Manage accessibility settings in Content Hubs

Content updated: 03/23/2026

This article is designated for all users.

About

Use the **Accessibility** tab to manage accessibility features for your media, including captions, extended and basic audio descriptions, and multi-language audio tracks.

This feature requires the following to be enabled:

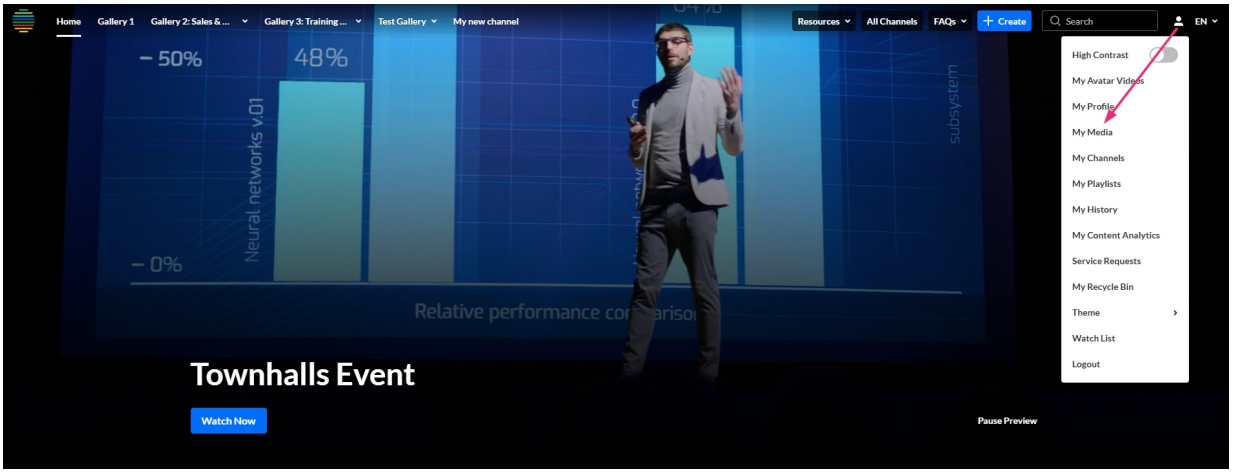
- Captions module
- Theming module with the 'mediaedit' feature set to 'Yes'

Who can use this

- Media owners
- Co-editors (depending on permissions)

Access the Accessibility tab

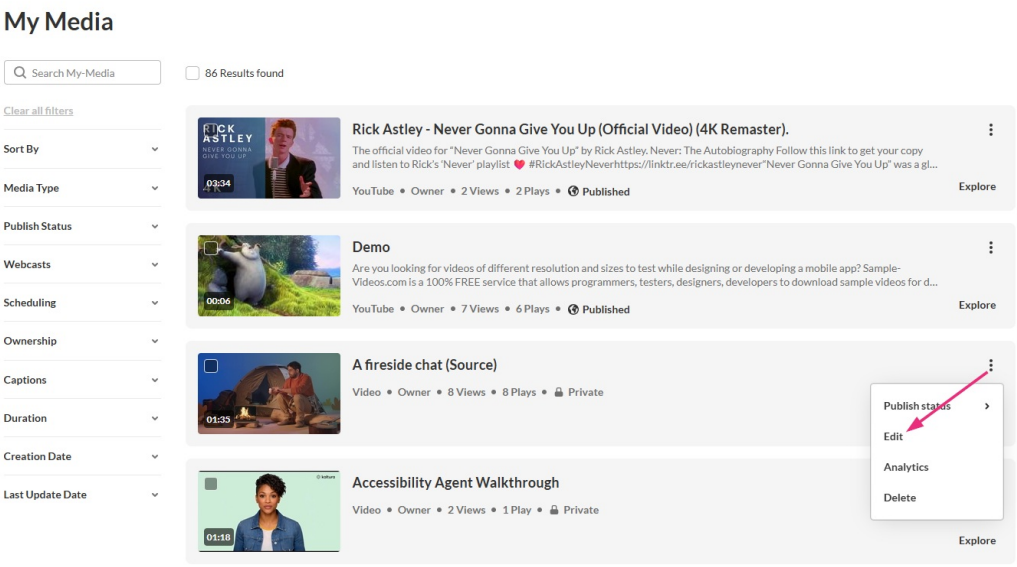
1. Select My Media from the user menu.



