

## Request Closed Captioning in My Media in D2L – Kaltura Tutorial

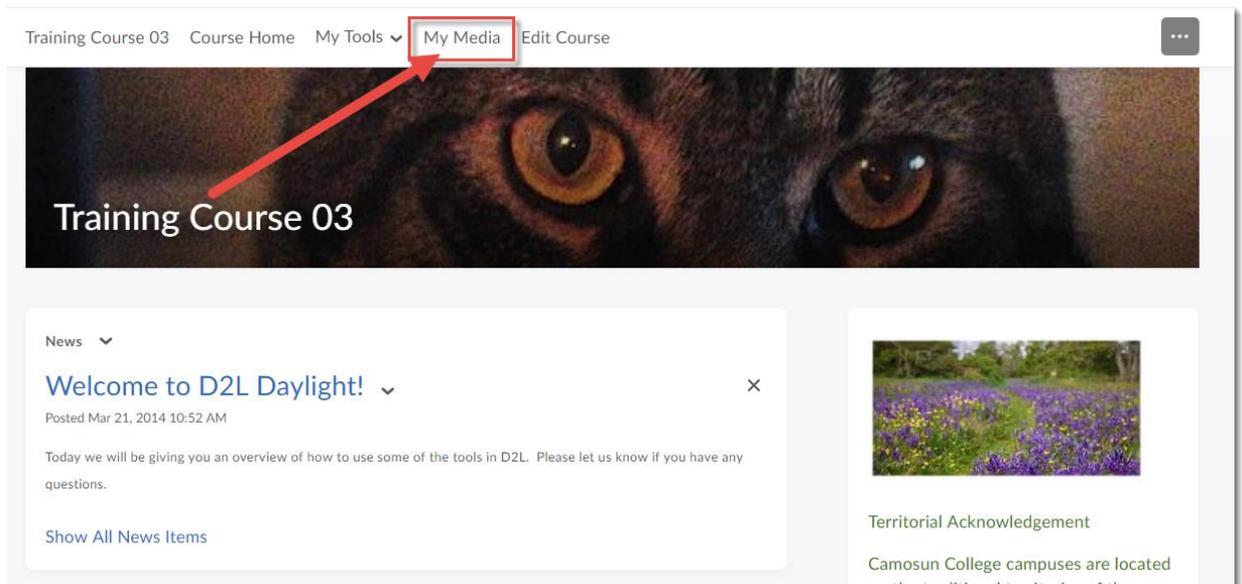
This tutorial is designed for faculty who have previous experience using D2L and **My Media** in D2L. For further information or assistance, go to our [Team Dynamix Support portal](#) and click the appropriate Category to submit a ticket.

