

Manage accessibility settings in Content Hubs

Last Modified on 06/04/2026 2:41 pm IDT

 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:

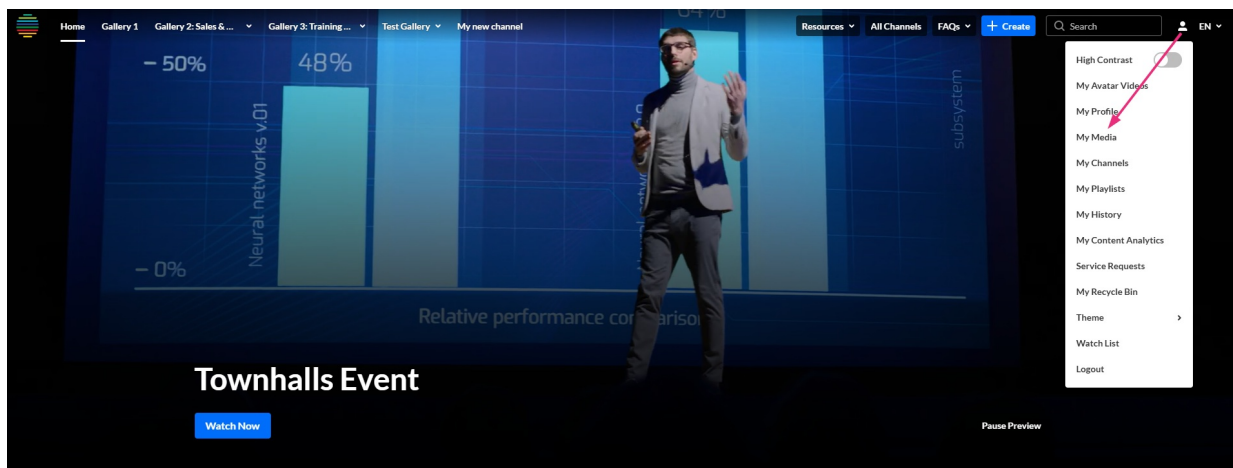
- [Captions module](#)
- [Theming module](#) with the 'mediaedit' feature set to 'Yes'

Who can use this

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

Access the Accessibility tab

1. From the user menu, select [My Media](#).



The 'My Media' page displays.

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

My Media

Search My-Media 86 Results found

Clear all filters

Sort By

Media Type

Publish Status

Webcasts

Scheduling


Ownership

Captions

Duration

Creation Date

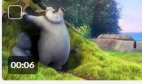
Last Update Date



Rick Astley - Never Gonna Give You Up (Official Video) (4K Remaster).

The official video for "Never Gonna Give You Up" by Rick Astley. Never: The Autobiography Follow this link to get your copy and listen to Rick's "Never" playlist. [#RickAstleyNever](#)<https://linktr.ee/rickastleynever> "Never Gonna Give You Up" was a gl...


YouTube • Owner • 2 Views • 2 Plays • Published Explore



Demo

Are you looking for videos of different resolution and sizes to test while designing or developing a mobile app? Sample-Videos.com is a 100% FREE service that allows programmers, testers, designers, developers to download sample videos for d...

YouTube • Owner • 7 Views • 6 Plays • Published Explore



A fireside chat (Source)