The My Media page displays.

2. Click the **three dots** to the right of the desired media and select **Edit**.

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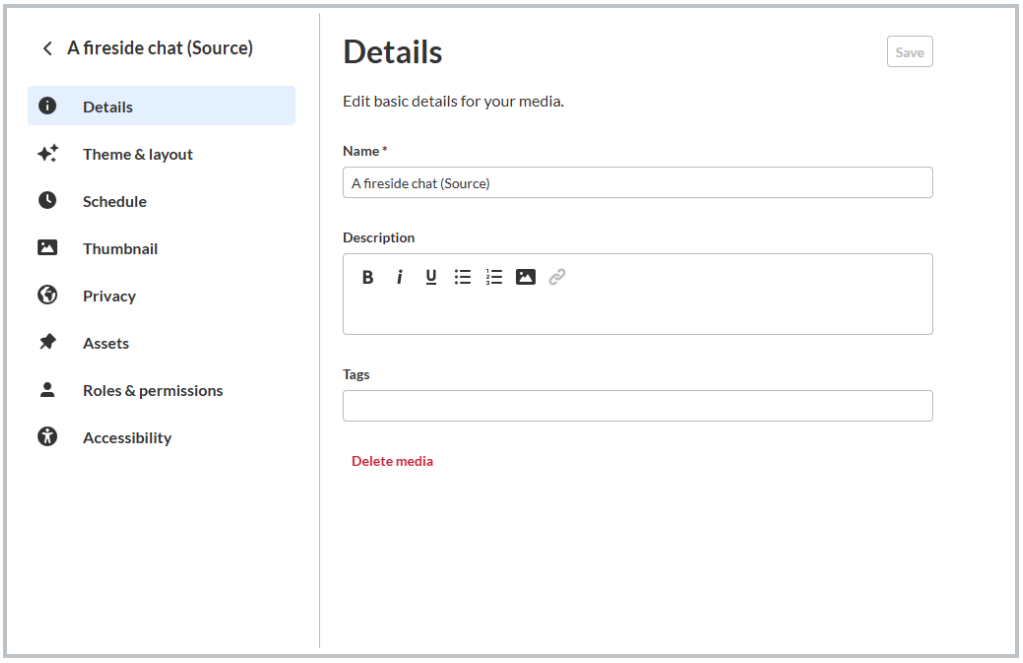


Alternatively, you can access the edit page from the media page by clicking the **three-dot menu** and selecting **Edit**.

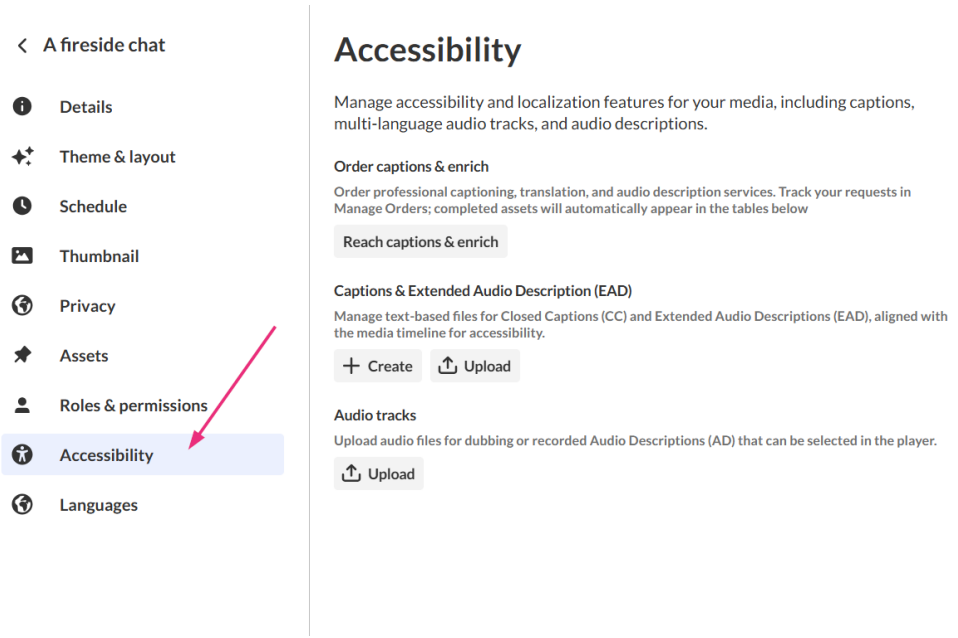


The edit page opens on the **Details** tab by default, with a left-hand navigation.

