



Request Closed Captioning in My Media in D2L – Kaltura Tutorial

This tutorial is designed for faculty who have previous experience using D2L and **My Media** in D2L. For further information, please contact desupport@camosun.ca for assistance.

Scenario

This tutorial will cover the steps involved when you have edited a video with existing closed captions (CC), or are saving a video as a copy to create a Video Quiz, etc. and wish to add back the CC which would have been stripped out during these processes.

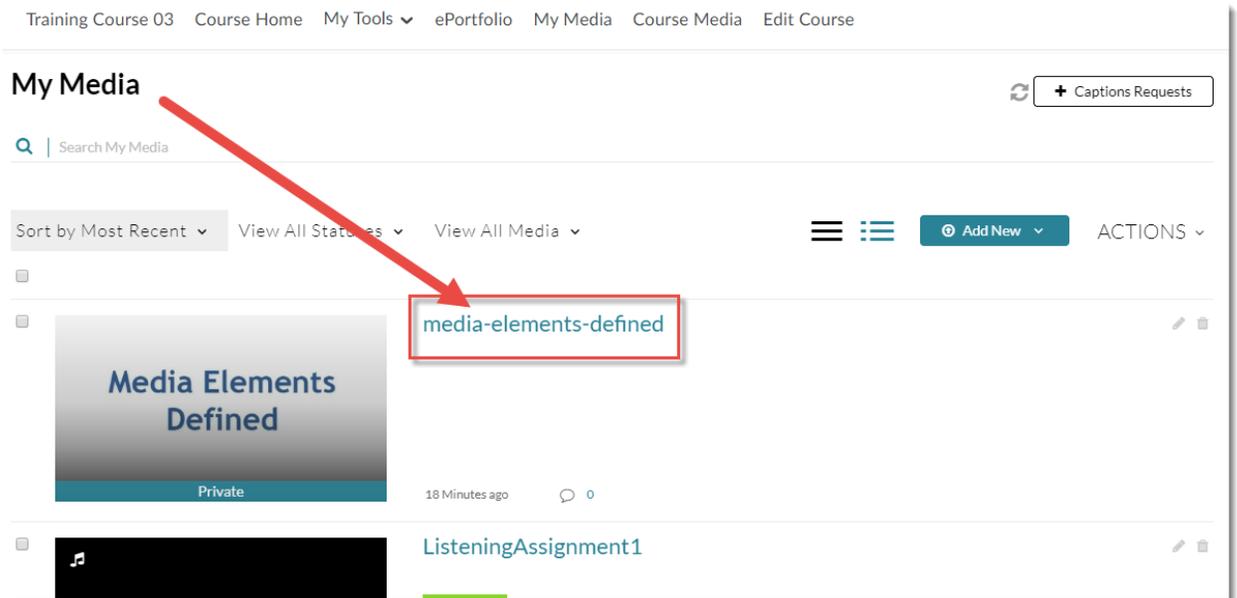
Steps

1. Go to your course in D2L.
2. Go to **My media** (through the link on your Navbar, or in your **My Tools** drop-down menu, or in a draft Topic in the Content tool). You can then upload your video if you haven't already.

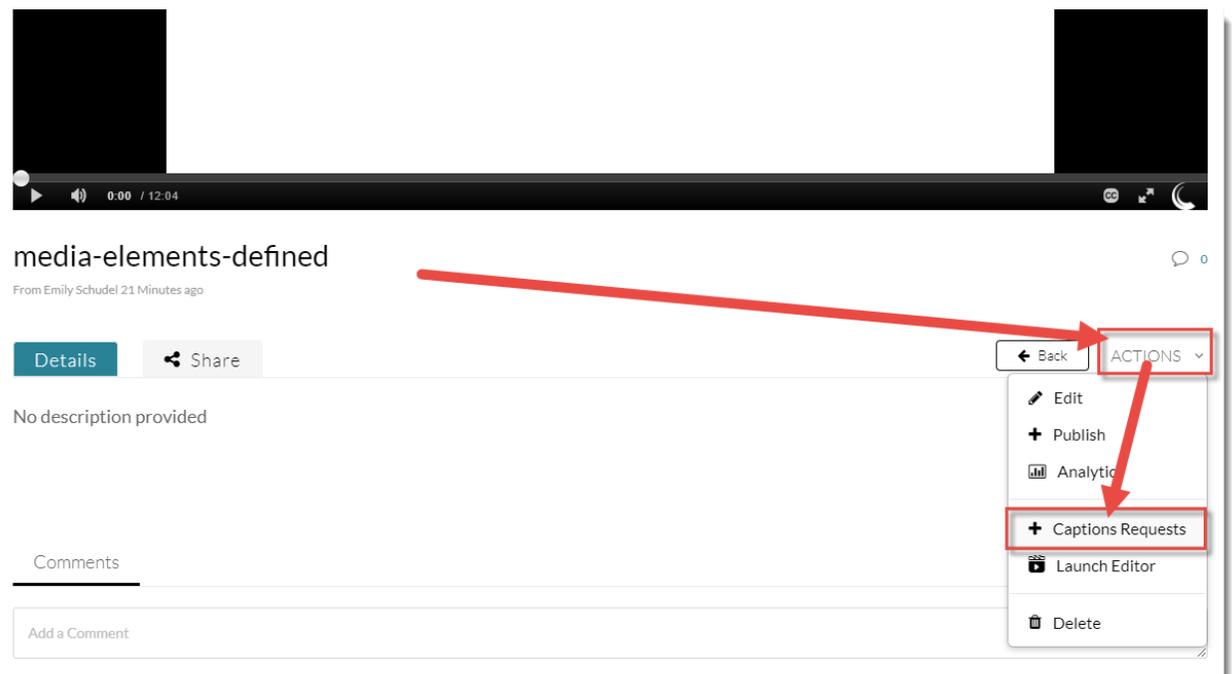
The screenshot shows the D2L course interface for 'Training Course 03'. The navigation bar at the top includes 'Training Course 03', 'Course Home', 'My Tools', 'My Media', and 'Edit Course'. The 'My Media' link is highlighted with a red box, and a red arrow points to it from the text below. Below the navigation bar is a banner image of a bear's face with the text 'Training Course 03'. On the left, there is a 'News' section with a 'Welcome to D2L Daylight!' announcement. On the right, there is a 'Territorial Acknowledgement' section with a photo of purple flowers.



