

## Order translations in Video Portal (legacy)

Last Modified on 05/07/2026 11:00 am IDT

 This article is designated for all users.

### About

Translations convert the spoken language in a video into another language and appear as subtitles. These subtitles provide viewers with the dialogue in their preferred language while keeping the original audio intact.

### Translation options

You have three ways to get translations with [REACH](#):

**Option 1: Automatic translation** - REACH will automatically create subtitles in another language based on your video's audio. Good for when you want a quick, simple translation and don't need perfect word-for-word accuracy.

**Option 2: Upload your own captions file and have it translated** - If you already have a captions file, you can upload it and REACH will translate it into another language. Your file must be at least 99% accurate for the translation to be reliable. Accepted file types: SRT, DFXP, or VTT.

**Option 3: Order professional captions first, then translate** - If you want the best accuracy, use REACH to create professional, human-made captions, then translate that file into another language.



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

These instructions apply to the **Legacy Video Portal**. If you're using the Theming-based Video Portal, please refer to the [Content Hubs category](#).

### Option 1: Automatic translation

1. Open the **media page** for the desired video.
2. From the **Actions** menu, select **Caption & Enrich**.



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From Louise Szmolsz March 04, 2024

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No description provided

**ACTIONS** ▾

- ✎ Edit
- 📄 Publish
- ➦ Add to playlist
- 📊 Analytics
- 👁 Add to Watch List
- + Caption & Enrich

The **Order Captions & Enrichment Services** window displays.

#### Existing Requests

No requests were found ✕

#### Order Captions & Enrichment Services

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="30 minutes"/> ⓘ ▾
<input type="button" value="Submit"/>	

3. Complete the fields as follows:

- **Service** - Select 'Machine'.
- **Source Media Language** - Select the source media language from the drop-down menu (this is the spoken language in the video). The options in the menu are

dependent on your [REACH](#) plan.

- **Feature** - Select 'Translation'.
- **Target translation language** - Select the desired language you want the translations in from the drop-down menu. The options are dependent on your [REACH](#) plan.

#### Existing Requests

No requests were found ✕

#### Order Captions & Enrichment Services

Order Captions

---

Service:  ▼

Source Media Language:  ▼

---

Feature:  ▼

Target Translation Language:  ✕ ▼

---

[Submit](#)

#### 4. Click **Submit**.

A confirmation message displays and the order displays at the top of the existing requests list.

#### Existing Requests

+ Order

REQUEST DATE ▼	SERVICE	FEATURE	LANGUAGE	STATUS	
March 04, 2024	Professional	Captions	English	<span style="color: gray;">●</span> Pending	🗑️ >

When the captions are ready, they are automatically added to the video.

✔ You can set up an automatic email notification to be alerted when the professional captions are ready. This is configured by your administrator in the [Reach module's notifiedUsers](#) field.

## Option 2: Use your own captions file to create translations

If you already have a captions file (SRT, DFXP, or VTT) in the video's spoken language, you can use it to create translations. The file must be at least **99%** accurate for the translation to be reliable.

If needed, you can manually edit your captions to reach this accuracy before ordering the translation. For help editing captions, see [Edit captions](#).

1. Open the **media page** for the desired video.
2. From the **Actions** menu, select **Caption & Enrich**.



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**ACTIONS** ▾

- ✎ Edit
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- 📊 Analytics
- 👁 Add to Watch List
- + Caption & Enrich

The **Order Captions & Enrichment Services** window displays.

### Existing Requests

No requests were found x

### Order Captions & Enrichment Services

Service: Machine	Source Media Language: English
Feature: Captions	Turnaround Time: 30 minutes
<b>Submit</b>	

3. Complete the fields as follows:

- **Service** - Select 'Machine'.
- **Source Media Language** - Select the source media language from the drop-down menu (this is the spoken language in the video). The options in the menu are dependent on your REACH plan.
- **Feature** - Select 'Translation'.
- **Target translation language** - Select the desired language you want the translations in from the drop-down menu. The options are dependent on your REACH plan.

4. Click **Upload Captions File**.

### Order Captions & Enrichment Services

Order Captions

Service:  Source Media Language:

Feature:  Target Translation Language:

Choose Captions File:

A captions file is required to perform translation. Please upload a captions file.

A pop-up displays.

5. Click **Browse**.

### Upload Captions File

Select a file

Label

The captions file should be in English, SRT type and with an accuracy rate of 99% or higher

6. Browse to the file on your computer (the file must be SRT, DFXP, or VTT) and upload it.



The system can't verify the accuracy rate of the selected file, and therefore assumes it's 99+%. If it's lower, the captions will upload but won't appear on the player.

7. If you'd like to give the file a label for the source language, type it in the **Label** field (this name displays in the player captions menu).

### Upload Captions File

Select a file Event Strategy.srt

3.5 KB / 3.5 KB

Upload Complete! ×

Label

The captions file should be in English, SRT type and with an accuracy rate of 99% or higher

Cancel Save

8. Click **Save**.

A success message displays.