### Scenario

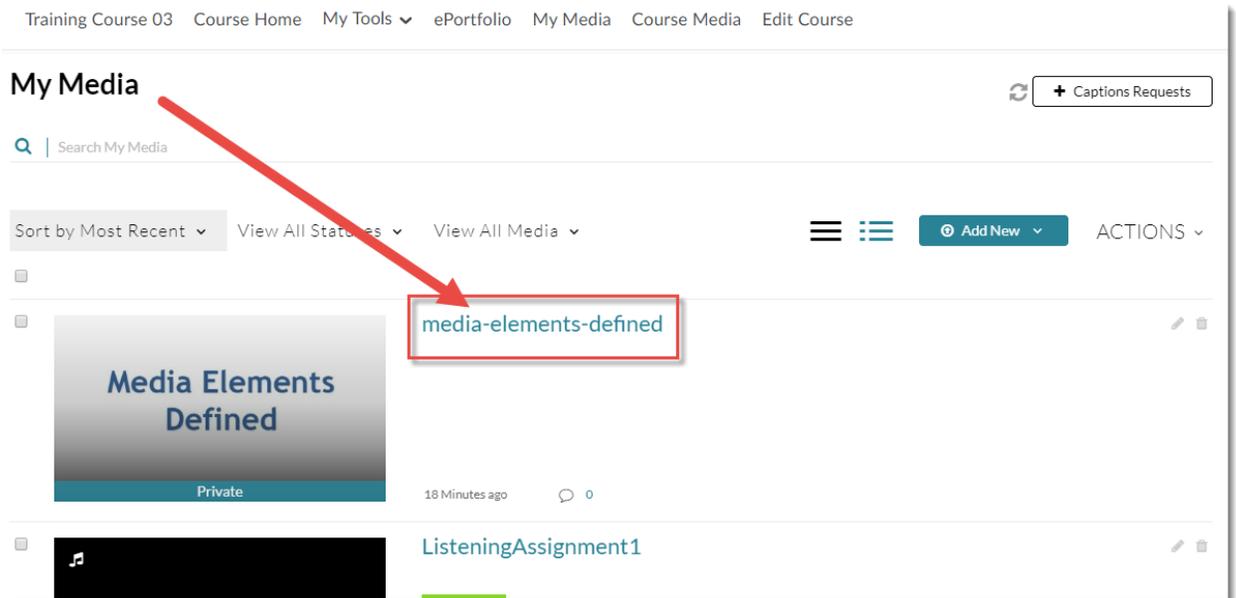
This tutorial will cover the steps involved when you have edited a video with existing closed captions (CC) and wish to re-create the CC to make sure they align with the new version.

### Steps

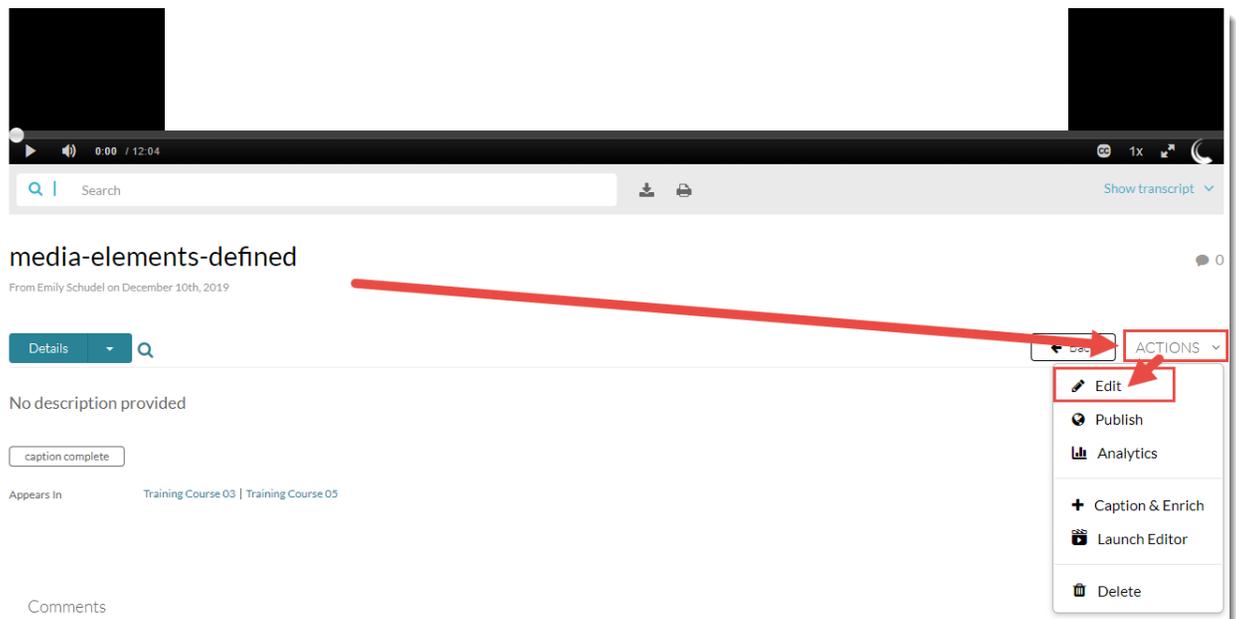
1. Go to your course in D2L.
2. Go to **My Media**.



