

# Order translations - Theming

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 This article is designated for all users.


## About


Translations provide a text version of the spoken language in a video, synced with the audio or video timing.

The process for creating translations involves two steps:


1. **Ordering professional captions:** Start by ordering professional captions for the video's spoken language (the source language). This step ensures captions meet the required 99%+ accuracy for translation.
2. **Ordering machine translations:** After the professional captions are delivered, proceed to order machine translations.

If you already have your own captions file (SRT) in the source language, you can start directly with **Step 2**. It's essential, however, that the source captions are **99% accurate**. To achieve this, you can manually edit the machine-generated captions to reach this accuracy level before proceeding with translation.

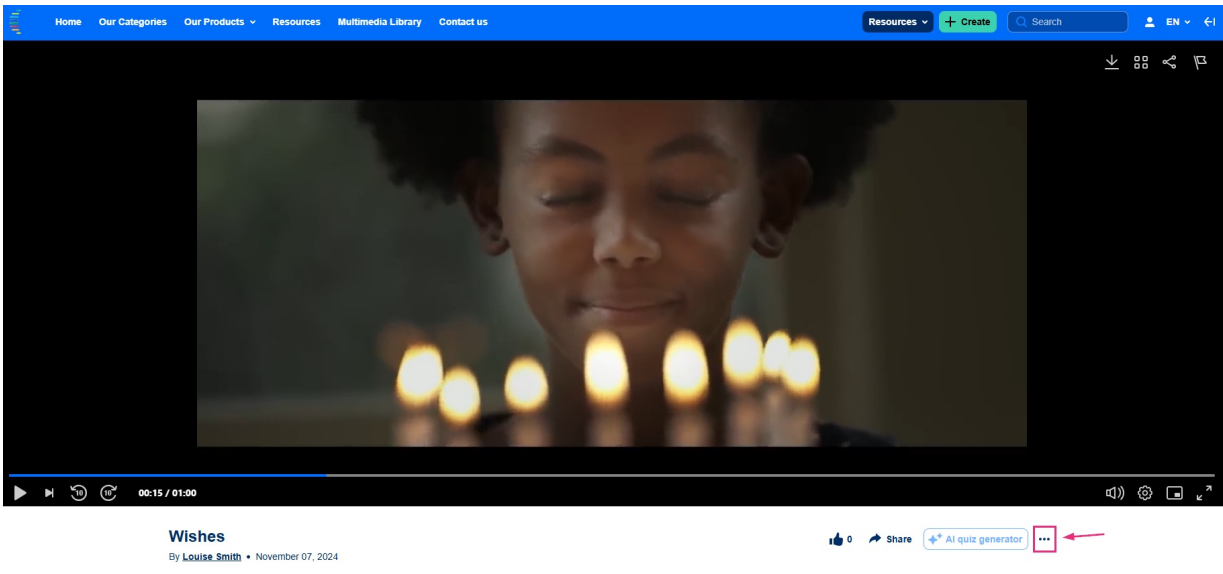
 For a list of common terms related to creating caption and enrichment requests in Kaltura, see our article [REACH terminology](#).

 These instructions are for Theming users. If you don't have [Theming](#) enabled on your account, please see our article [Order translations](#).

