Order OCR in Video Portal (legacy)

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

About

OCR (Optical Character Recognition) makes it easy to search for text within a video, like titles, slide content, labels on graphs, or other on-screen text.

This helps students and employees quickly find what they're looking for, improving productivity and saving time.

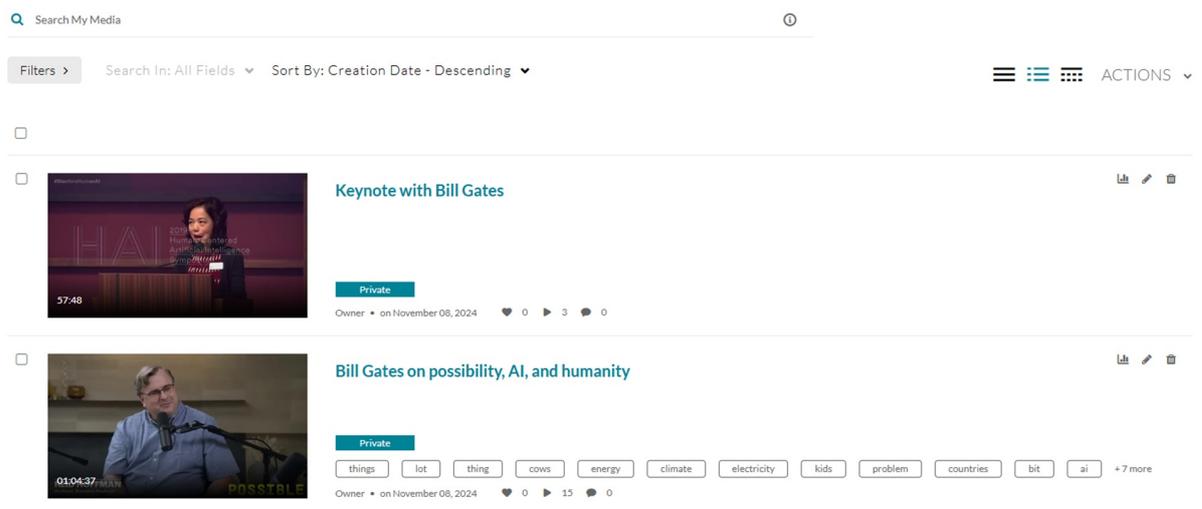> ℹ️ For OCR functionality to work, REACH must be enabled on the account.

> ✅ Want OCR to be ordered automatically? Check out our article Create automated REACH rules for channels and galleries.

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

Access the Caption & Enrich service
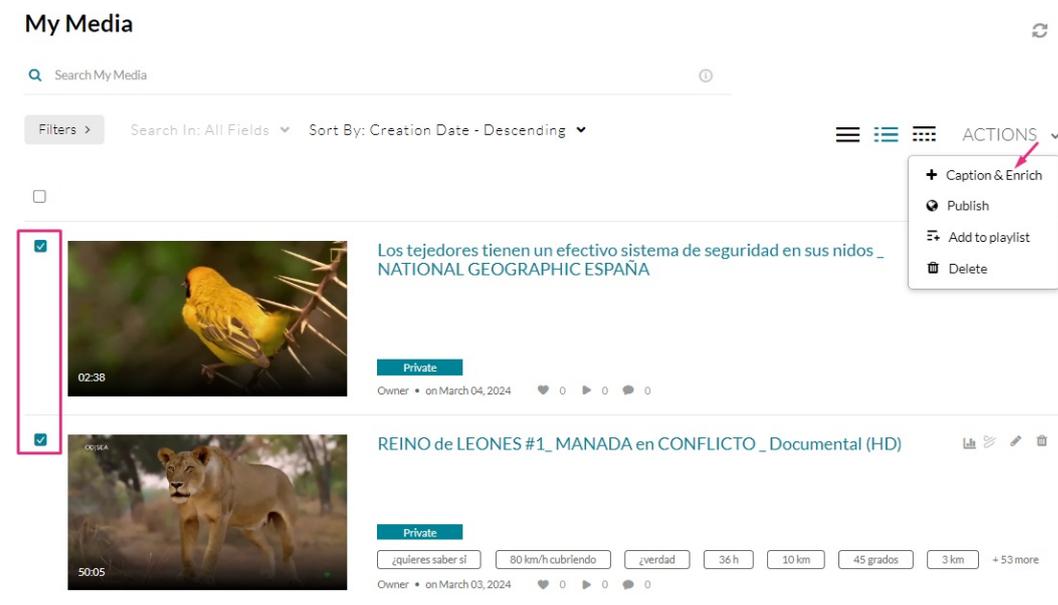
1. Go to your **My Media.**

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2. On the My Media page, check the box(es) next to the video(s) you want, then choose **Caption & Enrich** from the **Actions** menu.

You can also access this option from a single video's Media Page, as shown below using the **Actions** menu.

![Kaltura logo]

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From Louise Szmoisz March 04, 2024

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

Order OCR

1. Complete the following fields:
   - **Service** - Select 'Machine'
   - **Source Media Language** - Leave as-is (it does not affect the OCR request)

> ℹ️ OCR is optimized for Latin-based characters, numbers, and common symbols (e.g., @, #, $, %).

> ℹ️
> Non-Latin scripts may be partially supported: - Chinese, Japanese, Korean: Works best with printed text in standard fonts. - Arabic, Hindi, and others: Accuracy may vary and is not explicitly supported.

- **Feature** - Select 'OCR'

Service:	Source Media Language:
Machine ⌄	English ⌄

Feature:

OCR ⌄

Submit

2. Click **Submit**.

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

The order displays at the top of the screen.

REQUEST DAY	SERVICE	FEATURE	LANGUAGE	STATUS		
April 01, 2025	Machine	OCR	English	● Pending	🗑️	›

View orders

Existing requests

If there are no existing requests, a message displays: *No requests were found.*

Existing Requests

No requests were found	✕

If there are existing requests, they are displayed in the **Existing Requests** section. (Clicking **+Order** will take you to the Order Captions & Enrichment Services section to create another order.)

Request status types

The following statuses are available for OCR requests:

- **Pending** - The request is being created
- **Processing** - Sent to the vendor and the vendor received the request
- **Ready** - OCR is complete
- **Error** - The request failed; error details are included
- **Aborted** - The request was canceled

Use the arrow at the side of the request to display more details about the order.

Cancel request

You can cancel Pending requests by clicking the **trash can icon** next to the request.

> ℹ️ Any associated actions will be canceled too.

A confirmation message displays. Click 'Yes' to confirm.

If you try to delete a request that's already in progress, a message displays: *The request is already in progress, therefore cannot be canceled.*

View OCR labels

To learn about OCR results in search, check out the Global Search article.