Order VOD translations in Canvas

Content updated: 04/08/2026

This article is designated for all users.

About

Translations convert the spoken language in a video into another language and appear as subtitles. These subtitles provide viewers with the dialogue in their preferred language while keeping the original audio intact.

If Content Lab is available on your account, you can also order REACH services through Content Lab. See Accessibility and localization.

Translation options

You have three ways to get translations with REACH:

Option 1: Automatic translation - REACH will automatically create subtitles in another language based on your video's audio. Good for when you want a quick, simple translation and don't need perfect word-for-word accuracy.

Option 2: Upload your own captions file and have it translated - If you already have a captions file, you can upload it and REACH will translate it into another language. Your file must be at least 99% accurate for the translation to be reliable. Accepted file types: SRT, DFXP, or VTT.

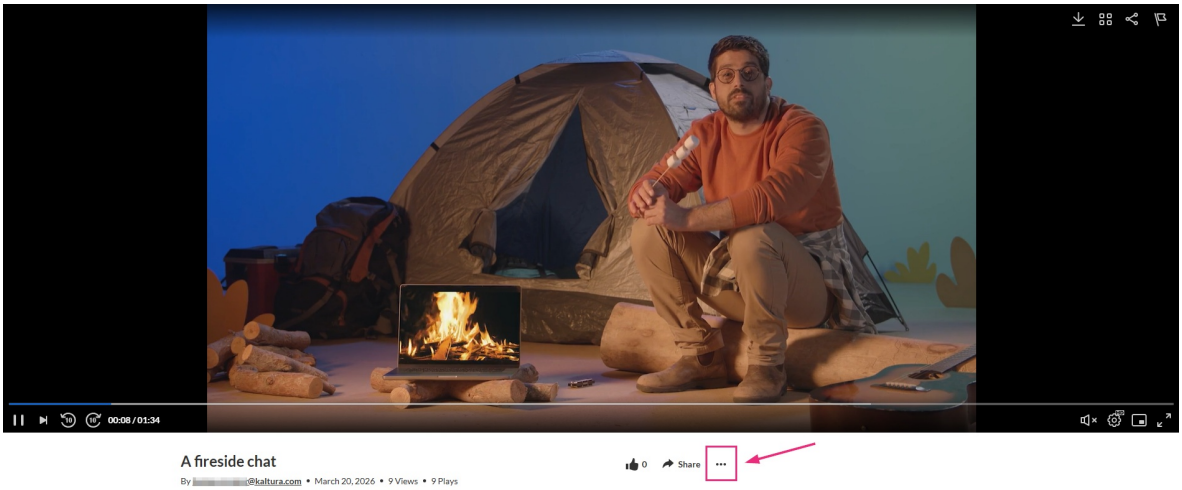
Option 3: Order professional captions first, then translate - If you want the best accuracy, use REACH to create professional, human-made captions, then translate that file into another language.

Media must be at least **10 seconds** long for translation processing.