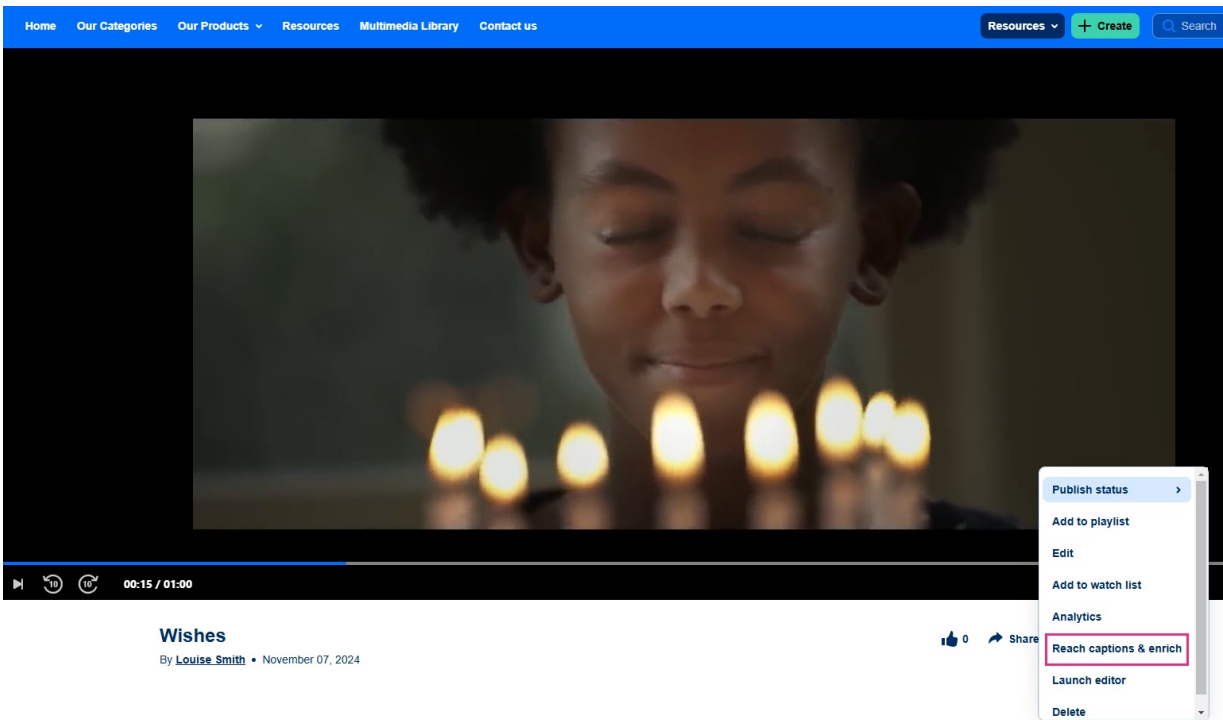
## Step 1: Order professional captions

 Ordering translations in bulk isn't currently available for Theming users but will be supported soon.

1. Navigate to the [media page](#) of the desired video.



Click the **three dots menu** under the player and select **Reach Captions & Enrich**.



The **Reach captions & enrich** window displays.

### Reach captions & enrich

Order Captions

Feature

Captions

Service type

Machine

Source media language

English

Close

Order

2. Complete the fields as follows:

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

### Reach captions & enrich

Order Captions

Feature

Captions

Service type

Professional

Source media language

English

Turnaround time

48 hours

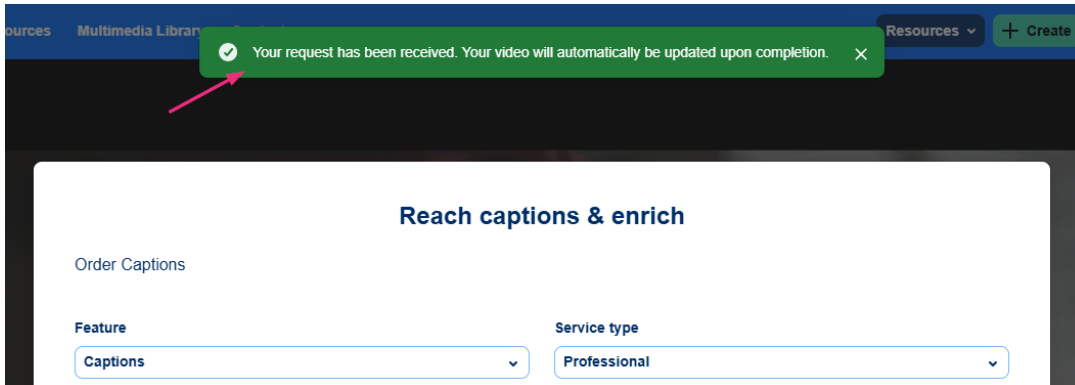
Instructions & notes

Close

Order

3. Click **Order**.

A confirmation message displays: *Your request has been received. Your video will automatically be updated upon completion.*



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.

## Step 2: Request translations

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

- **Feature** - Select 'Translation'.
- **Service type** - Select 'Machine'.
- **Source media language** - Select the source media language (in this case, English) from the drop-down menu. The options in the menu are dependent on your REACH plan.
- **Target translation language** - Select the desired language from the drop-down menu. The options in the menu are dependent on your REACH plan.

