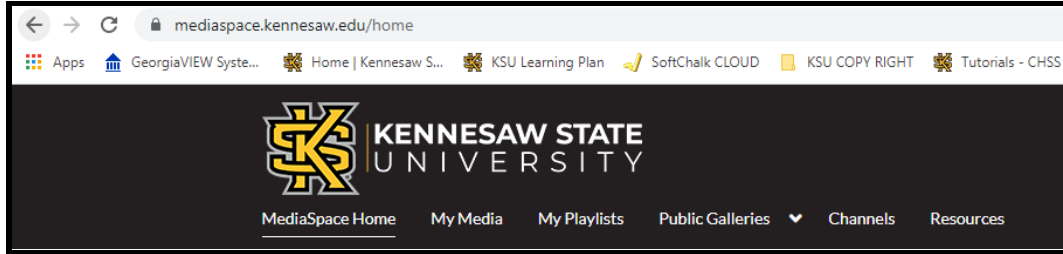


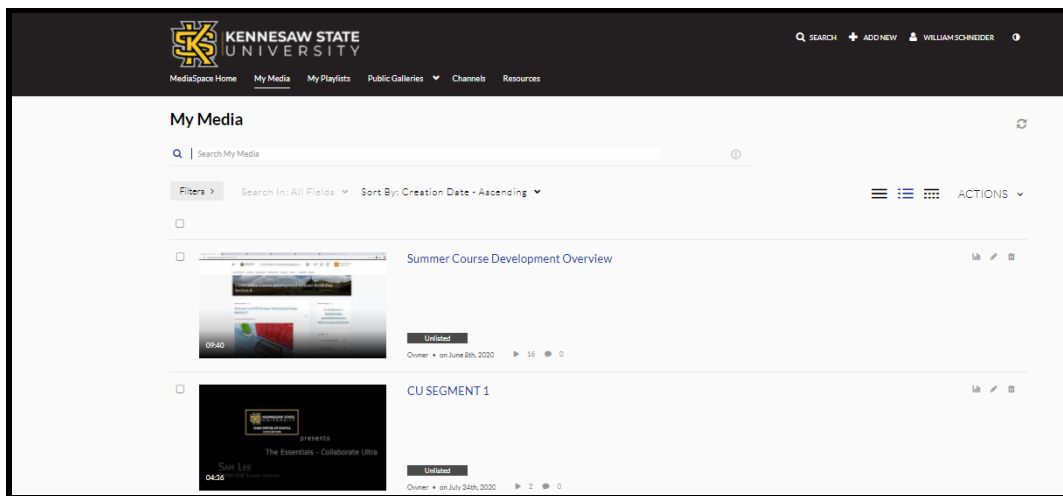
# Requesting Closed Captioning in MediaSpace

## Login to MediaSpace

1. Login to your KSU MediaSpace page  
<https://mediaspace.kennesaw.edu/>



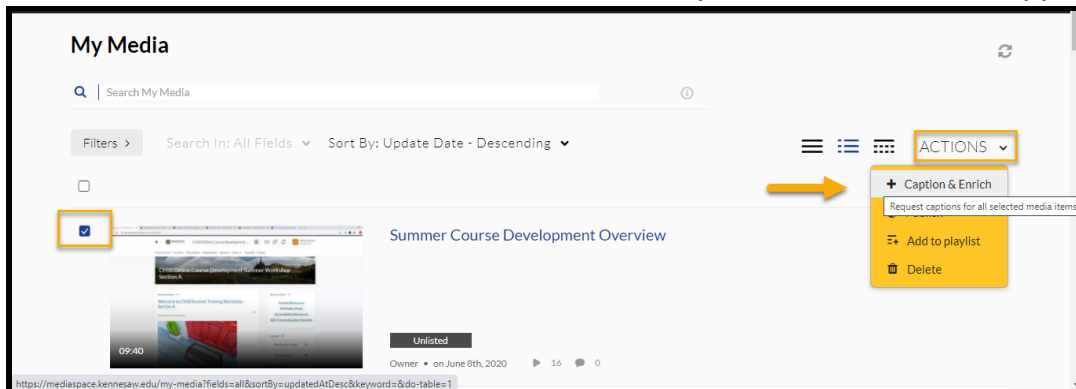
2. Click on the MY MEDIA tab on the main navigation bar.  
 Video media you have uploaded to MediaSpace will appear.



From the MY MEDIA tab, there are two options in MediaSpace to request closed captioning. We will look at both options.