3. Click the title of the video for which you want to request CC.



4. Scroll down, click the **Actions** drop-down and select **Captions Requests**.



5. Scroll down and click **Submit**.

The screenshot shows the 'Captions requests' section of a web interface. At the top, there are tabs for 'Details' and 'Share', and a 'Back' button. Below this is a message: 'No requests were found'. The main section is titled 'Order Captions' and contains a form with three dropdown menus: 'Service' (set to 'Machine'), 'Source Media Language' (set to 'English'), and 'Feature' (set to 'Captions'). A red arrow points from the top left towards a 'Submit' button at the bottom right of the form.

6. After a few seconds, you will see a message saying "Your request has been received. Captions will automatically be uploaded to your video upon completion."

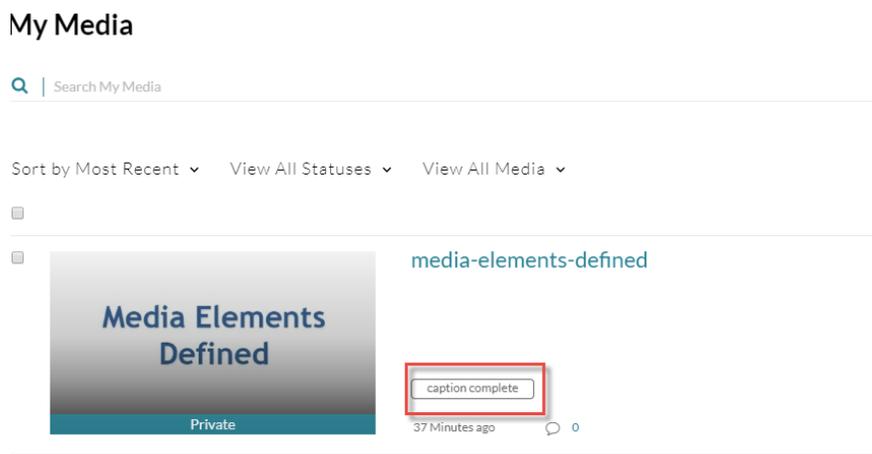
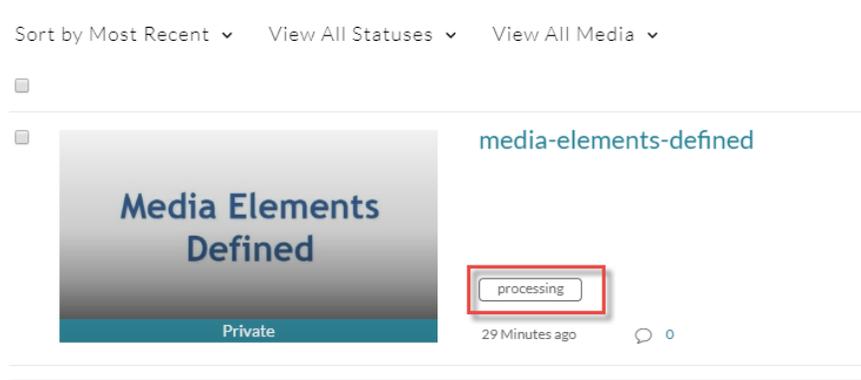
The screenshot shows the 'Captions requests' section after a request has been submitted. A blue message box at the top says: 'Your request has been received. Captions will automatically be uploaded to your video upon completion.' Below this is a table with one row of request data:

REQUEST DATE	SERVICE	FEATURE	LANGUAGE	STATUS
10/12/19	Machine	Captions	English	Pending

Below the table is the 'Order Captions' form, which is identical to the one in the previous screenshot, but now it is partially obscured by the confirmation message.



7. Go back to **My Media**. Once the new captions are uploaded (it may take up to an hour or more depending on how long your video is), they will go from being *processing* to *caption complete*, at which point you can edit them (see the tutorial *Editing Closed Captioning in Kaltura* for more information).



Things to Remember

Once your captions are complete, you will need to check them and very likely edit them (like YouTube, machine captioning in Kaltura is usually only about 70% accurate.) See the tutorial *Editing Closed Captions in My Media in D2L* for more information.

You can also upload captions created for you by an external service. For information on what services are available, please contact an instructional designer in eLearning. If you have closed captions created by a paid service, you can upload your caption file. See the tutorial *Replacing Closed Captions with another Captions File* for more information.



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