Order VOD transcript alignment with Content Lab

Content updated: 11/23/2026

This article is designated for all users.

About

Transcript alignment matches a text transcript to the audio of your video to create accurate, synchronized captions. You can align a transcript that's already on the video or upload a new one.

Before you start

- The video must be in **Ready** status (transcoded).
- Your account must have an active REACH profile enabled with a transcript alignment catalog item.
- You need a transcript as a TXT file, or a video that already has one.

You can order transcript alignment for VOD media only.

Order transcript alignment

1. Open **Content Lab**. For instructions, see Access Content Lab in your Kaltura application.
2. Select **Captions & Translations**.
3. Select **+ Order captions**, and then select **Transcript alignment**.

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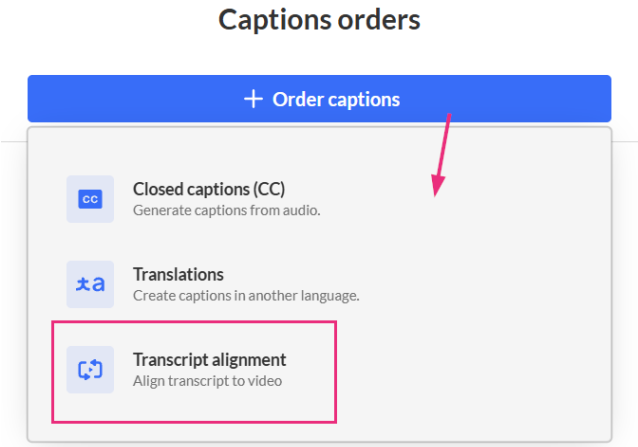
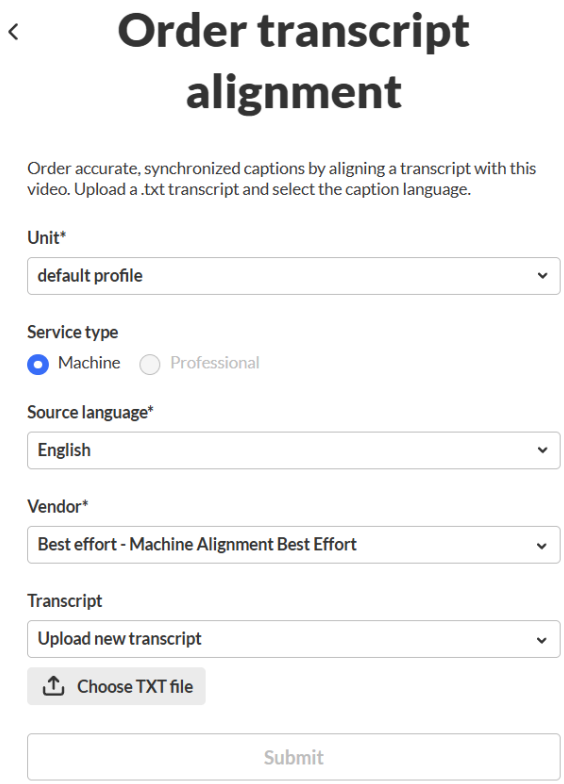


The **Order transcript alignment** panel opens.



4. Complete the following fields:
   - **Unit** - Select the unit (REACH profile) that's charged for the order.
   - **Service type** - Select the service type. The options depend on the alignment catalog items in your REACH profile. A service type with no catalog items is

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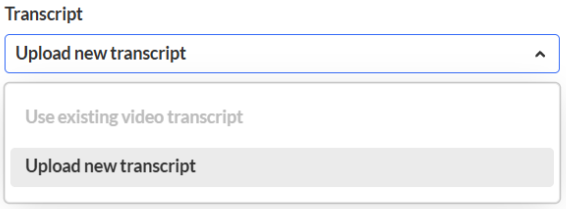
unavailable (grayed out).

- **Source language** - Select the language spoken in the video. The list shows the languages in your catalog items.
- **Vendor** - Select a vendor. Each option shows the turnaround time, a hyphen, and the catalog item name, for example *Best effort - Machine Alignment Best Effort*.
- **Transcript** - From the drop-down menu, select **Upload new transcript** or **Use existing video transcript**. If the video has no transcript, **Upload new transcript** is selected by default and the other option is unavailable. For the upload steps, see Upload a new transcript below.



5. Select **Submit**.

Your order is submitted.

If your REACH profile has a dictionary, it's applied to the order automatically.

How your choices narrow the options

Each choice narrows the options in the fields after it. For example, if you select a source language, the vendor list shows only vendors that support it.

If you change a choice, later choices that are still valid stay as they are. Any later field that's no longer valid resets to **Select**.

Upload a new transcript

1. In the **Transcript** drop-down menu, select **Upload new transcript**.
2. Select **Choose TXT file**, and then select the file on your computer.
   The **Upload new transcript** window opens and shows your file.

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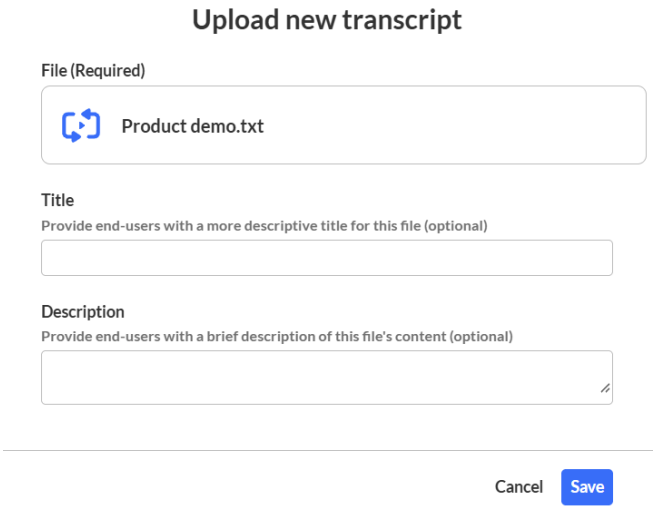

3. (Optional) In the **Title** box, enter a more descriptive title for the file.
4. (Optional) In the **Description** box, enter a brief description of the file's content.
5. Select **Save**.

Transcripts must be TXT files.

Remove a transcript from the order

Select the **X** next to the transcript. The transcript is removed from the order only. It stays on the video.

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