## Option 1 – Request Closed Captioning

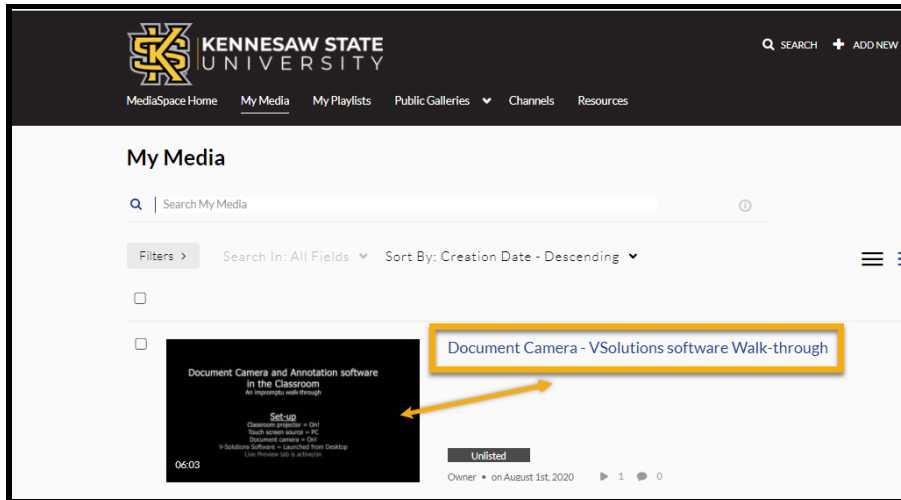
1. Click the CHECK BOX for the media you wish to caption.  
 This box is located to the left of the video image provided in MediaSpace.
2. Click the ACTIONS MENU.
3. Click CAPTION and ENRICH from the dropdown menu that will appear.



# Requesting Closed Captioning in MediaSpace

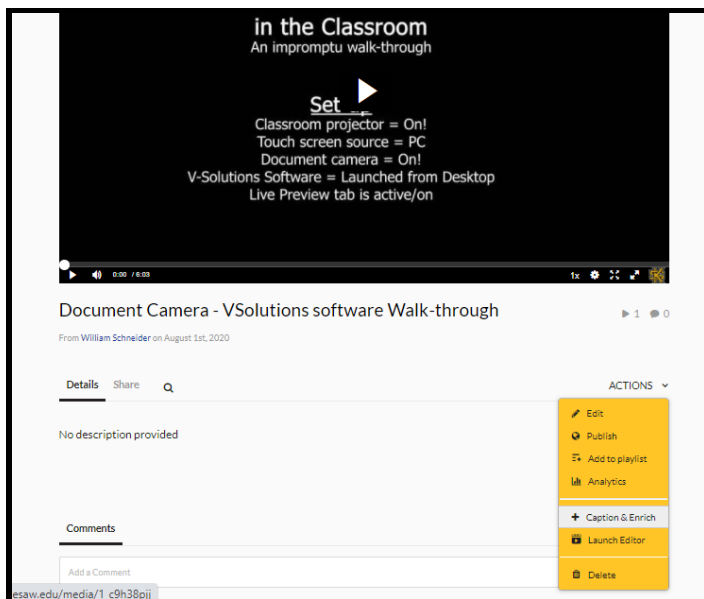
## Option 2 – Request Closed Captioning

1. Click on the video image or the name of the video you wish to caption. This will open the individual video clip.



On this screen you can *play and review* the video before requesting captions.

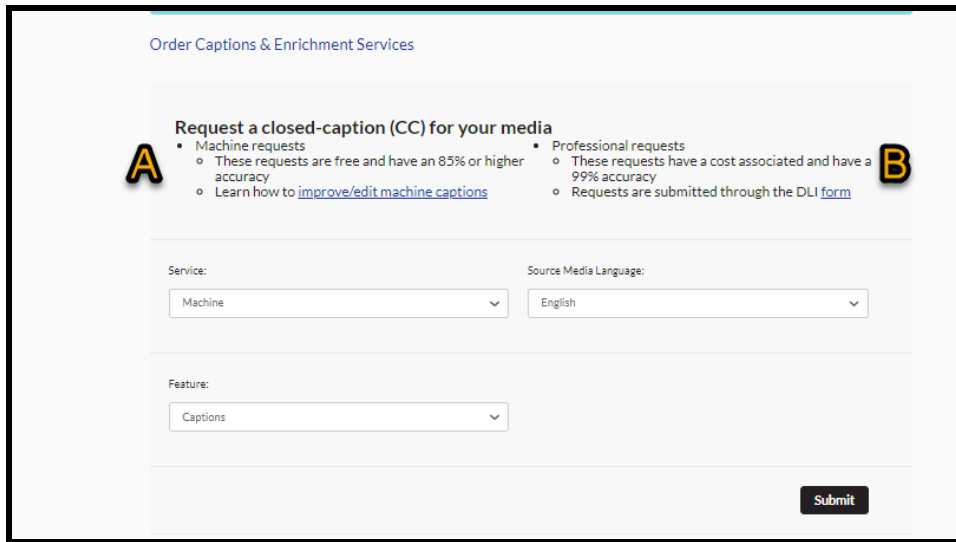
2. To continue ordering captions, CLICK the ACTIONS menu.
3. Select CAPTION and ENHANCE.