## Reach captions & enrich

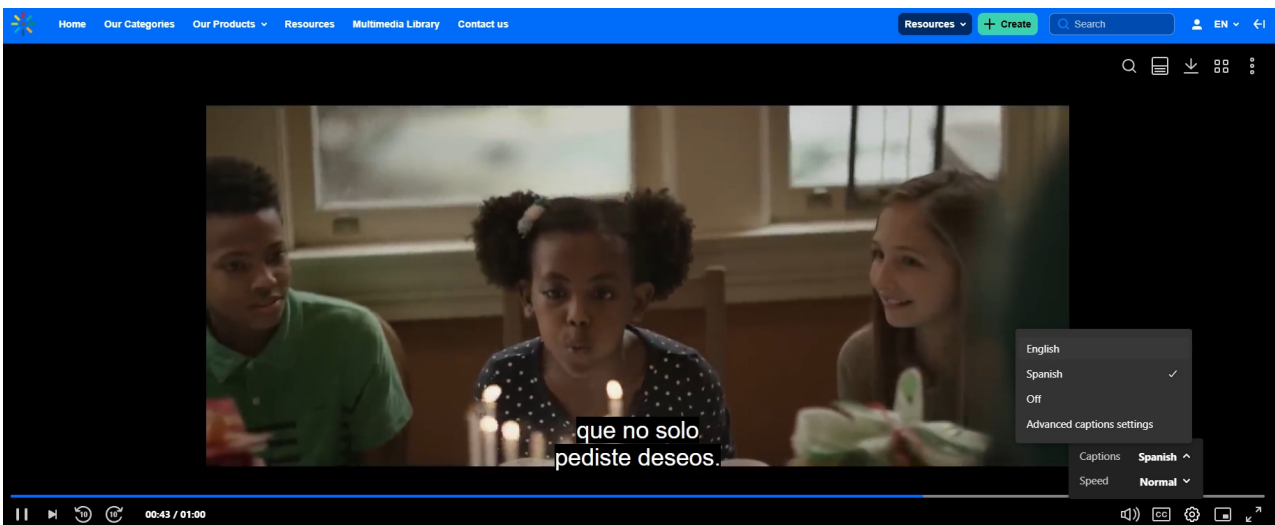
Order Captions

<b>Feature</b> Translation	<b>Service type</b> Machine
<b>Source media language</b> English	<b>Target translation language</b> Spanish <input checked="" type="checkbox"/>   <input type="checkbox"/> German <input type="checkbox"/> Italian

Close **Order**

2. Click **Order**.

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



## If you already have a captions file

If you already have a captions file of 99% accuracy, you can skip Step 1 and go straight to [Step 2](#). After completing the fields in the **Order Captions & Enrichment Services** section, you'll see a button labeled 'Upload Captions File'. Continue with the steps below:

1. Click **Add a caption file**.

## Reach captions & enrich

Order Captions

<b>Feature</b> Translation	<b>Service type</b> Machine
<b>Source media language</b> English	<b>Target translation language</b> Spanish X
<b>Add a caption file</b> We support *.SRT file types	

Close **Order**

A pop-up displays.

2. Click **Upload**.

## Reach captions & enrich

Order Captions

<b>Feature</b> Translation	<b>Service type</b> Machine
<b>Source media language</b> English	<b>Target translation language</b> Spanish X
<b>Add a caption file</b>	

**SRT file**

**Upload**

**Label**

Cancel **Save**

Close **Order**

3. Browse to the file on your computer (the file must be SRT) and click **Open**.

File name: English (2).srt SRT File

**Open** Cancel

The captions file uploads.

## Reach captions & enrich

Order Captions

**Feature**  
Translation

**Service type**  
Machine

**Source media language**  
English

**Target translation language**  
Spanish X

**Add a caption file**


**SRT file**

English (2).srt

**Label**

Cancel Save

Close Order

 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.

4. 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).

Click **Order**.

## Reach captions & enrich

Order Captions

**Feature**  
Translation

**Service type**  
Machine

**Source media language**  
English

**Target translation language**  
Spanish X

Close **Order**

A success message displays: *The captions file uploaded successfully.*

6. Click **Submit**. (Note 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: *Your request has been received. Your video will automatically be updated upon completion.*

Your request has been received. Your video will automatically be updated upon completion.

The new request appears in the **Existing Requests** section.

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.

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