

Order chaptering in Content Hubs

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 This article is designated for administrators.

About

Adding chapters to your videos improves engagement and navigation. Viewers can effortlessly explore specific sections of the content that interest them the most.

In addition, viewers can utilize the transcript's search functionality to pinpoint relevant keywords or phrases and instantly access the corresponding video chapter.

The chapters are added as content metadata, just like creating chapters manually. Chapter cue points are added to the entry.



The instructions below show the Theming interface. If your site doesn't use Theming, see our [Theming tour](#) to learn more.

Order chaptering

1. Open the media page for the desired video, then click the **three dots** below the player.



A fireside chat

By [@kaltura.com](#) • March 20, 2026 • 9 Views • 9 Plays



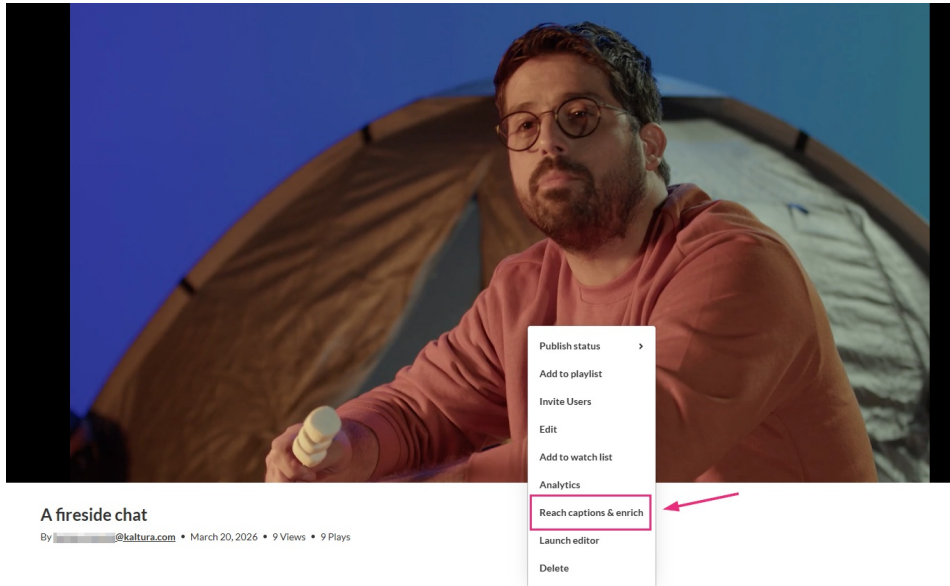
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Share



2. From the menu options, select **Reach captions & enrich**.



The **Reach captions & enrich** window displays.

Reach captions & enrich

Order Captions

Feature

Captions

Service type

Machine

Source media language

English

Turnaround time

30 minutes

Close Order

3. Complete the fields as follows:

- **Feature** - Select 'Chaptering'.
- **Service type** - Select 'Machine' or 'Professional'.
 - Machine - leverages machine algorithms to produce output in faster turnaround time for cheaper price.
 - Professional - leverages humans to produce a higher quality output.
- **Turnaround time** - (this option displays if 'Professional' is chosen) - Select the turnaround time. This is the maximum time it should take the vendor to return the job from the moment it is ordered.
- **Source media language** - Select the source media language from the drop-down menu (this is the spoken language in the video). The options in the menu are

dependent on your [REACH](#) plan.

Reach captions & enrich

Order Captions

Feature

Chaptering

Service type

Machine

Source media language

English

Close **Order**

4. Click **Order**.

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

The chapters will be uploaded when completed.



You can set up automatic email notifications to be alerted when chapters are ready. This is configured by your administrator in the [Reach module's](#) notifiedUsers field.

User experience

While the video plays, chapter titles appear as segments in the scrubber bar as well as a title below the thumbnail preview. Chapters display in the panel on the right.

