

Order translations in KMC

Last Modified on 01/09/2026 10:44 am IST

 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 quality 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, DFXP, XML) 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.

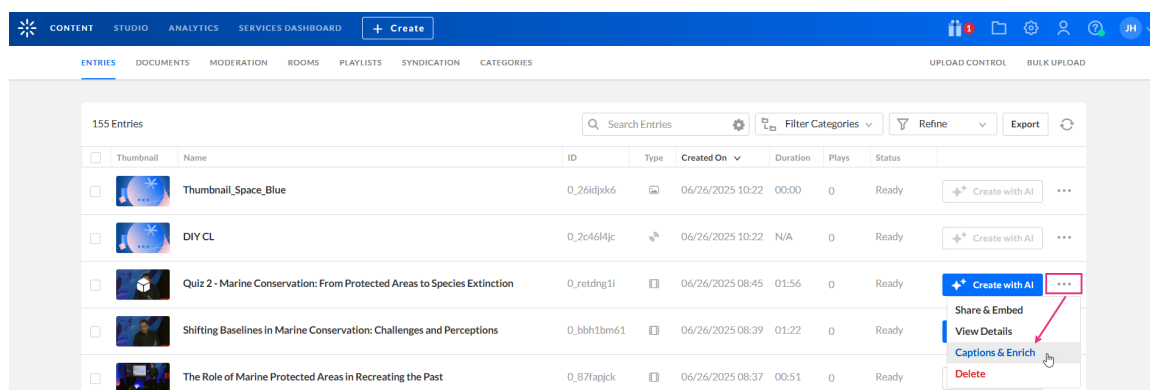


For a list of common terms related to creating caption and enrichment requests in Kaltura, see our article [REACH terminology](#).

Step 1: Order professional captions

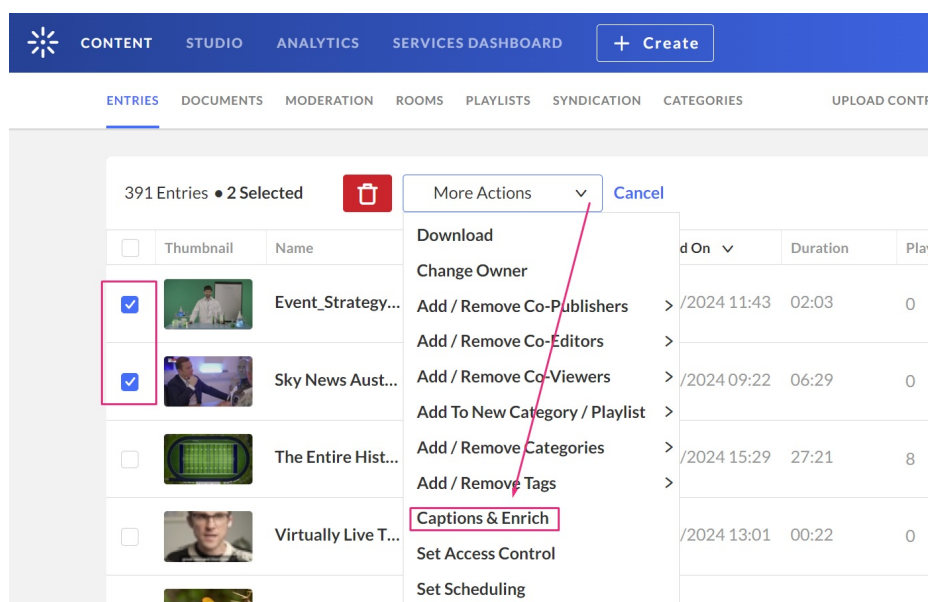
Single video

1. Log into your KMC.
The **Entries** page displays by default.
2. Click the **three dots menu** to the right of the desired entry, and select **Captions & Enrich.**



Multiple videos

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



The **Captions & Enrich** page displays.

× Captions & Enrich

Existing Requests

No requests were found
 ×

Order Captions & Enrichment Services

Service:

Machine

Source Media Language:

English

Feature:

Captions

Submit

3. Complete the following fields:

- **Unit** – This option only appears in the event that different Reach profiles (budgets) are configured for each unit in your account. The selected unit will be charged for the captions request.
- **Service** - Select 'Machine'.
- **Source Media Language** - Select the source media language from the drop-down menu. The options in the menu are dependent on your REACH plan.
- **Feature** - Select 'Captions'.