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

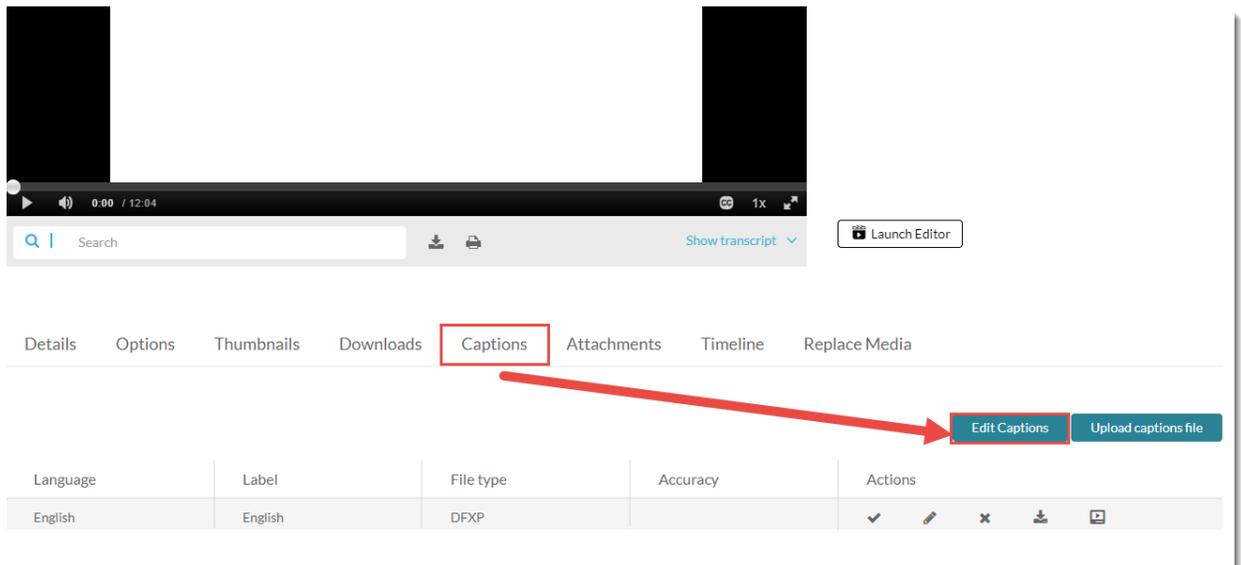


4. If there are existing captions you may choose to simply edit them instead of re-creating them. To do this, scroll down, click **Actions** and select **Edit**.