# Requesting Closed Captioning in MediaSpace

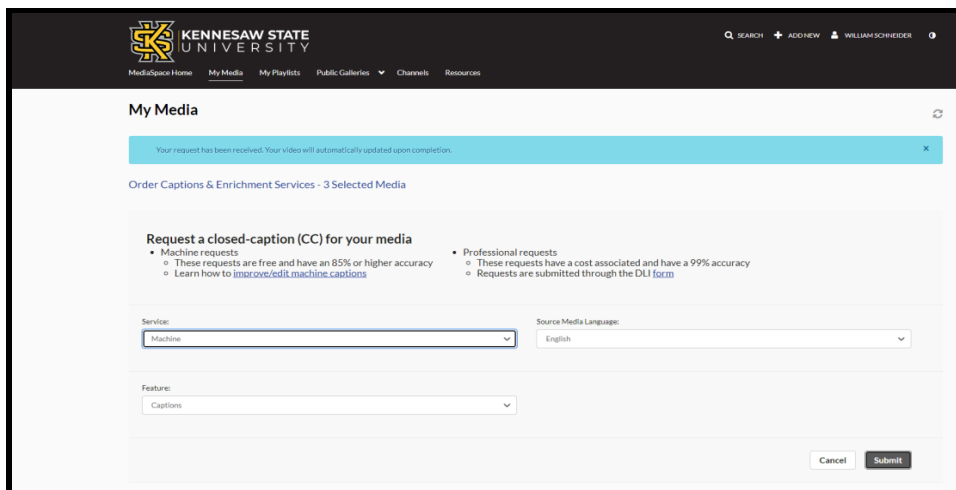
On this screen, you have two request choices for closed captioning:

- A. **Machine Requests** – These captions will be generated using Automatic Speech Recognition (ASR) software and have an 85% or greater accuracy rate. Click the link to learn more about machine edits. Machine edits can be done on any length of video.
- B. **Professional Requests** – These captions are generated manually by a third-party company and typically have an associated cost to the university. Use the [link](#) on this page to access the request form and learn more about professional captioning requests. Professional edits are only available for video segments less than 15-minutes in length.



For Machine Requests, use the three dropdown menus to select the service, language, feature options. Currently, these default to the only available options.

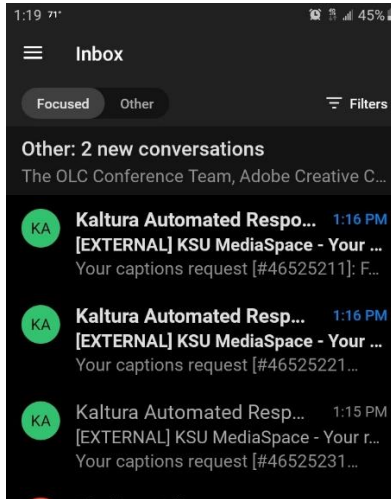
1. Click the SUBMIT button to continue your closed captioning request.



The blue notifications bar will appear stating the request has been submitted and your video will be automatically updated upon completion.