9. Click **Submit**. (the **Submit** button is clickable only after the file has uploaded.)

Order Captions

Service:  Source Media Language:

Feature:  Target Translation Language:

Choose Captions File:

The captions file uploaded successfully.

A confirmation message displays and the new request appears in the **Existing Requests** list.

Existing Requests

REQUEST DATE	SERVICE	FEATURE	LANGUAGE	STATUS	
March 05, 2024	Machine	Translation	Spanish	Pending	>

When the translations are ready, they are automatically added to the video.

### Option 3: Order professional captions first, then translate

#### Step 1: Order professional captions

1. Open the **media page** for the desired video.
2. From the **Actions** menu, select **Caption & Enrich**.



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**ACTIONS** ▾

- ✎ Edit
- 📄 Publish
- ➕ Add to playlist
- 📊 Analytics
- 📌 Add to Watch List
- + Caption & Enrich

The **Order Captions & Enrichment Services** window displays.

#### Existing Requests

No requests were found ✕

#### Order Captions & Enrichment Services

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="30 minutes"/> ⓘ ▾
<input type="button" value="Submit"/>	

3. Complete the fields as follows:

- **Service** - Select 'Professional'.
- **Source Media Language** - Select the source media language (this is the spoken

language in the video). The options in the menu are dependent on your REACH plan.



Please note that captions must always be ordered in the **same language as the video's source language**. For example, if the video is in English, you can only order English captions.

- **Feature** - Select 'Captions'.
- **Turnaround time** - Select the turnaround time. The options available are dependent on your REACH plan.
- **Instructions & Notes** - (Optional) This box is used for adding notes for the attention of the editors and reviewers.

#### Order Captions & Enrichment Services

Order Captions

Service:  Source Media Language:

Feature:  Turnaround Time:

Instructions & Notes:

4. Click **Submit**.

A confirmation message displays, and the order displays at the top of the existing requests list.

### Existing Requests

[+ Order](#)

REQUEST DATE	SERVICE	FEATURE	LANGUAGE	STATUS	
March 04, 2024	Professional	Captions	English	Pending	>

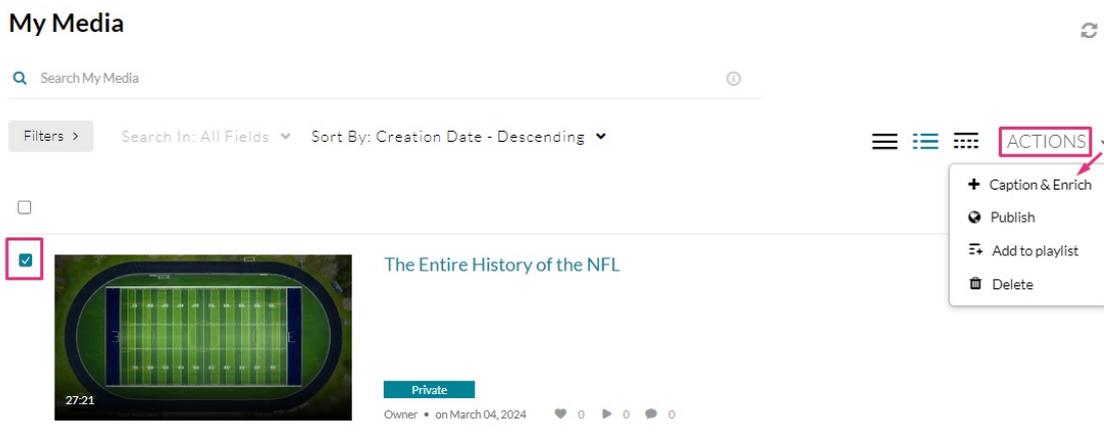
When the captions are ready, they are automatically added to the video.



You can set up an automatic email notification to be alerted when the professional captions are ready. This is configured by your administrator in the [Reach module's notifiedUsers](#) field.

To order captions for multiple videos:

1. Navigate to the [My Media](#) page, and check the boxes to the left of the desired videos.
2. Select **Caption & Enrich** from the **ACTIONS** menu at the top of the page.



Follow [steps 3-4 above](#).

### Step 2: Order translation

1. Once the professional captions are ready, go to the **Order Captions & Enrichment Services** section and complete the following fields:

- **Service** - Select 'Machine'.
- **Source Media Language** - Select the source media language (in this case, English). The options in the menu are dependent on your REACH plan.
- **Feature** - Select 'Translation'.

- **Target Translation Language** - Select the desired language. The options in the menu are dependent on your REACH plan.

### Order Captions & Enrichment Services

Order Captions

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Service:  Source Media Language:

---

Feature:  Target Translation Language:

German

Italian

Spanish

2. Click **Submit**.

The new request displays in the **Existing Requests** list.

### Existing Requests

[+ Order](#)

REQUEST DATE	SERVICE	FEATURE	LANGUAGE	STATUS	
March 05, 2024	Machine	Translation	Spanish	Pending	>
March 04, 2024	Professional	Captions	English	Ready	>

When the translations are ready, they are automatically added to the video.



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From Louise Szmoisz March 04, 2024

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