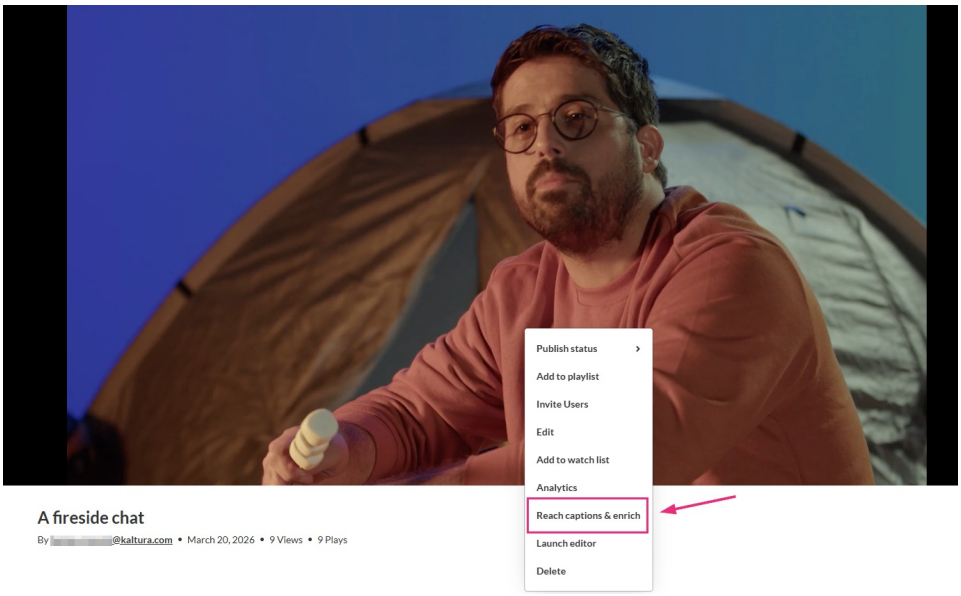
Option 1: Automatic translation

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

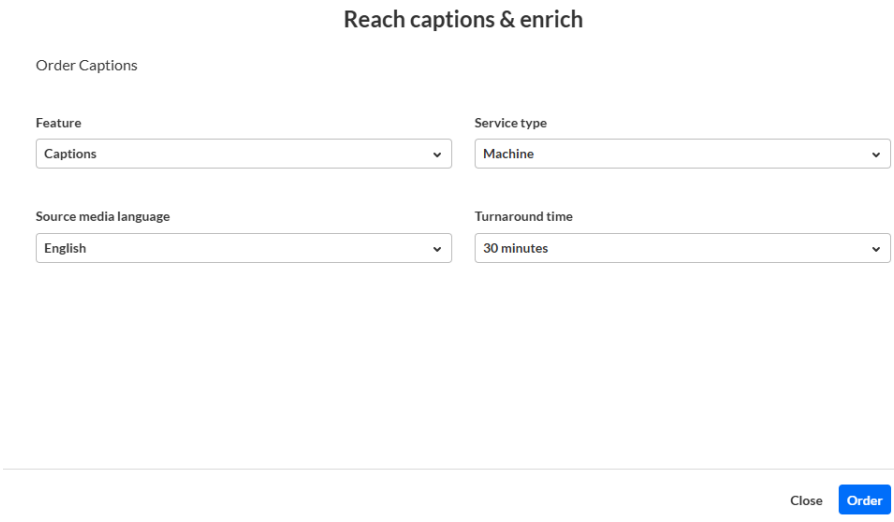
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2. From the menu options, select **Reach captions & enrich**.



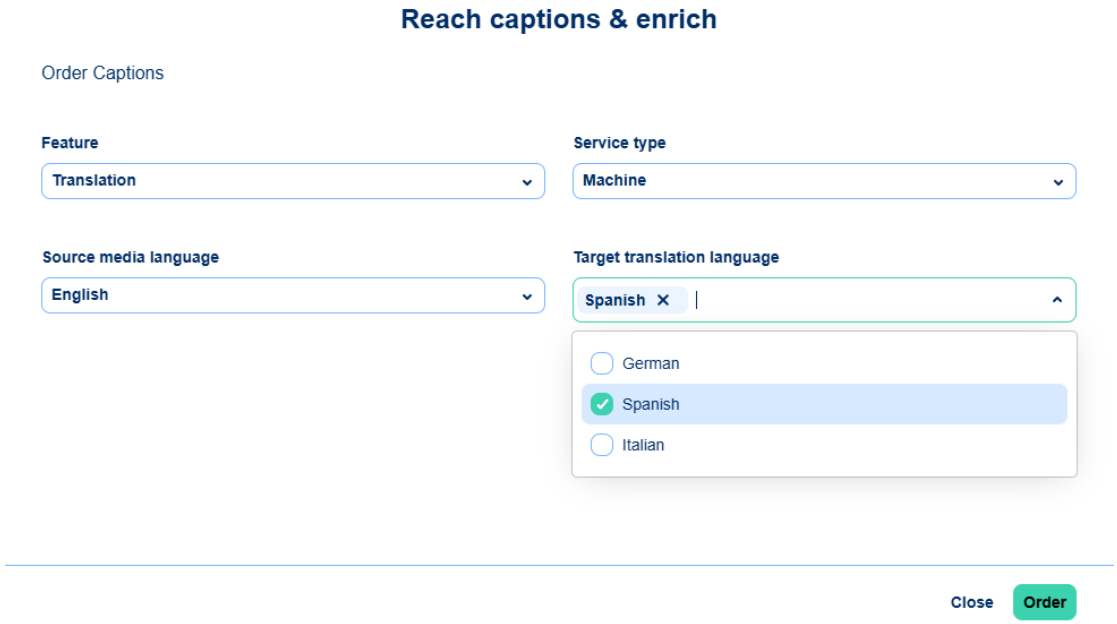
The **Reach captions & enrich** window displays.



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3. Complete the fields as follows:

- **Feature** - Select 'Translation'.
- **Service type** - Select 'Machine'.
- **Source media language** - Select the source media language (in this case, English) from the drop-down menu. The options are dependent on your REACH plan.
- **Target translation language** - Select the desired language you want the translations in from the drop-down menu. The options are dependent on your REACH plan.



4. Click **Order**.

When the translations are ready, they are automatically added to the video.

