# kaltura

Order captions and enrichment services for channels

> 👥 **This article is designated for all users.**

With REACH services, your videos can have quality captioning and transcriptions featuring machine or professional human captions. To order services (captions, translations, audio description or chaptering) for a channel, you will need to create a role-based rule for the type of service you want.

Here's how you do it!

1. From the User menu 👤 , choose **My Channels**.
2. Click the channel thumbnail to select it. You may select more than one channel.
3. Choose **+Services ordering rules** from the Actions menu.
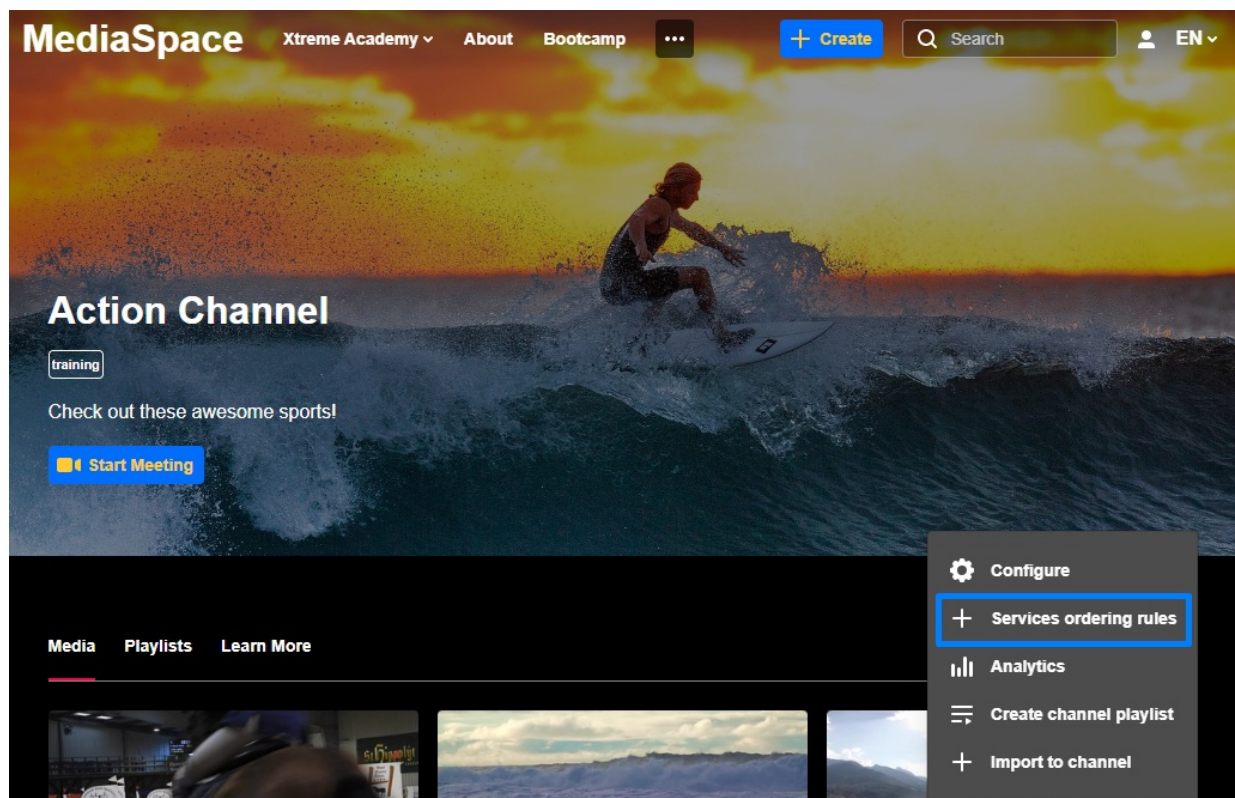
4. The **Captions and Enrichment Services** screen displays:

Captions and Enrichment Services

Back to Action Channel

View Ordering Rules

No rules were found	x

Create Rule for Ordering ⓘ

Order Captions

Apply to content published by the following role:

| manager | ⌄ |

Service:
| Machine | ⌄ |

Source Media Language:
| English | ⌄ |

Feature:
| Captions | ⌄ |

5. Choose the role from the drop-down menu.

Apply to content published by the following role:

| manager | ⌄ |

manager	✓
moderator (and higher)	
contributor (and higher)	
member (and higher)	
anyone	

6. Choose one of the following Service options:
   - If you choose **Machine**, select the **Source Media Language** from the drop-down menu.
   - If you choose **Professional**, the screen expands:

- Select the Source Media Language from the drop-down menu.
- Select the Feature.

⚠ The service you select will be ordered for each media published to this channel in the future.
Orders for this service will be applied to all content created by the role you selected for the channel.

If you select **Translation:**
Select the Target Translation Language.
Select the Turnaround time (TAT) from the drop-down menu (the TAT options are set by your administrator).

If you select **captions, audio description** or **chaptering**:

Select the Turnaround time (TAT) from the drop-down menu (the TAT options are set by your administrator).

(Optional) Add Instructions & Notes.

7. Click **Submit**. A confirmation message displays that your order has been placed.

Order requests will be generated and automatically approved for each video published to this channel in the future. The requested order will be uploaded when completed.

To create another role-based rule for the same channel, click **+Create Rule** at the top right of the screen and repeat the process.

⚠️ Canceling Human/Professional captions is not possible if they have been requested already and are in the status Processing.

Learn more

- You can easily manage and monitor your caption requests and budget via the REACH dashboard. Read about it in our article Moderating Services Requests and General Statistics - REACH v2

- REACH also features a handy transcript widget which you can read about in our article Kaltura REACH v2 - Transcript Widget.
- You can also edit the captions! See our article Editing Captions - REACH v2 for more information.

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