

Order captions (legacy) in Rich Media CMS

Last Modified on 06/21/2026 3:27 pm IDT

 This article is designated for administrators.

About

Order machine or professional captions for one or more media entries using [REACH](#).

Captions are provided in the same language as the media. If you need translated captions or subtitles in another language, see [Ordering Translations](#).



You can also create rules to automatically request captions, OCR, chaptering, or dubbing for new entries that meet specific criteria. For more information, see [Create captioning & enrichment rules in Rich Media CMS](#).



If Content Lab is enabled on your account, you may also see a **Captions & Translations** option when ordering captions. For instructions using this workflow, see [Order captions in Rich Media CMS with Content Lab](#).

Captioning options

Kaltura provides two options for captioning:

Machine captions

Machine captions (ASR) provide an average accuracy rate of approximately 85%.

Machine captions support:

- Searchable video content
- Transcript editing
- Caption alignment resubmission
- Custom vocabularies and dictionaries for improved accuracy

For information about dictionaries and captioning profiles, see [REACH profiles & services in Rich Media CMS](#).

Professional captions

Professional captions are created by human transcribers and provide approximately 99% accuracy.

Professional captions:

- Meet closed-captioning standards and accessibility requirements
- Include optional speaker identification
- Support turnaround times based on your Reach plan
- Are suitable for public-facing content such as training, educational, and marketing videos

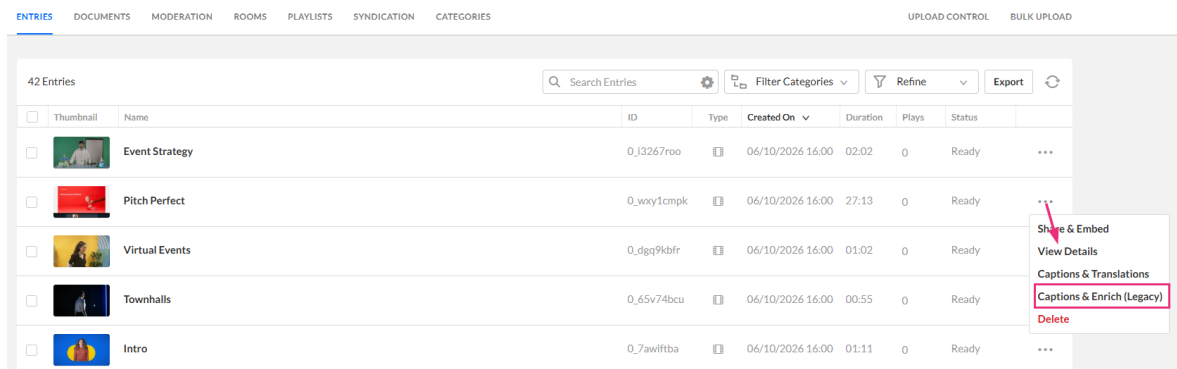


Media must be at least **10 seconds** long for caption processing.

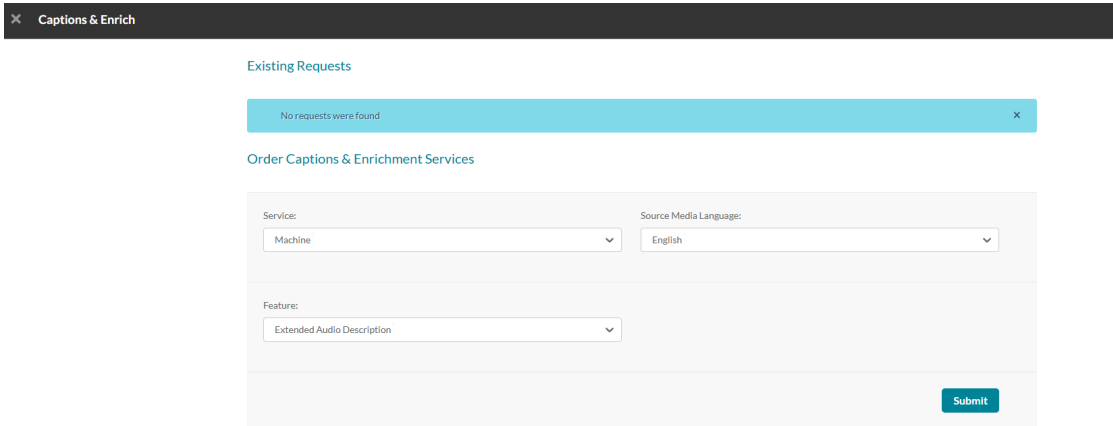
Access the captions & enrich service

Single video

1. Log into your Rich Media CMS.
The **Entries** page displays by default.
2. Locate the desired entry and click the **three dots** to the right and select **Captions & Enrich (legacy)**.