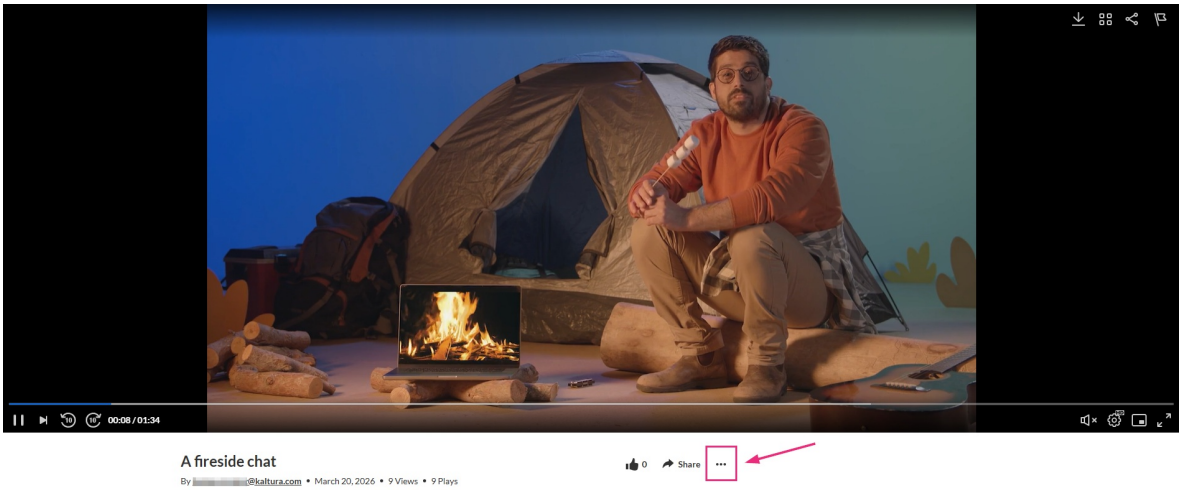
Option 2: Use your own captions file to create translations

If you already have a captions file (SRT, DFXP, or VTT) in the video's spoken language, you can use it to create translations. The file must be at least **99%** accurate for the translation to be reliable.

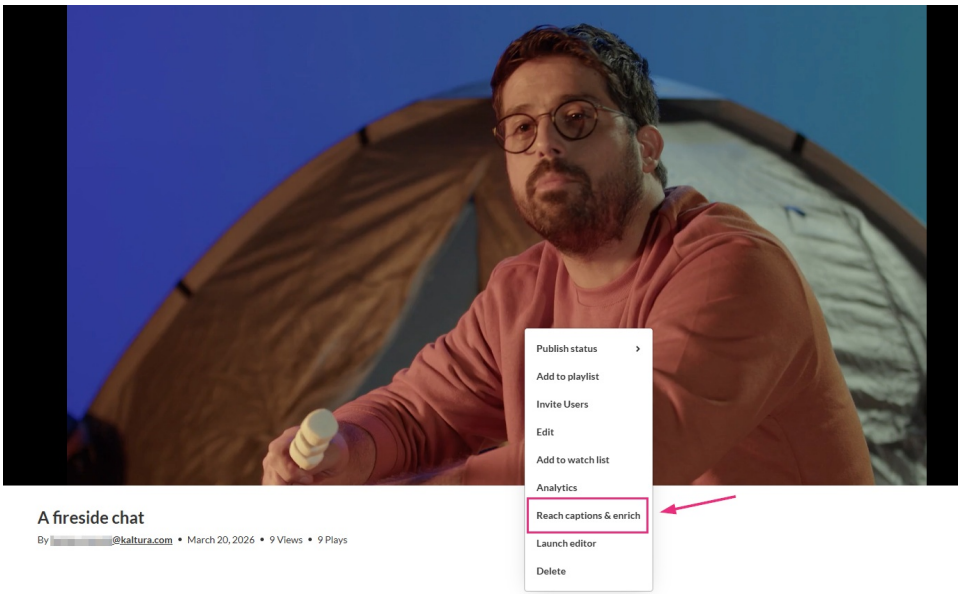
If needed, you can manually edit your captions to reach this accuracy before ordering the translation. For help editing captions, see Edit captions.

