How do I request captions for 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 machine 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.

**NOTE!**

Machine captioning is the default. You can request professional captioning from the Service Catalog.
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.

![Confirmation Message]

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.

<table>
<thead>
<tr>
<th>Date</th>
<th>Service</th>
<th>Feature</th>
<th>Language</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>23/07/19</td>
<td>Machine</td>
<td>Captions</td>
<td>English</td>
<td>Pending</td>
</tr>
</tbody>
</table>

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**Caption Requests**

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

![Actions Menu]

- Edit
- Publish
- Analytics
- Order Captions
- Caption Requests
- Launch Editor
- Delete
Related FAQs

- How do I create a Canvas Assignment that is automatically graded?
- How can I upload final grades from Canvas to Banner?
- How do I reset Canvas grading for an assignment if a late policy has been applied?
- How do I book an Appointment with my Instructor through WebEx in Canvas?
- How do I request captions for a Kaltura video?