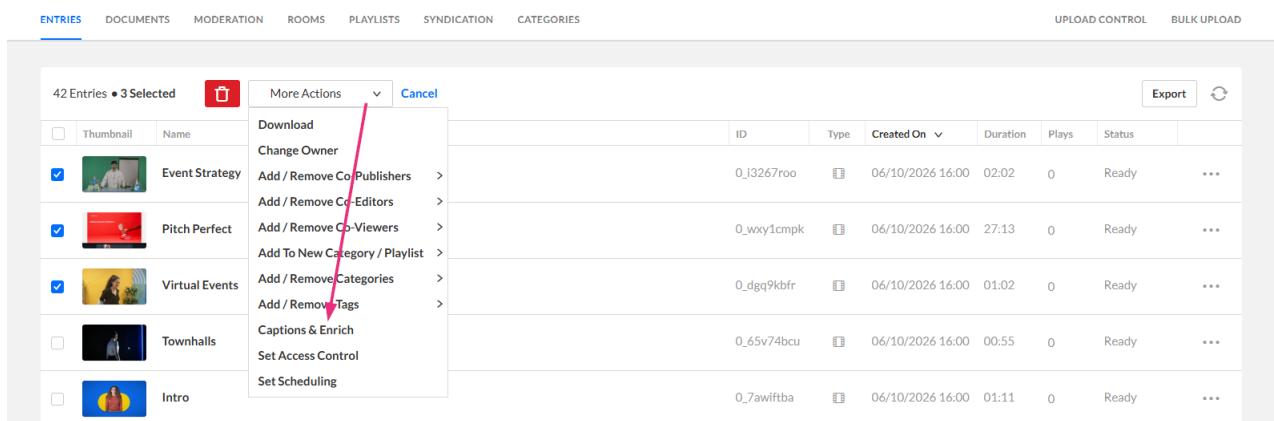


The **Captions & Enrich** page displays.



Multiple videos

1. On the Entries page, click the boxes next to the desired videos.
The **More Actions** menu at the top of the page is activated.
2. Select **Captions & Enrich**.



Order machine captions

1. Complete the following fields:

- **Unit** – This option only appears if different **REACH profiles** (budgets) are configured for each unit in your account. The selected unit is charged for the request.
- **Service** - Select **Machine**.
- **Source Media Language** - Select the language spoken in the media. Available languages depend on your REACH plan.
- **Feature** - Select **Captions**.
- **Turnaround time** - Select a turnaround option. Available options depend on your REACH plan.

Order Captions & Enrichment Services - 2 Selected Media

Unit:

Service:	<input type="text" value="Machine"/>	Source Media Language:	<input type="text" value="English"/>
Feature:	<input type="text" value="Captions"/>	Turnaround Time:	<input type="text" value="Best Effort"/>

2. Click **Submit**.

A confirmation message displays indicating that the request has been received and the media will be updated automatically when processing is complete.

Click the **X** at the top left to exit the window.

When processing is complete, captions are automatically added to the media.



Administrators can configure email notifications for completed professional caption requests using the [Reach module's notifiedUsers](#) field.

Order professional captions

1. Complete the following fields:

- **Service** - Select **Professional**.
- **Source Media Language** - Select the language spoken in the media. Available languages depend on your Reach plan.
- **Feature** - Select **Captions**.
- **Turnaround time** - Select a turnaround option. Available options depend on your REACH plan.
- **Speaker Names** - (Optional) Adds speaker names to the captions. This option only appears if enabled by your administrator.
- **Instructions & Notes** - (Optional) Used to provide context for human transcribers and reviewers. Include unique terminology, product names, or proper names relevant to the media. Avoid lengthy glossaries or detailed review instructions, as transcribers typically receive only portions of the media.

Order Captions & Enrichment Services

Service:

Professional ▾

Source Media Language:

Spanish ▾

Feature:

Captions ▾

Turnaround Time:

48 hours ▾

Instructions & Notes:

Submit

2. Click **Submit**.

A confirmation message displays indicating that the request has been received and the media will be updated automatically when processing is complete.

The request is added to the request list at the top of the page.

Existing Requests

+ Order

REQUEST DATE ▾	SERVICE	FEATURE	LANGUAGE	STATUS		
March 05, 2024	Professional	Captions	Spanish	● Pending		>
March 05, 2024	Machine	Captions	Spanish	● Processing		>

When processing is complete, captions are automatically added to the media.



Administrators can configure email notifications for completed professional caption requests using the [Reach module's notifiedUsers](#) field.

View caption orders

Exiting requests

To view the order status, navigate to the **three-dot menu** on the entry line and select **Captions & Enrich (Legacy)**.

42 Entries

Search Entries Filter Categories Refine Export

Thumbnail	Name	ID	Type	Created On	Duration	Plays	Status	
	Event Strategy	0_13267roo	📄	06/10/2026 16:00	02:02	0	Ready	⋮
	Pitch Perfect	0_wxy1cmpk	📄	06/10/2026 16:00	27:13	0	Ready	⋮
	Virtual Events	0_dgg9kbfr	📄	06/10/2026 16:00	01:02	0	Ready	⋮
	Townhalls	0_65v74bcu	📄	06/10/2026 16:00	00:55	0	Ready	⋮
	Intro	0_7awiftba	📄	06/10/2026 16:00	01:11	0	Ready	⋮

Share & Embed
 View Details
 Captions & Translations
Captions & Enrich (Legacy)
 Delete

Existing requests display in the **Existing Requests** section.