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

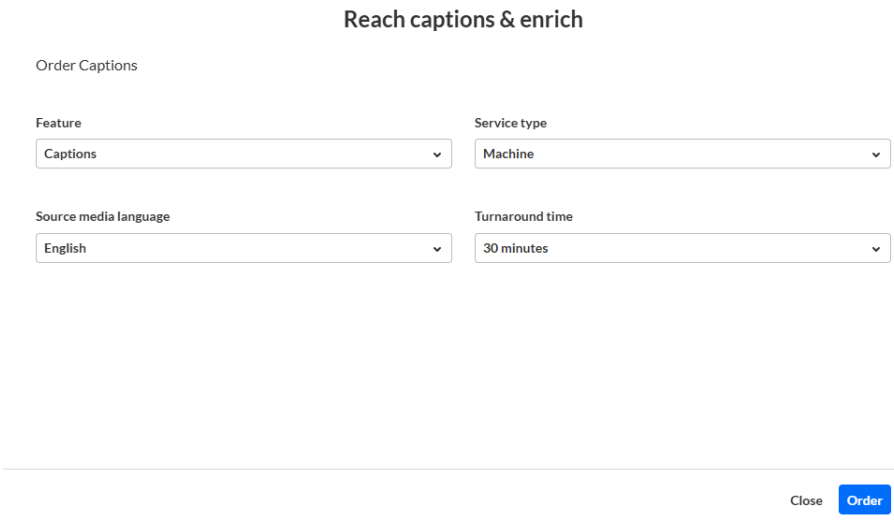
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2. From the menu options, select **Reach captions & enrich**.



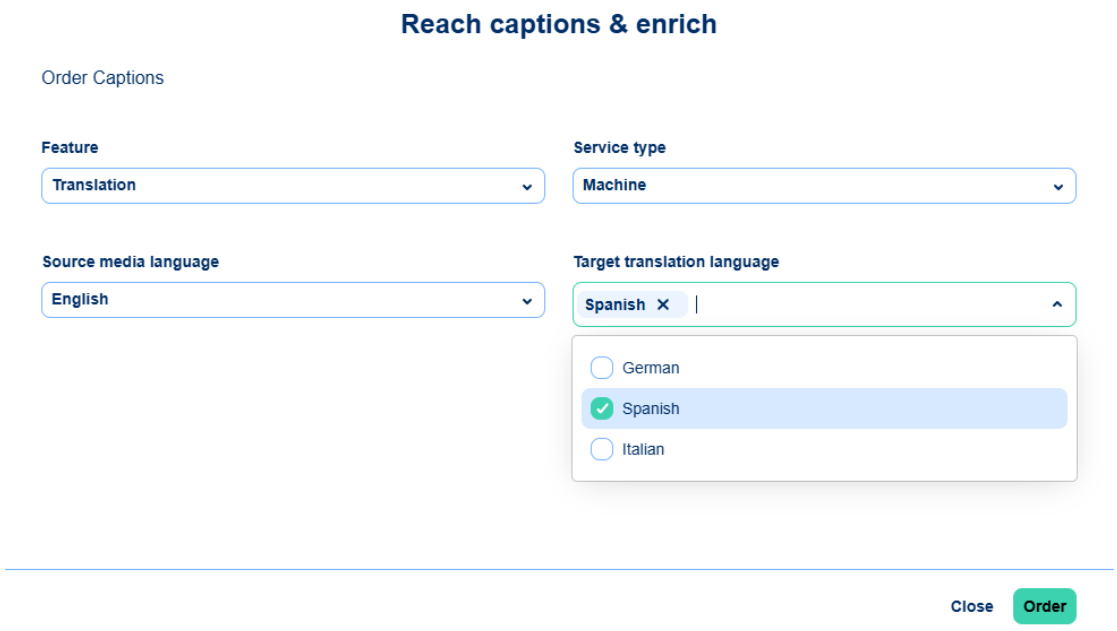
The **Reach captions & enrich** window displays.