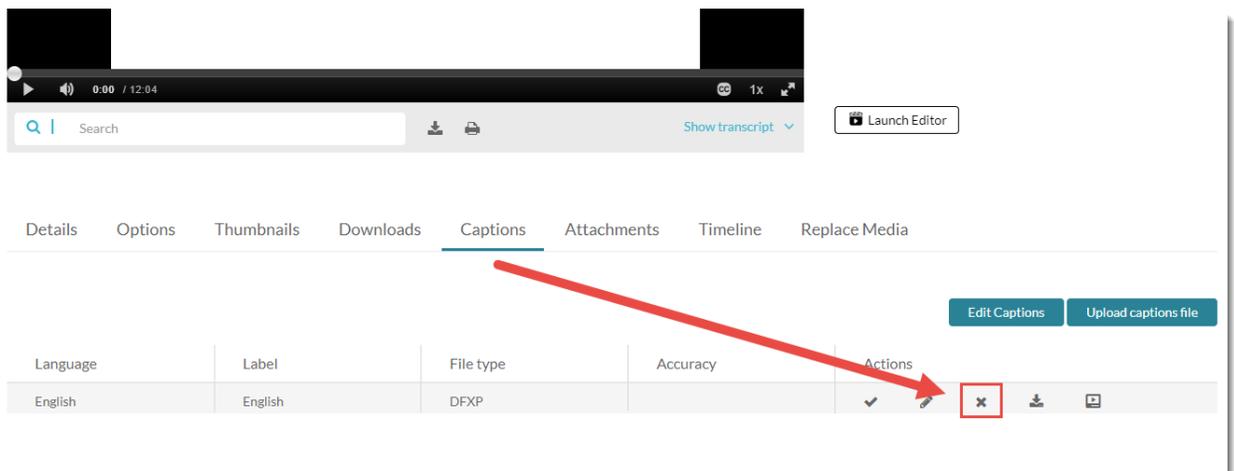


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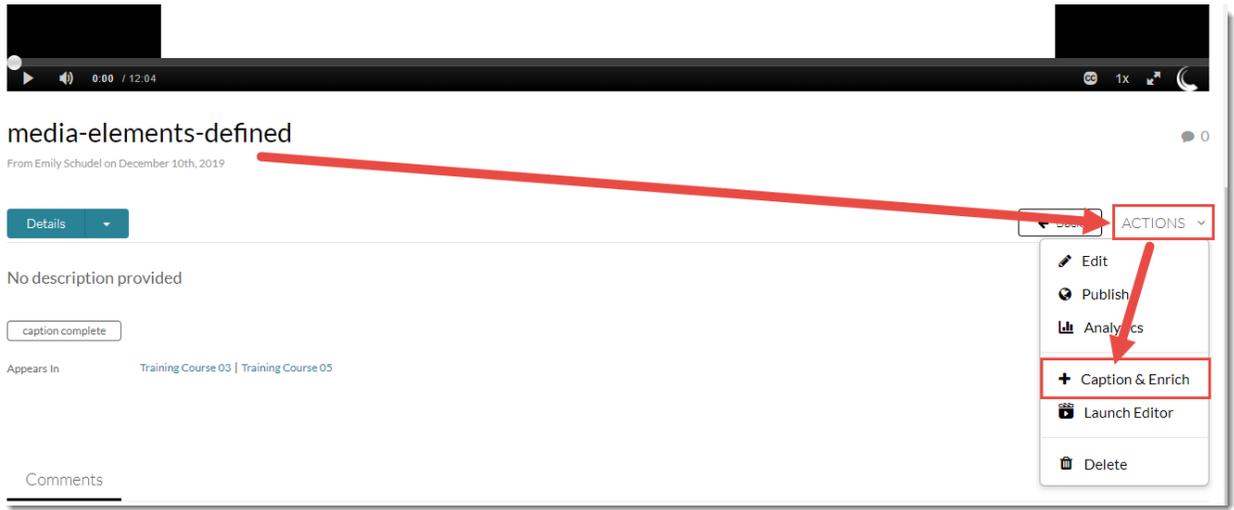
5. Clicking the **Captions** tab, then click on **Edit Captions** and follow the steps in the tutorial *Editing Closed Caption Files in Kaltura*).