×
Captions & Enrich

Existing Requests + Order

REQUEST DATE	SERVICE	FEATURE	LANGUAGE	STATUS	
March 05, 2024	Professional	Captions	Spanish	● Processing	>
March 05, 2024	Machine	Captions	Spanish	● Completed	>

Order Captions & Enrichment Services

Service: Machine ▼

Source Media Language: English ▼

To create another request, click **+ Order**.

Status types


The following statuses are available for captions requests:

- **Pending** - when generating new request
- **Pending for Moderation** - requests in approval queue
- **Rejected** - requests that were rejected on moderation. This status must include reject reason.
- **Processing** - sent to the vendor and vendor received request (you cannot cancel a request when the status is Processing)
- **Completed** - when captions were received from the vendor
- **Error** - an error was sent from the vendor
- **Aborted**

Use the arrow at the side of the request to display the order details.

Existing Requests

[+ Order](#)

REQUEST DATE ▾	SERVICE	FEATURE	LANGUAGE	STATUS		
March 05, 2024	Professional	Captions	Spanish	● Error		▾
<p>Requester: louise.szmoisz@kaltura.com</p> <p>Feature: Captions ←</p> <p>Turnaround Time: 48 Hours</p>						
March 05, 2024	Machine	Captions	Spanish	● Completed		>

Duplicated requests

If an identical request already exists, the following message displays: *Service was already done for this video. Are you sure you want to resubmit?*



Cancel request

□ Professional caption requests can't be canceled after they enter the 'Processing' status.

1. To cancel a **Pending** request, click the trash can icon.
2. Any associated action items are canceled together with the request.

Existing Requests

[+ Order](#)

REQUEST DATE ▾	SERVICE	FEATURE	LANGUAGE	STATUS		
March 04, 2024	Machine	Captions	German	● Pending	🗑️	>
March 03, 2024	Professional	Captions	Spanish	● Ready		>
March 03, 2024	Machine	Captions	Spanish	● Ready		>

A confirmation message displays.

3. Click **Yes**.

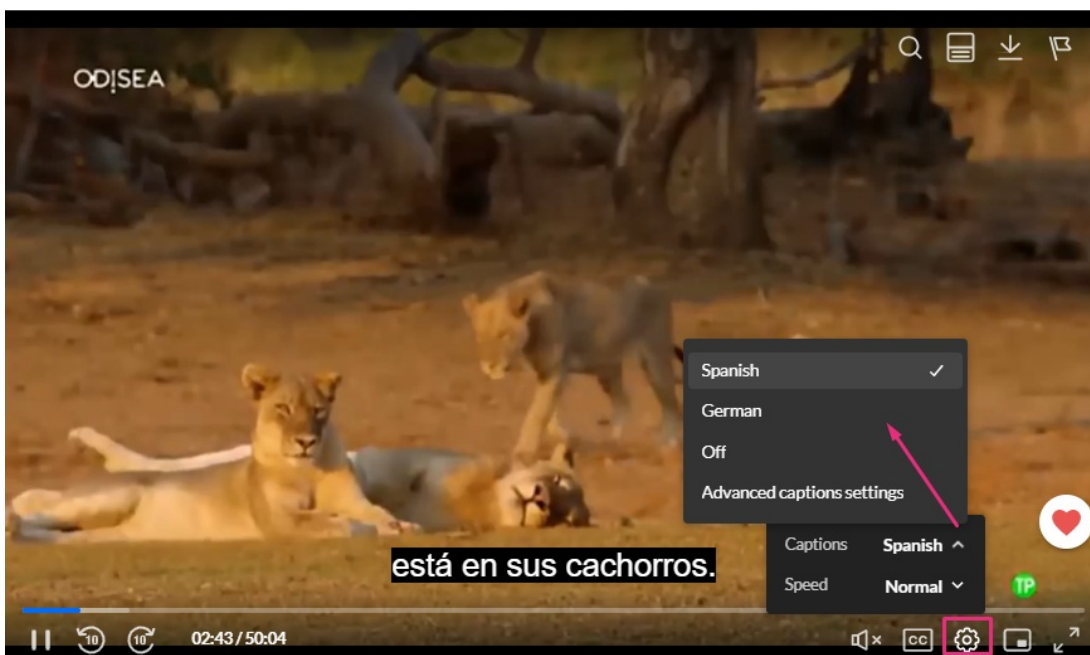
If you try to delete a request that's already in progress, a message displays: *The request is already in progress, therefore cannot be canceled.*

User experience

Once captions are ready, they're automatically added to the media.

Depending on admin settings, a CC button may appear, letting users toggle captions on or off. Admins can also set captions to display by default when playback starts.

If multiple caption languages are available, users can select them from the captions sub-menu in the settings.



To learn more about how captions display on the player, visit our articles [Captions and Audio Tracks](#) and [Accessibility](#).



You can resubmit REACH orders in certain cases, such as for updated media content or new profile settings. For details on how and when to use the resubmissions feature, see our article [Resubmissions for Kaltura's captioning & enrichment services](#).