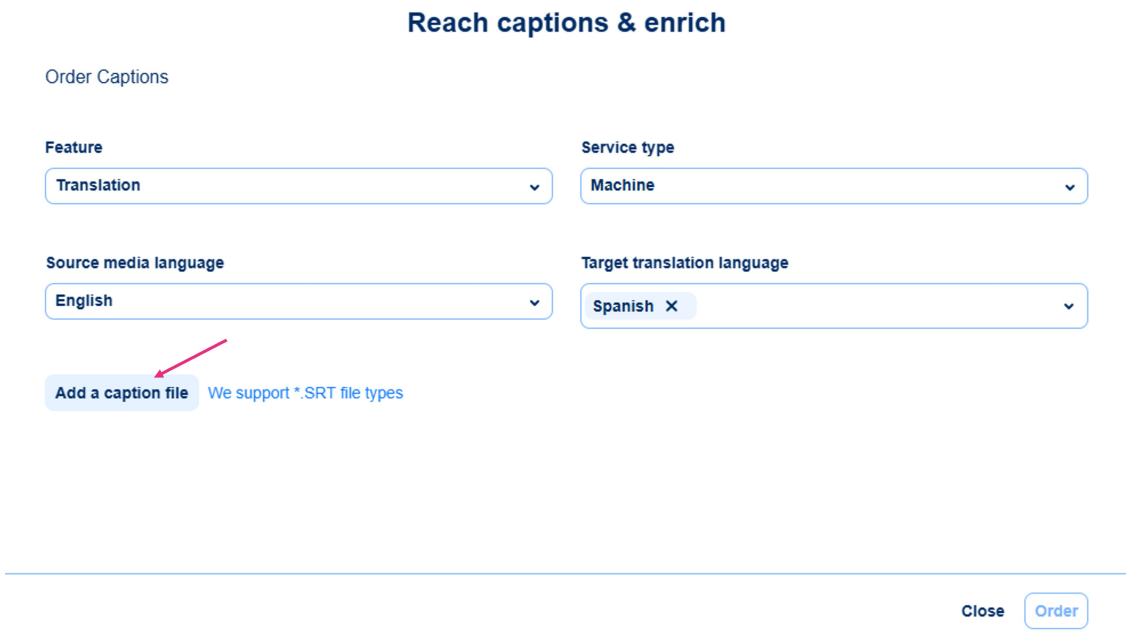
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3. Complete the fields as follows:

- **Feature** - Select 'Translation'.
- **Service type** - Select 'Machine'.
- **Source media language** - Select the spoken language (in this case, English) from the drop-down menu. The options are dependent on your REACH plan.
- **Target translation language** - Select the desired target language from the drop-down menu. The options are dependent on your REACH plan.



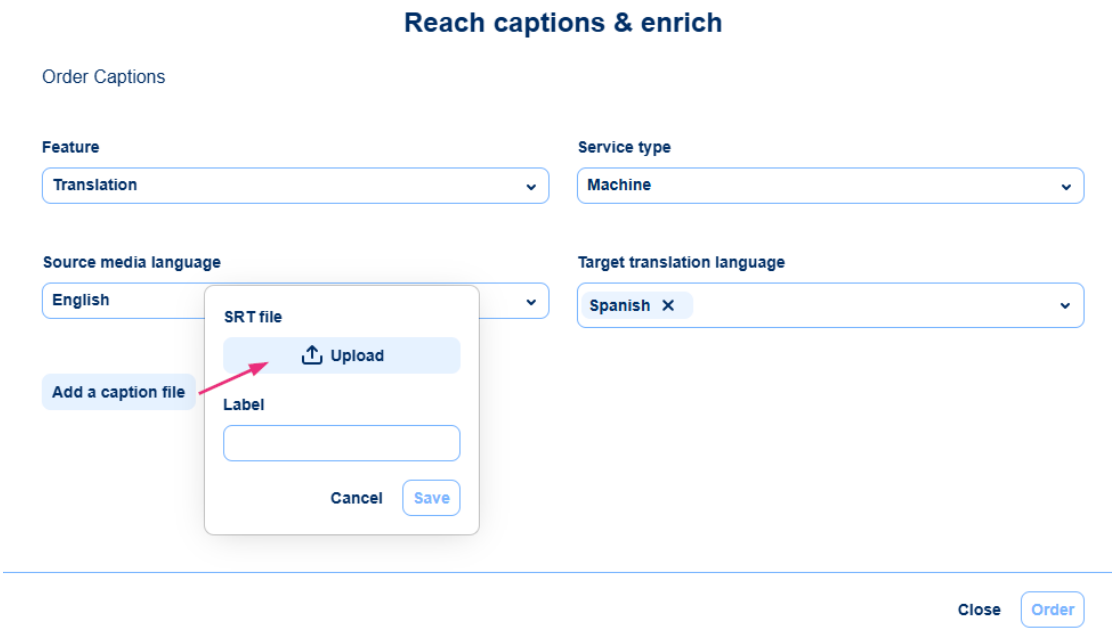
4. Click **Add a captions file**.



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A pop-up displays.

