

Create role-based rules for captioning and enrichment in channels in Video Portal

Last Modified on 04/15/2026 3:06 pm IDT

 This article is designated for all users.

About

This article explains how to create role-based rules for captioning and enrichment services in channels.

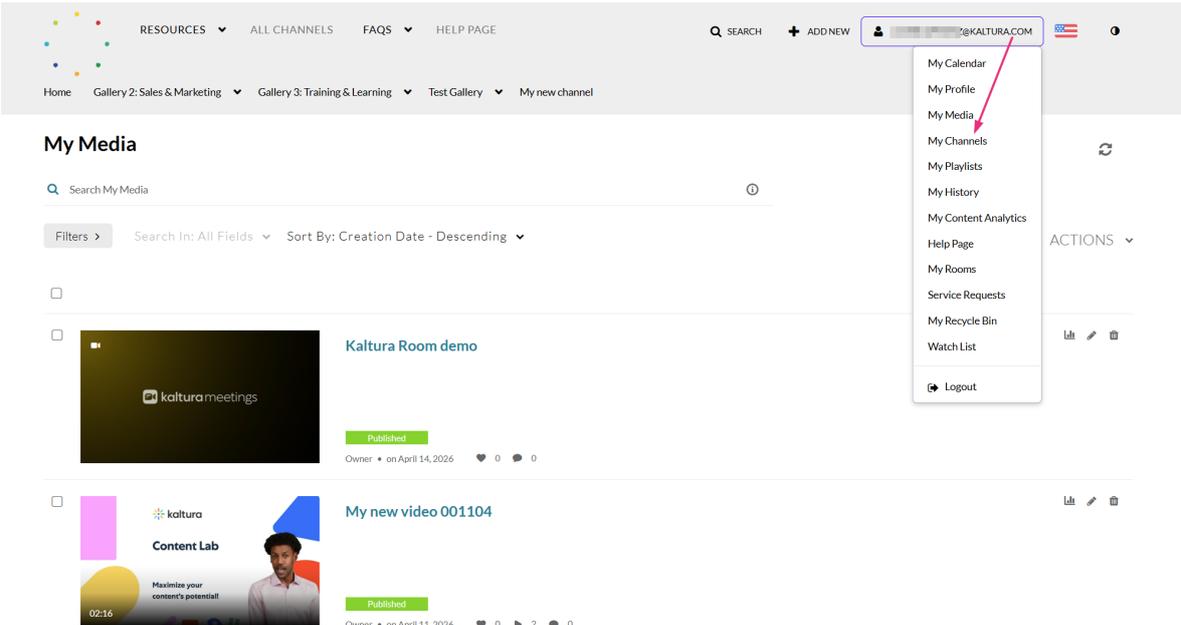
These rules automatically trigger service requests (such as captions, translations, audio descriptions, or chaptering) for entries that meet the defined criteria.

 Please note the **categoryRuleOrderRole** field must be configured by your administrator in the [REACH module](#).

These instructions apply to the **legacy Video Portal**. If you're using the new Video Portal with Theming, see the [Content Hubs category](#).