# Requesting Closed Captioning in MediaSpace

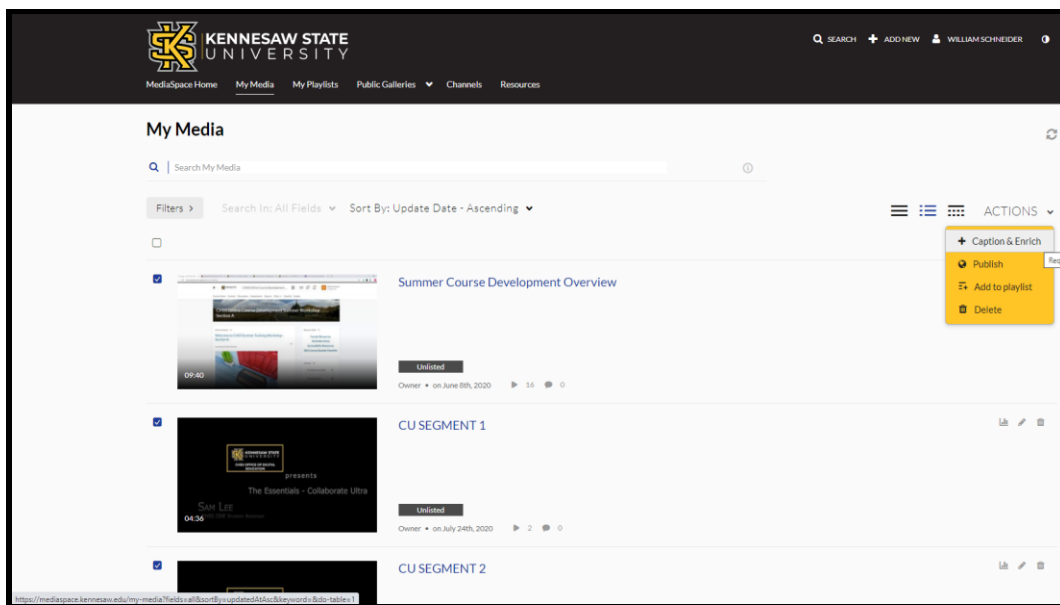
Once your request is complete, you will receive an email notification updating you on the completion of the captioning process.



## Submitting multiple Closed Captioning requests

To order closed captioning for multiple video clips in a single service request, do the following:

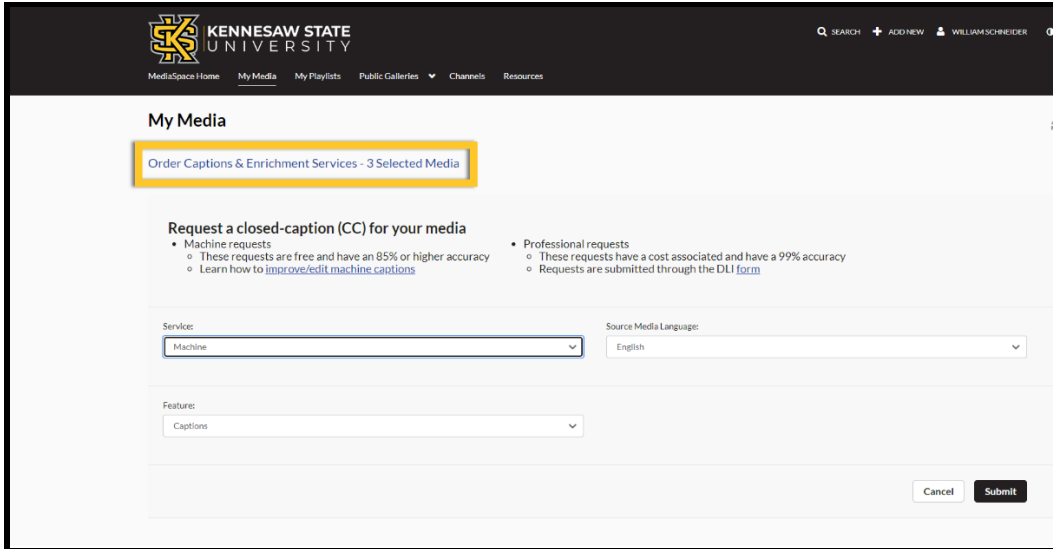
1. Click the CHECK BOX for the media you wish to caption.  
This box is located to the left of the video image provided in MediaSpace.
2. Click the ACTIONS MENU.
3. Click CAPTION and ENRICH from the dropdown menu that appears on screen.



# Requesting Closed Captioning in MediaSpace

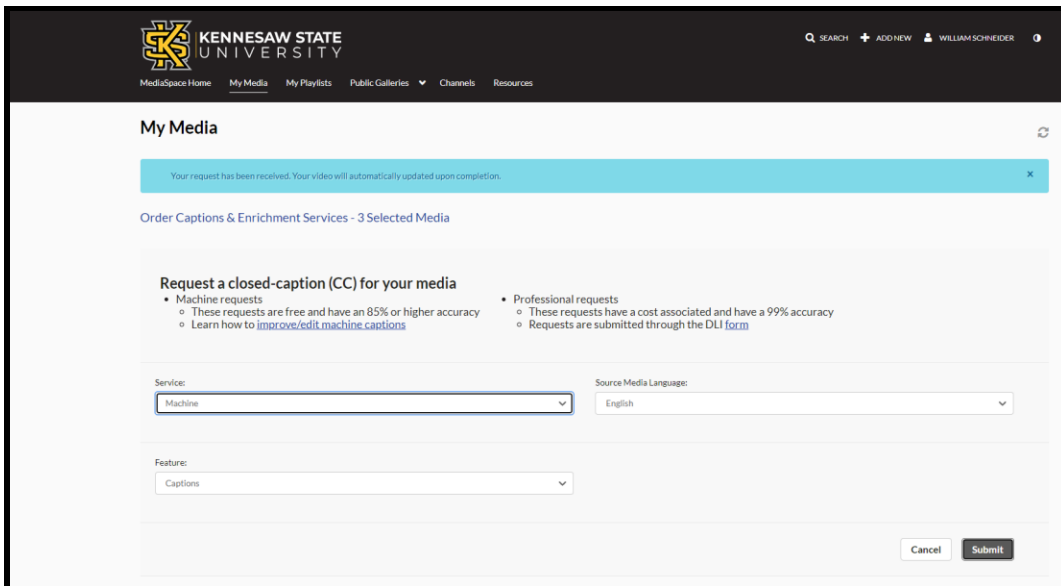
On the request page, you will see notification of the number of video media clips you have selected to be captioned. Continue to select and/or confirm the service, language, and features using the dropdown menus.