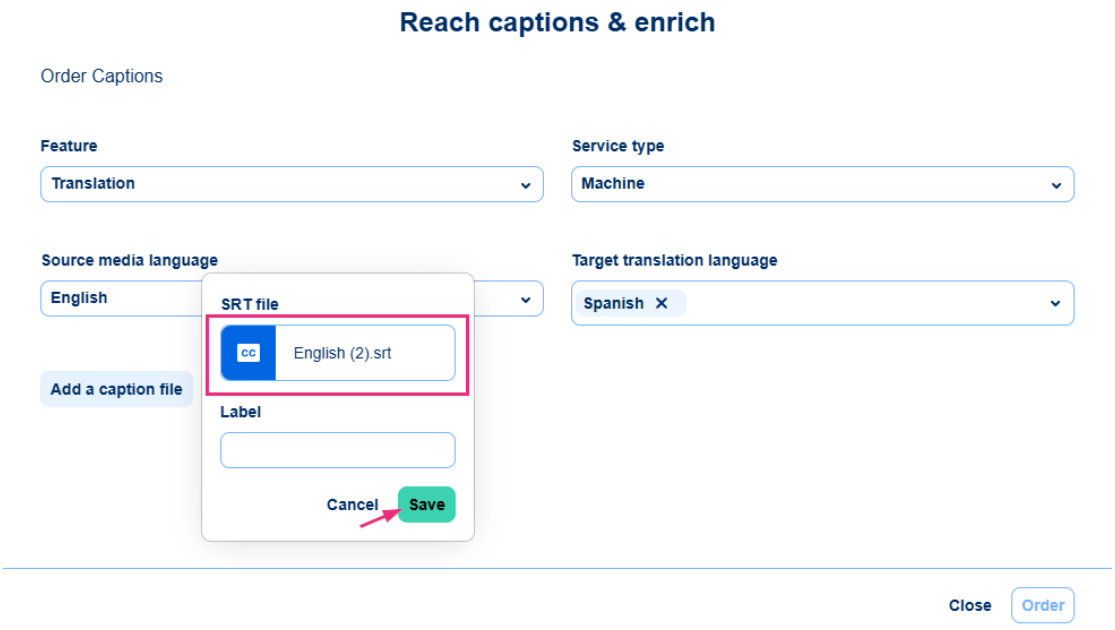
5. Click **Upload**.



6. Select the captions file on your computer.

7. *(Optional)* Add a label for the source language. This label appears in the player's captions menu.

8. After the file uploads, click **Save**.



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The system can't verify the accuracy rate of the selected file, and therefore assumes it's 99+%. If it's lower, the captions will upload but won't appear on the player.

9. Click **Order**.

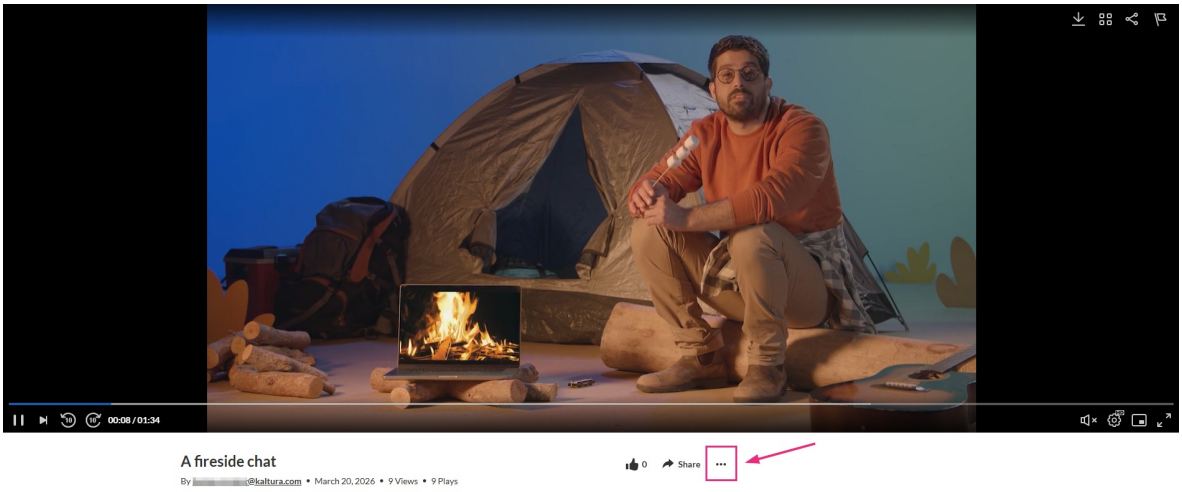
A success message displays. You can click **Back** to see your new order in the requests list.

When the translations are ready, they are automatically added to the video.