Video • Owner • 8 Views • 8 Plays • Private


Publish status >

Edit

Analytics

Delete

Explore

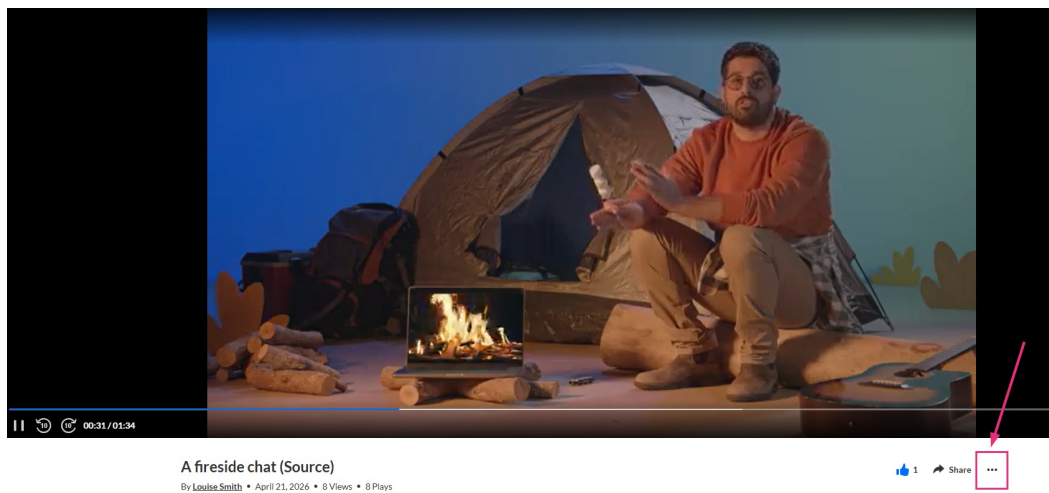


Accessibility Agent Walkthrough

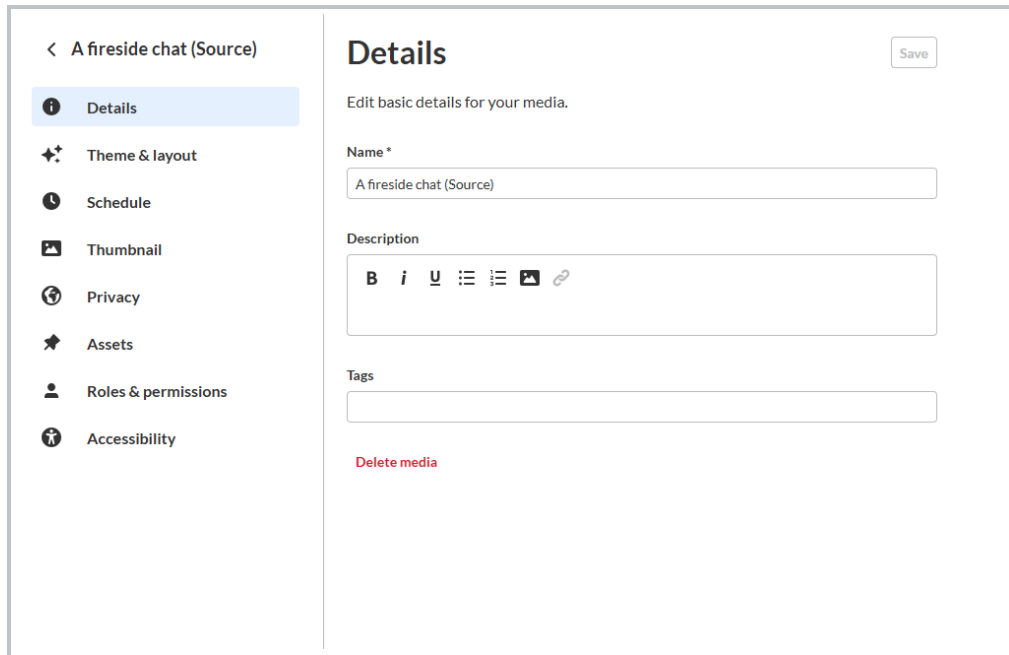
Video • Owner • 2 Views • 1 Play • Private

Explore

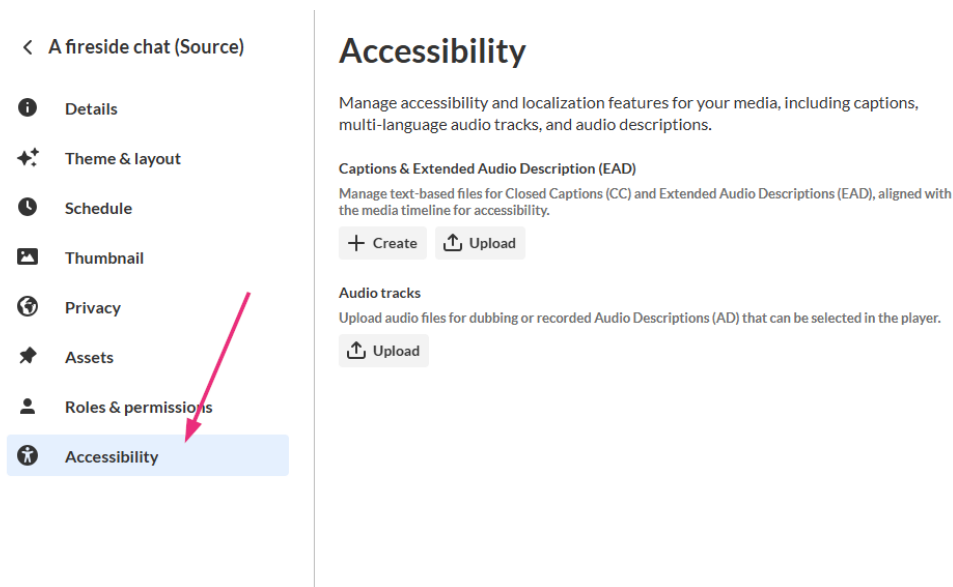
Alternatively, you can access the edit page from the [media page](#) by clicking the **three-dot menu** and selecting **Edit**.



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



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 services.

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

Accessibility

Manage accessibility and localization features for your media, including captions, multi-language audio tracks, and audio descriptions.

Order captions & enrich

Order professional captioning, translation, and audio description services. Track your requests in Manage Orders; completed assets will automatically appear in the tables below

Reach captions & enrich

Captions & Extended Audio Description (EAD)

Manage text-based files for Closed Captions (CC) and Extended Audio Descriptions (EAD), aligned with the media timeline for accessibility.

+ Create

Upload

Audio tracks

Upload audio files for dubbing or recorded Audio Descriptions (AD) that can be selected in the player.

Upload

The 'Reach captions & enrich' window opens.

Reach captions & enrich

Order Captions

Feature

Captions

Service type

Machine

Source media language

English

Turnaround time

30 minutes

Close **Order**

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](#)

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 audio files for dubbing or recorded audio description (AD), which viewers can select in the player.

You can:

- Upload audio tracks
 - Manage existing tracks
 - Remove tracks
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