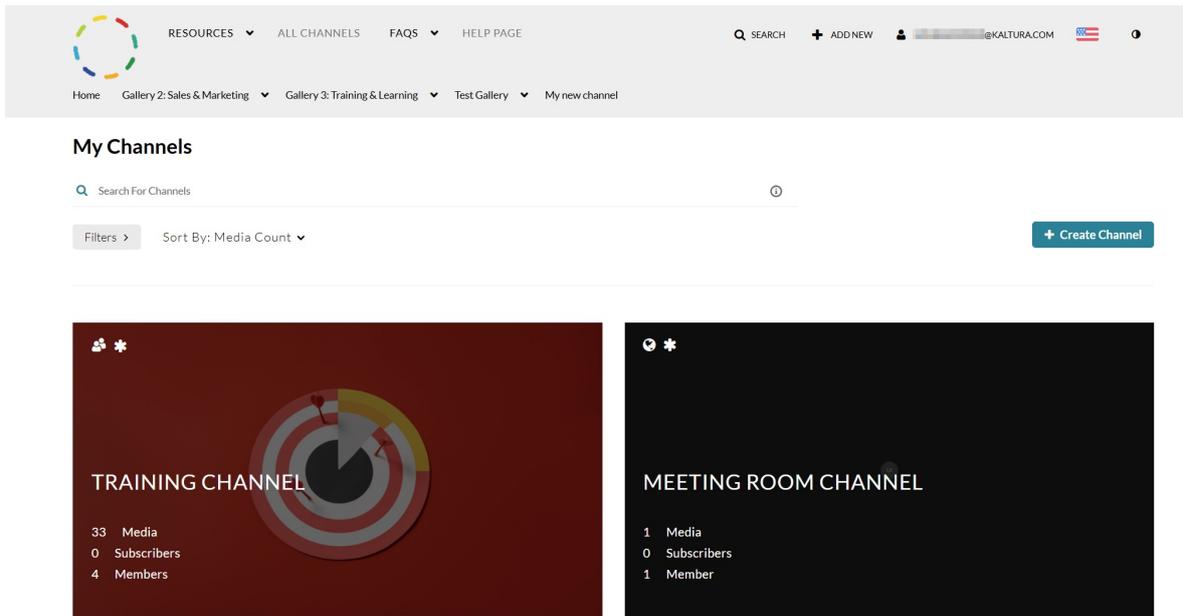
Access the channel

1. From the user menu, choose **My Channels**.



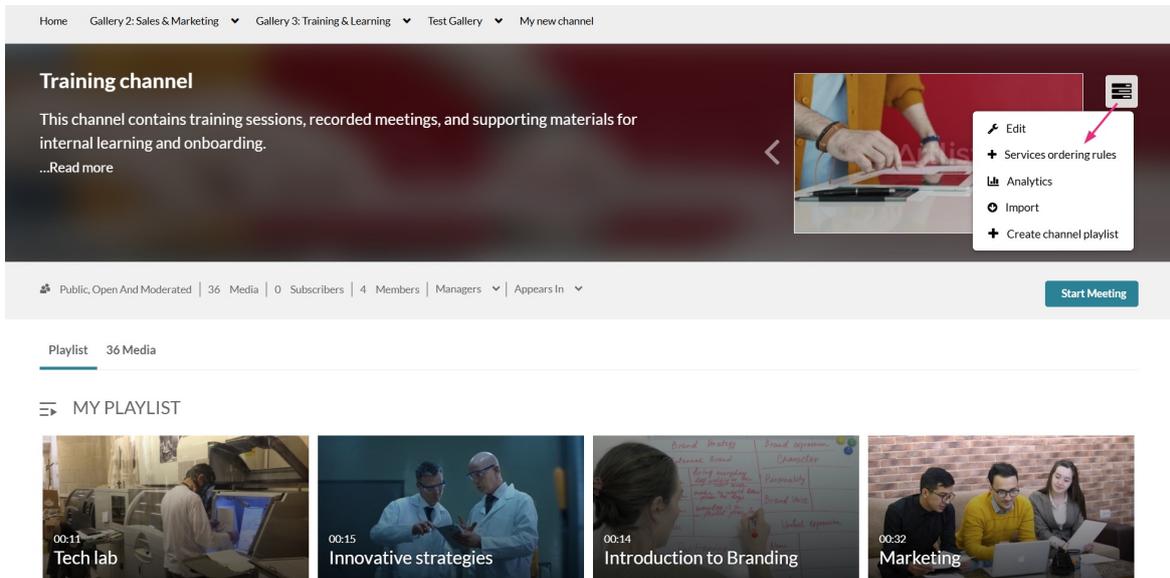
The screenshot displays the Kaltura Video Portal interface. At the top, there is a navigation bar with links for RESOURCES, ALL CHANNELS, FAQs, and HELP PAGE. A search bar and an ADD NEW button are also present. The user's profile is shown as [redacted]@KALTURA.COM. A dropdown menu is open, listing various options: My Calendar, My Profile, My Media, My Channels (highlighted with a red arrow), My Playlists, My History, My Content Analytics, Help Page, My Rooms, Service Requests, My Recycle Bin, Watch List, and Logout. Below the navigation bar, the 'My Media' section is visible, featuring a search bar and filter options. Two video entries are listed: 'Kaltura Room demo' and 'My new video 001104'.

2. The **My Channels** page displays.



3. Click the channel thumbnail to select it. You can select more than one channel.

4. Choose **+Services ordering rules** from the **actions menu** (three lines).



5. The **Captions and Enrichment Services** page displays.

Captions and Enrichment Services

[Back to Action Channel](#)

[View Ordering Rules](#)

No rules were found ×

Create Rule for Ordering ⓘ

Order Captions

Apply to content published by the following role:

Service: Source Media Language:

Feature:

6. If there are no existing rules, the following message is displayed:

Captions and Enrichment Services

[Back to Action Channel](#)

[View Ordering Rules](#)

No rules were found ×

If there are existing rules the **View Ordering Rules** table is displayed with the configured rules.

