Order captions for session recording or video source

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This article is designated for all users.

About

You can order captions for a session recording or any uploaded video source. This applies to on-demand content only. You can place caption orders after the session has ended and the recording is available in your event.

Before you begin

- You can order captions only for future recordings or existing video sources.
- You can't order captions for past sessions that have already started without a recording.
- Machine captions must be ordered at least 15 minutes before your session begins if you're captioning a source video intended for live use.

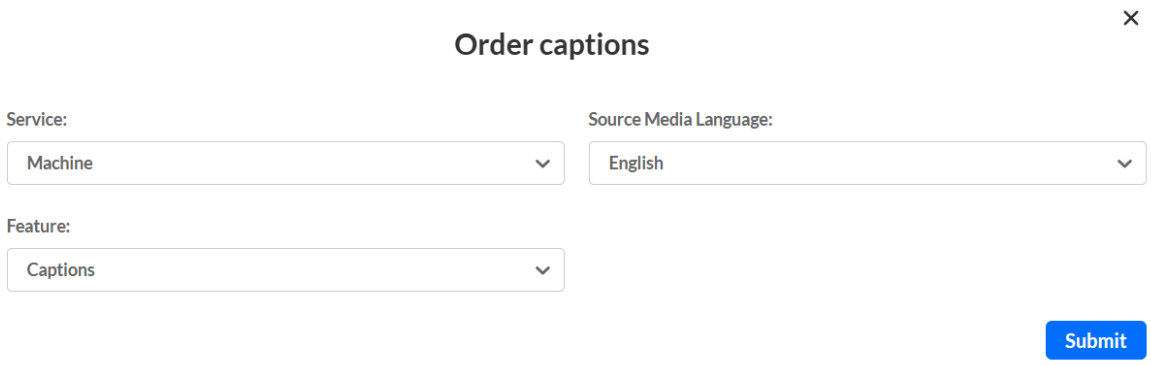
Order captions

1. Open the recording or video source you want to caption, then select the **Captions tab**.



2. Under 'Order captions', click the **Order** button.

   The 'Order captions' screen displays.



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3. Complete the fields:

- **Service** - Select the type of Captioning service.
  - Machine - Automated captioning process. (Machine captions must be ordered at least 15 minutes ahead of your session.)
  - Professional - Human / professional captioning. When selecting Professional, you must select the turnaround time as well. (Kaltura recommends captions be ordered in advance.)
- **Source Media Language** - Select the spoken language of the live stream. Currently only English is supported.
- **Feature** - Select Captions.

- Click **Submit.**

Your caption order appears in the list of caption requests.

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