4. Click **Submit**.

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.
 ×

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



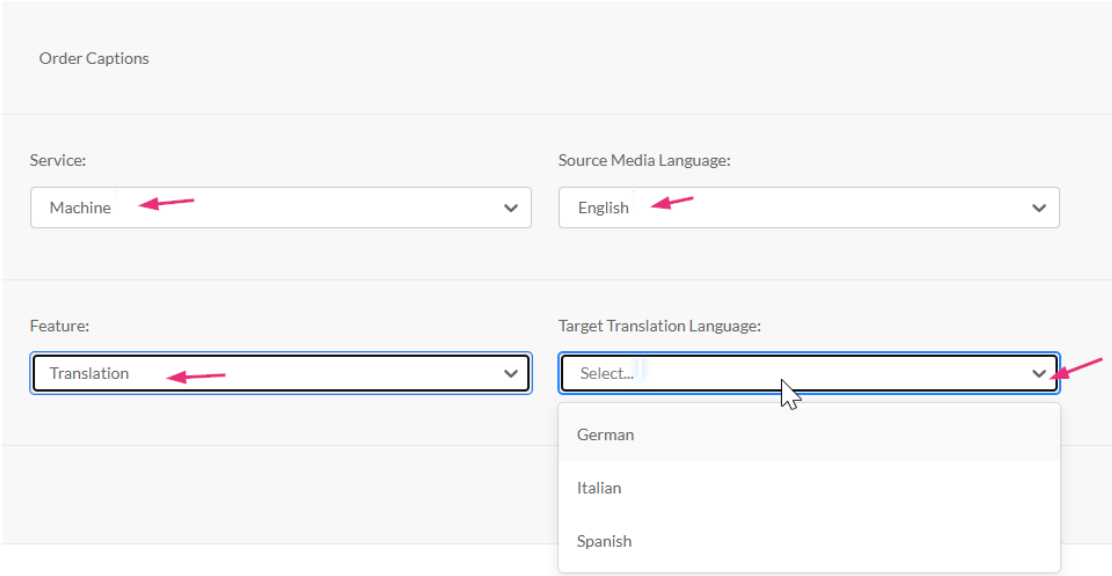
You can set up an automatic email notification to be alerted when the professional captions are ready. This is configured by your administrator in the [Reach module's notifiedUsers](#) field.

Step 2: Request translations

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

- **Service** - 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.
- **Feature** - Select 'Translation'.
- **Target Translation Language** - Select the desired language from the drop-down menu. The options in the menu are dependent on your REACH plan.

Order Captions & Enrichment Services



Order Captions

Service: Machine

Source Media Language: English

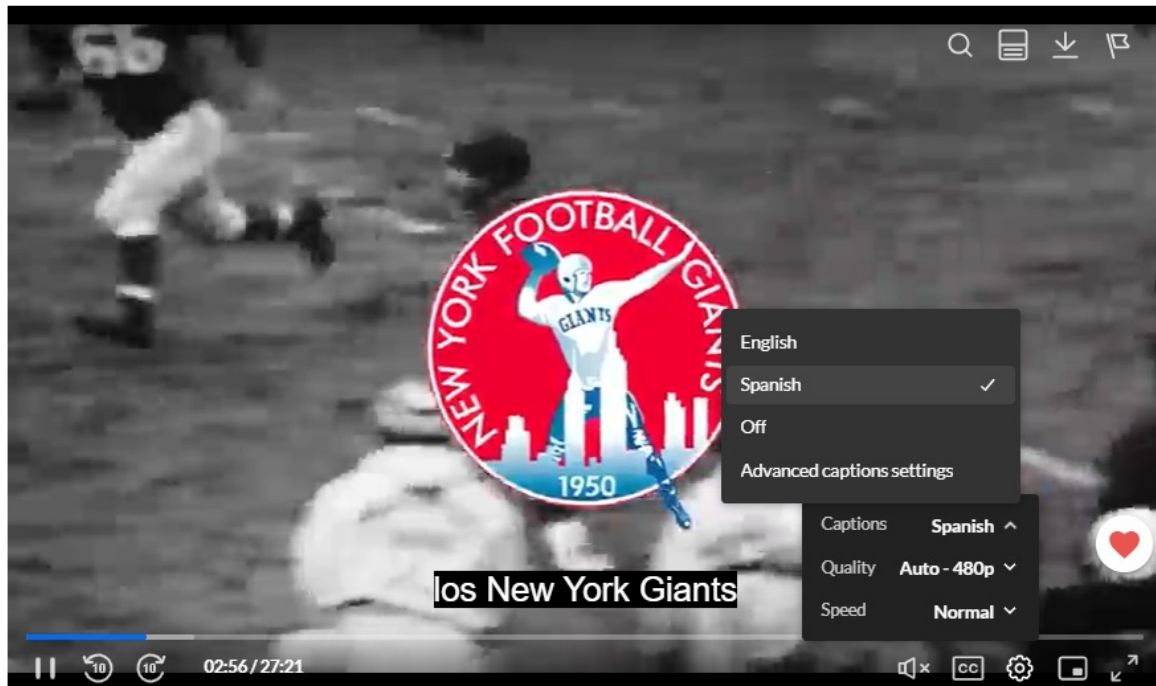
Feature: Translation

Target Translation Language: Select...

- German
- Italian
- Spanish

2. Click **Submit**.

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



The Entire History of the NFL

From Louise Szmoisz March 04, 2024

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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 **Upload Captions File**.

Order Captions & Enrichment Services

Order Captions

Service:

Machine

Source Media Language:

English

Feature:

Translation

Target Translation Language:

Spanish x

Choose Captions File:

Upload Captions File

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

Submit

The **Upload Captions File** window displays.

2. Click **Browse**.

Upload Captions File

Select a file

Browse

Label

English

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

Cancel

Save

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

File name: SRT File

The captions file uploads.



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).

Upload Captions File

Select a file

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

5. Click **Save**.

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:

Machine

Source Media Language:

English

Feature:

Translation

Target Translation Language:

Spanish

Choose Captions File:

Upload Captions File

The captions file uploaded successfully.

Submit

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.

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](#).



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 REACH services](#).