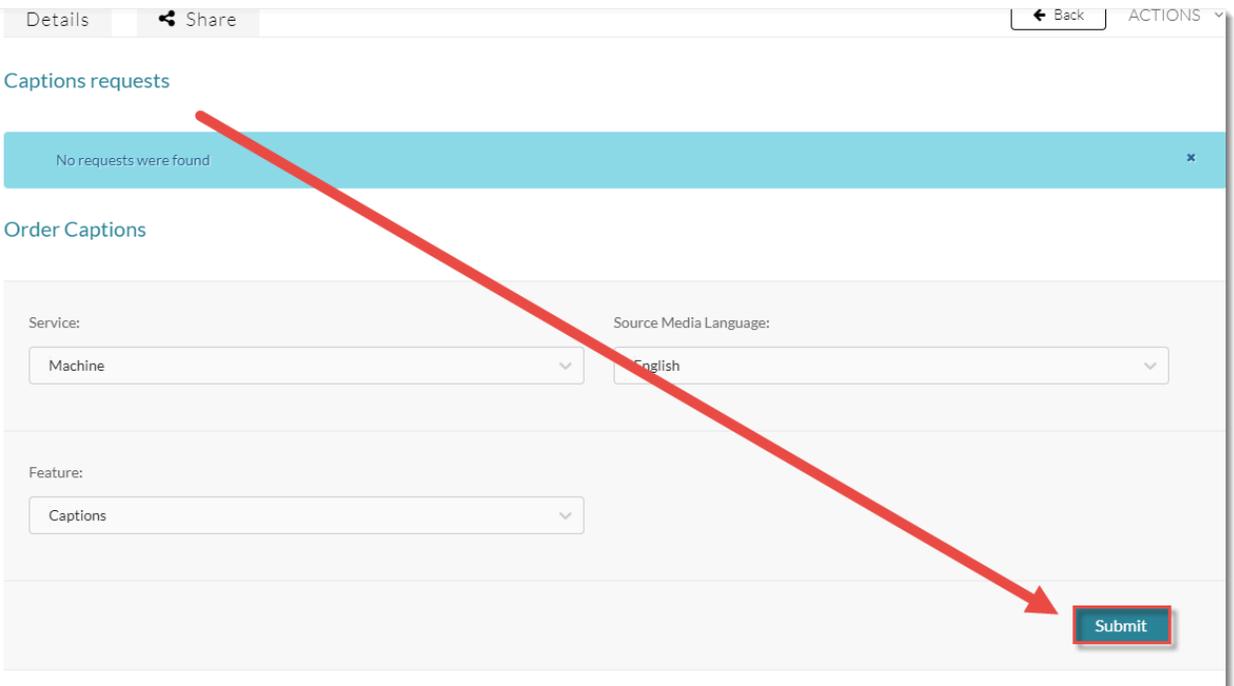
6. Or, you can delete existing CC files before replacing them by clicking on the **X**.



- Now, if you want to order new auto CC, go back to **My Media**, click the video title again, then click the **Actions** menu and select **Caption & Enrich**.



- Then scroll down and click **Submit**.



9. 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' interface. At the top right is a '+ Order' button. Below is a table with columns: REQUEST DATE, SERVICE, FEATURE, LANGUAGE, and STATUS. A single row is visible with the following data: 10/12/19, Machine, Captions, English, and Pending. Below the table is a section titled 'Order Captions' containing three dropdown menus: 'Service' (set to Machine), 'Source Media Language' (set to English), and 'Feature' (set to Captions). A red box highlights a message: 'Your request has been received. Captions will automatically be uploaded to your video upon completion.'

10. 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 be go from being *processing* to *caption complete*, at which point you can edit them (see the tutorial *Editing Closed Captions in Kaltura* for more information).

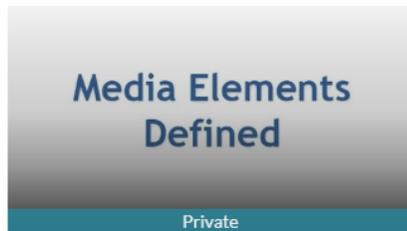
The screenshot shows the 'My Media' interface. At the top are filters: 'Sort by Most Recent', 'View All Statuses', and 'View All Media'. Below is a list of media items. The first item is a video titled 'media-elements-defined' with a thumbnail showing the text 'Media Elements Defined' and 'Private'. The status of the video is 'processing', which is highlighted with a red box. Below the status is the text '29 Minutes ago' and a comment icon with the number '0'.



## My Media

🔍 | Search My Media

Sort by Most Recent ▾ View All Statuses ▾ View All Media ▾



media-elements-defined

caption complete

37 Minutes ago 0

### 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 Kaltura* 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 Files in Kaltura* for more information.



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