[View Ordering Rules](#) + Create Rule

CREATOR	CREATION DATE ▾	SERVICE	FEATURE	TAT	LANGUAGE	PUBLISHED BY	
Ellalidich@gmail.Com	04/06/19	Professional	Captions	2 Hours	English	N/A	✕
Ellalidich@gmail.Com	13/12/18	Machine	Captions	12 Hours	English (British)	N/A	✕

The service rules table contains the following:

- Creator
- Creation Date – use the arrow to sort this column
- Service
- Feature
- TAT
- Language

- Published By

A trash icon is displayed for rules that are pending. You can delete service rules by clicking on the trash icon.

Create a rule

1. Choose a role from the drop-down menu.



To learn more about roles and permissions, visit our article [Video Portal and KAF roles and permissions](#).

Apply to content published by the following role:

manager

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

2. Choose one of the following **Service** options: Machine or Professional.

Machine

1. After choosing **Machine**, select the **Source Media Language** from the drop-down menu.

Apply to content published by the following role:

member (and higher)

Service:

Machine

Source Media Language:

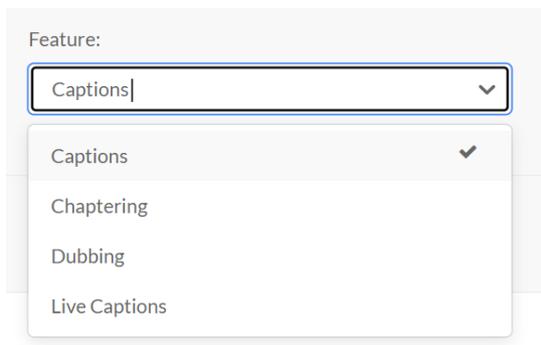
English

- English ✓
- German
- Spanish

Feature:

Captions

2. Select the **Feature** from the drop-down menu.



Feature:

Captions |

Captions ✓

Chaptering

Dubbing

Live Captions

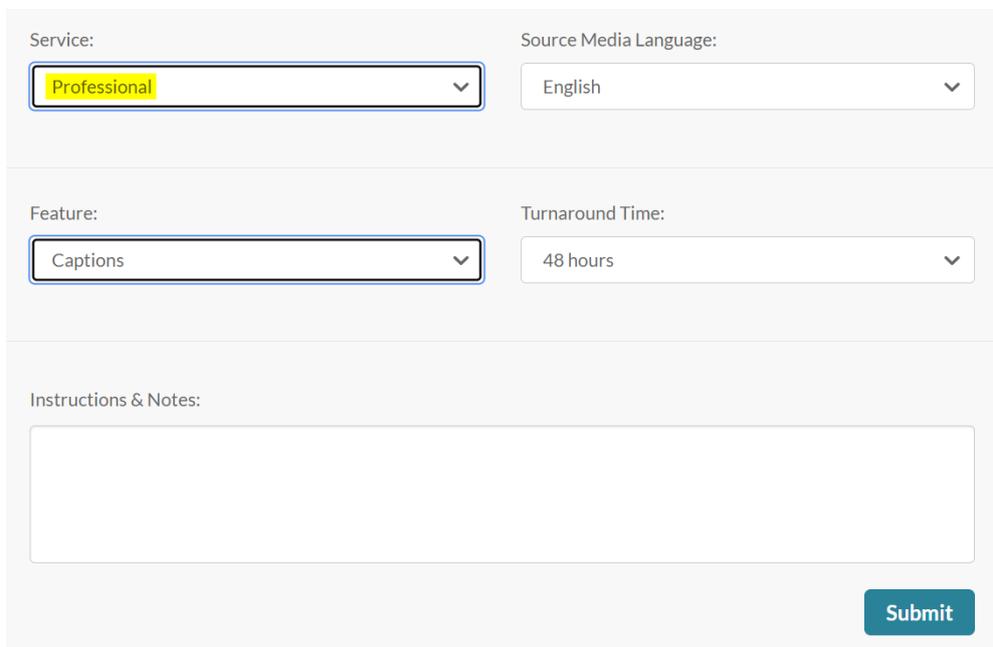
3. Click **Submit**.

✓

The service you select will be applied to each media published to this channel in the future. Orders for this service will apply to all content created by the rule you set for the channel.