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3. In the left navigation, click the **Accessibility** tab to display the Accessibility page.



All edit actions apply immediately. There is no **Save** button on this page.

Available features depend on your site configuration. Some features are shown only if enabled for your site.

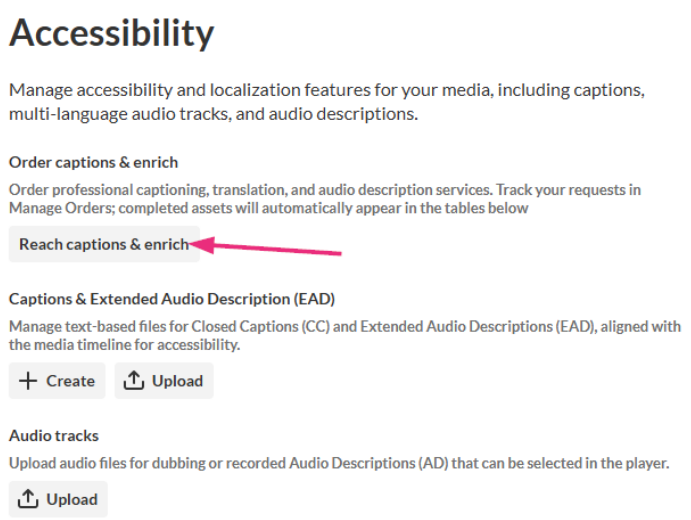
Order captions & enrich

Use this section to order professional captioning, translation, and audio description

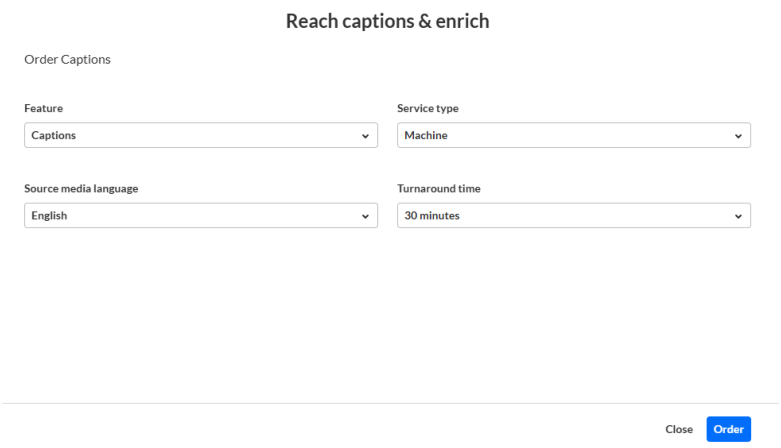
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services.

Click **Reach captions & enrich** to open the ordering window.



The 'Reach captions & enrich' window opens.



All ordering, pricing, and tracking are managed through REACH.

To learn more about ordering specific services, see:

- Order captions in Content Hubs
- Order translations in Content Hubs
- Order audio description in Content Hubs
- Order extended audio description in Content Hubs
- Order dubbing in Content Hubs
- Order chaptering in Content Hubs
- Order alignment in Content Hubs

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Completed caption and audio assets are automatically added to the relevant sections in the Accessibility tab.

Captions & Extended Audio Description (EAD)

Use this section to upload and manage text-based files for Closed Captions (CC) and Extended Audio Description (EAD), aligned with the media timeline.

You can:

- Create captions or EAD using the editor
- Upload caption files
- Set default tracks
- Control caption visibility in the player
- Edit or delete existing files

To learn how to upload and manage captions and EAD, see:

- Upload and manage captions in Content Hubs
- Upload and manage extended audio description (EAD)

Audio tracks

Use this section to upload and manage alternative audio tracks, including dubbing or language tracks and recorded audio descriptions (AD). Uploaded tracks are automatically available to viewers through the player's audio selector.

You can:

- Upload recorded audio description tracks
- Upload dubbing or language tracks
- Download audio tracks
- Delete audio tracks

This feature requires the AudioTracks module to be enabled.

To learn more, see Upload and manage audio tracks in Content Hubs.

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