Option 3: Order professional captions first, then translate

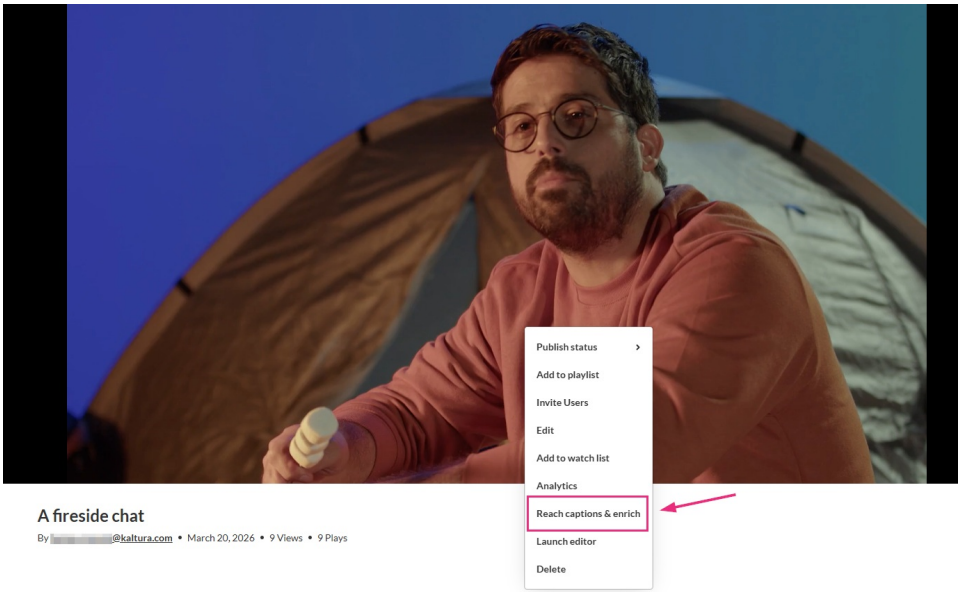
Step 1: Order professional captions

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

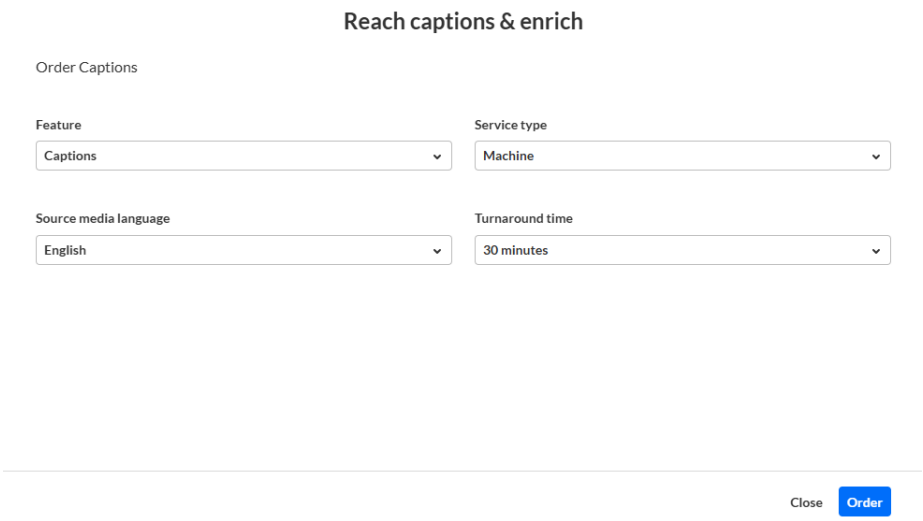


2. From the menu options, select **Reach captions & enrich**.

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



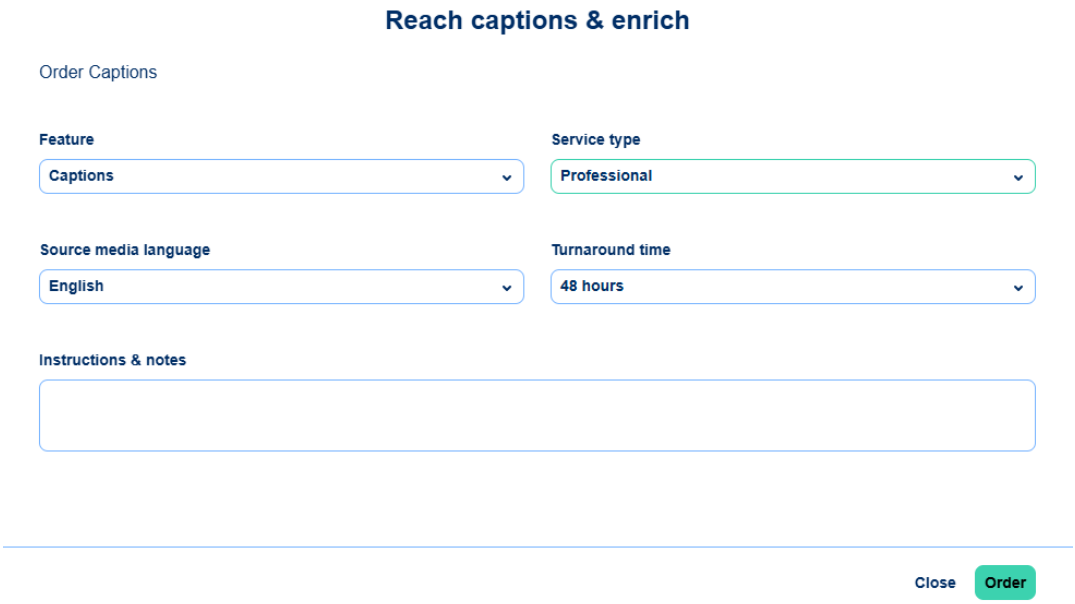
3. Complete the fields as follows:

- **Feature** - Select 'Captions'.
- **Service type** - Select 'Professional'.
- **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.

Captions must always be ordered in the **same language as the video's spoken language**. For example, if the video is in English, you can only order English captions.

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- **Turnaround time** - Select the turnaround time from the drop-down menu. The turnaround time options available in the menu are dependent on your REACH plan.
- **Instructions & notes** - (Optional) This box is used for adding notes for the attention of the editors and reviewers.



4. Click **Order**.

A confirmation message displays. When the captions are ready, they are automatically added to the video.

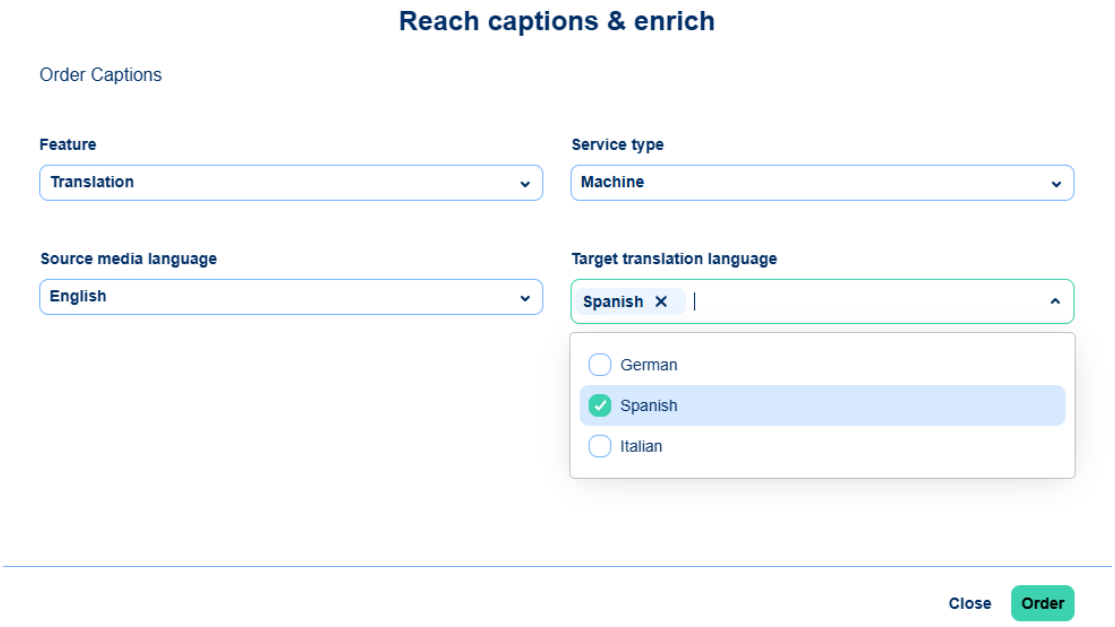
You can set up automatic email notifications to be alerted when captions are ready. This is configured by your administrator in the Reach module's `notifiedUsers` field.

Step 2: Order translation

1. Once the professional captions are ready, return to the **Order Captions & Enrichment Services** section and complete the following fields:

- **Feature** - Select 'Translation'.
- **Service type** - Select 'Machine'.
- **Source media language** - Select the spoken language (in this case, English) from the drop-down menu. The options in the menu are dependent on your REACH plan.
- **Target translation language** - Select the desired target language from the drop-down menu. The options in the menu are dependent on your REACH plan.

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2. Click **Order**.

When the translations are ready, they are automatically added to the video.

- You can resubmit REACH orders in certain cases, such as for updated media content or new profile settings. For details on how and when to use the resubmissions feature, see our article Resubmissions for REACH services.
- Translations currently must be ordered manually. If you'd like to enable automation for this, contact your Kaltura representative.
- To learn more about how captions display on the Kaltura player, visit our articles Captions and Audio Tracks and Accessibility.

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