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.

NOTE!

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

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.

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>Requests</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service</td>
<td>Feature</td>
</tr>
<tr>
<td>Machine</td>
<td>Captions</td>
</tr>
</tbody>
</table>

**Caption Requests**

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

- How do faculty enable Mahara access for students in Canvas?
- How can instructors check a student paper for suspected plagiarism?
- Where can instructors find accessibility statements for approved campus technology?
- How do I create a Canvas Assignment that is automatically graded?
- How can I upload final grades from Canvas to Banner?