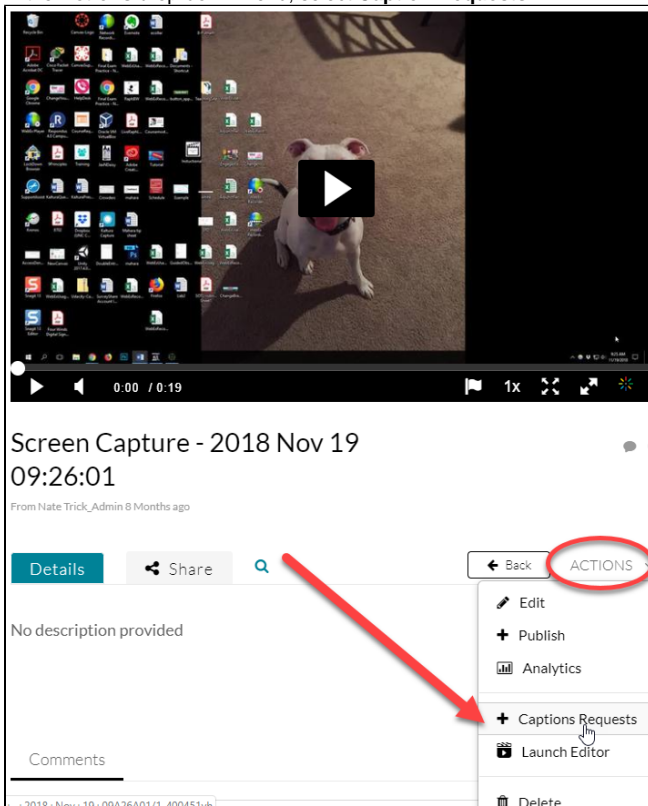
1. Access your course in Canvas
2. Click the **My Media** link. The My Media page is displayed



3. For the video you want to caption, either click the preview image or the video link

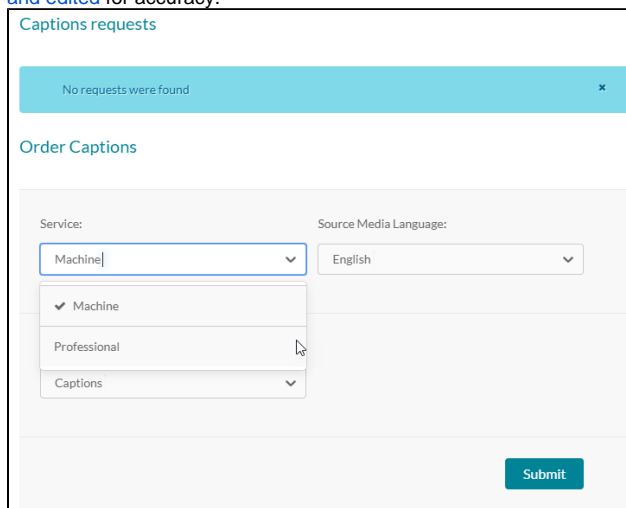


4. In the **Actions** drop-down menu, select **Caption Requests**



5. Select **Machine** in the **Service** drop-down list

a. **Machine** captioning is available for all Canvas users. In order to ensure ADA compliance, the [captioned video must be reviewed and edited](#) for accuracy.



b. Click **Submit**. The request is processed and the confirmation message is displayed above

The screenshot shows the 'Order Captions' interface. At the top, a blue notification bar contains the text: 'Your request has been received. Captions will automatically be uploaded to your video upon completion.' Below this, there are three dropdown menus: 'Service' set to 'Machine', 'Source Media Language' set to 'English', and 'Feature' set to 'Captions'. At the bottom right, a teal 'Submit' button is highlighted with a red rectangle. A red arrow points from the 'Submit' button to the notification bar.

6. A table is displayed with the estimated due date of when the captions will be available. The time will vary and is based on the length of the video

⚠️ Captioning Times
For Machine captioning, the turnaround time is approximately 30 minutes

The screenshot shows a table titled 'Captions requests' with a '+ Order' button in the top right corner. The table has five columns: 'REQUE...', 'SERVICE', 'FEATU...', 'LANGU...', and 'STATUS'. A single row is visible with the following data: '23/07/19', 'Machine', 'Captions', 'English', and 'Pending'.

REQUE...	SERVICE	FEATU...	LANGU...	STATUS
23/07/19	Machine	Captions	English	Pending

⚠️ Caption Requests
You can also see the captioning request information by choosing **Actions, Caption Requests**

The screenshot shows a mobile application interface with an 'ACTIONS' dropdown menu. The menu items are: 'Edit', 'Publish', 'Analytics', 'Order Captions', 'Caption Requests', 'Launch Editor', and 'Delete'. The 'Caption Requests' item is circled in red, and a mouse cursor is pointing at it.

Related FAQs

- [How do I request captions to a Kaltura video?](#)
- [How do I record a video for an assignment in Canvas?](#)
- [How do I upload a caption file to a video in Kaltura?](#)
- [Where can instructors find accessibility statements for approved campus technology?](#)
- [What Canvas Guides are available for the new Gradebook?](#)