Introduction to captioning & enrichment in Rich Media CMS

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This article is designated for all users.

About

Captioning and enrichment services in Rich Media Content Management System (Rich Media CMS) help administrators and content managers create, manage, and control captioning and accessibility workflows across their account.

From Rich Media CMS, you can order captioning and enrichment services, manage REACH profiles, and control how captioning and extended audio description files are created and used.

What you can do in Rich Media CMS

Using Rich Media CMS, you can:

- Order captioning and enrichment services using Kaltura REACH
- Manage REACH profiles, services, and settings
- Resubmit captioning and enrichment requests
- Upload and manage caption files
- Upload and manage extended audio description files
- Edit caption and extended audio description content

How captioning and enrichment works in Rich Media CMS

Rich Media CMS supports account-level and administrative workflows for captioning and enrichment.

Administrators configure REACH profiles and services, manage billing and credits, and control which options are available to users. Once services are enabled, captions and enrichment can be ordered for individual media entries.

Rich Media CMS also allows you to manage and edit closed captions and extended audio description directly, using built-in editors.

Where to go next

Use the articles in the Captioning & enrichment services category to order and manage captioning and enrichment.

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Permissions and availability

Access to captioning and enrichment features in Rich Media CMS depends on your account configuration and user permissions. Some services require REACH to be enabled and may incur additional costs.

If you don’t see certain options, contact your Kaltura administrator or representative.

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