Professional

1. If you choose **Professional**, the screen expands. Select the **Source Media Language** from the drop-down menu.



Service: Professional

Source Media Language: English

Feature: Captions

Turnaround Time: 48 hours

Instructions & Notes:

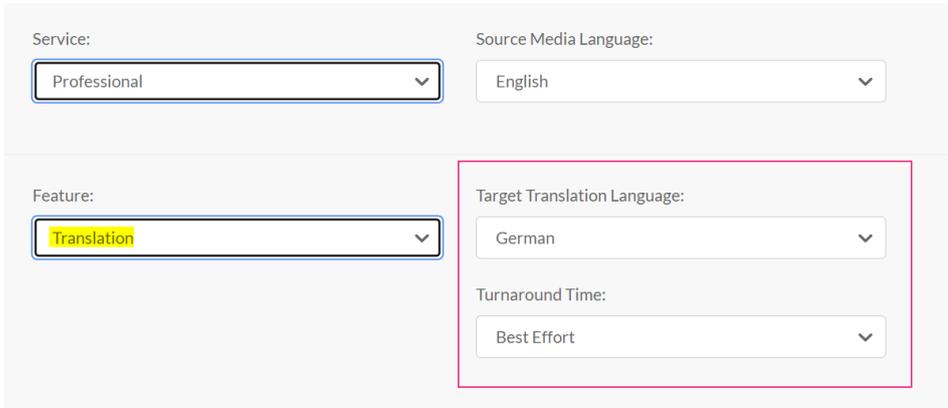
Submit

2. Select the **Feature** from the drop-down menu.

3. If you select **Translation**:

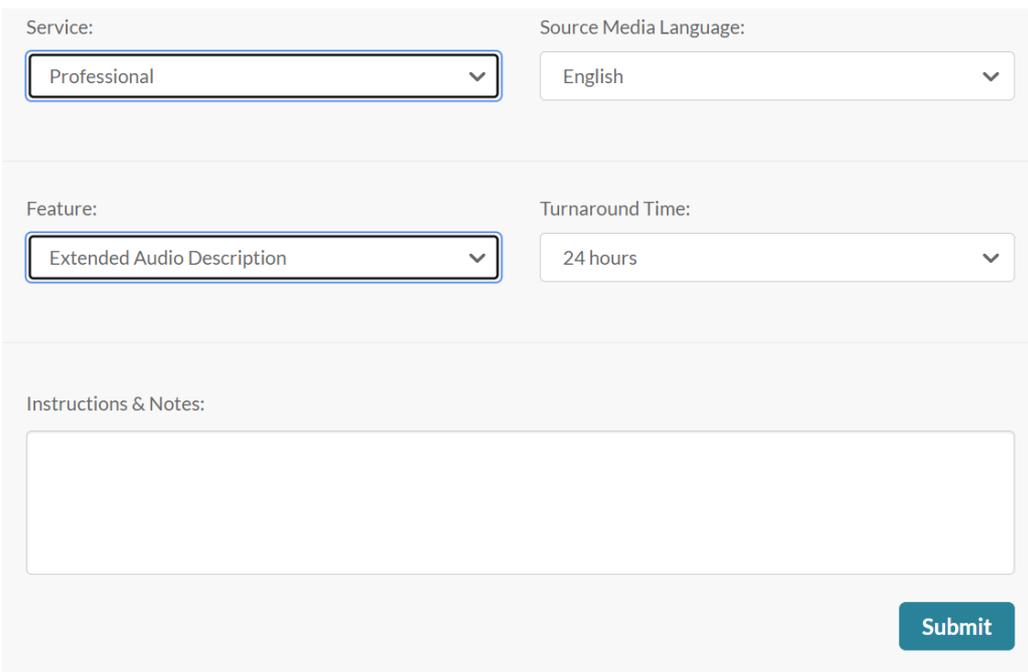
- Select the **Target Translation Language**.

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



4. 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).



5. **Instructions & Notes** (Optional) - Use this box to add notes for the attention of human editors and reviewers.

6. Click **Submit**.

A confirmation message displays: *Your order has been received.*

View Ordering Rules + Create Rule

Your order has been received. Order requests will be generated and automatically approved for each video published to this channel in the future. ✕

CREATOR	CREATION DATE	SERVICE	TAT	LANGUAGE	PUBLISHED BY	
Ella @Kaltura.Com	22/07/18	Professional	30 Minutes	Arabic	Manager	

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 page and repeat the process.



Canceling human or professional captions is not possible if they have been requested already and are in the status Processing.