4. Click SUBMIT to continue the request



The screenshot shows the 'My Media' page in MediaSpace. At the top, there is a navigation bar with the Kennesaw State University logo and user information. Below the navigation bar, the page title is 'My Media'. A yellow box highlights the text 'Order Captions & Enrichment Services - 3 Selected Media'. Below this, there is a section titled 'Request a closed-caption (CC) for your media' with two bullet points: 'Machine requests' (free, 85%+ accuracy) and 'Professional requests' (costly, 99% accuracy). Below the text are three dropdown menus: 'Service' (set to 'Machine'), 'Source Media Language' (set to 'English'), and 'Feature' (set to 'Captions'). At the bottom right, there are 'Cancel' and 'Submit' buttons.

The blue notifications bar will appear stating the request has been submitted and your video will be automatically updated upon completion.



The screenshot shows the 'My Media' page after the request has been submitted. A blue notification bar at the top states: 'Your request has been received. Your video will automatically updated upon completion.' Below the notification bar, the page title is 'My Media'. Below the title, there is a section titled 'Order Captions & Enrichment Services - 3 Selected Media'. Below this, there is a section titled 'Request a closed-caption (CC) for your media' with two bullet points: 'Machine requests' (free, 85%+ accuracy) and 'Professional requests' (costly, 99% accuracy). Below the text are three dropdown menus: 'Service' (set to 'Machine'), 'Source Media Language' (set to 'English'), and 'Feature' (set to 'Captions'). At the bottom right, there are 'Cancel' and 'Submit' buttons.

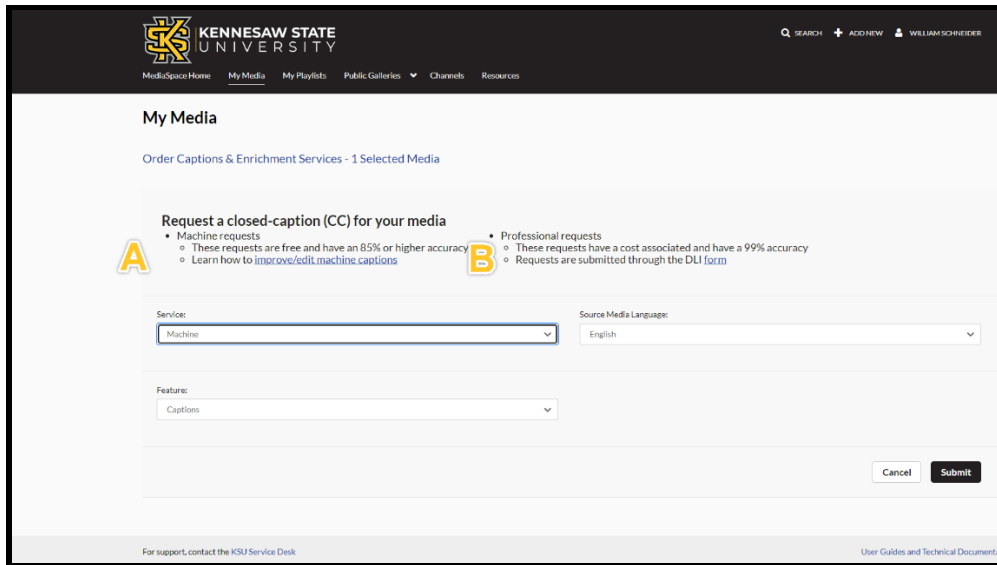
Once your closed captioning request is complete, you will receive an email notification updating you on the completion of the captioning process.

You may now logout or click MY MEDIA to continue working in MediaSpace.

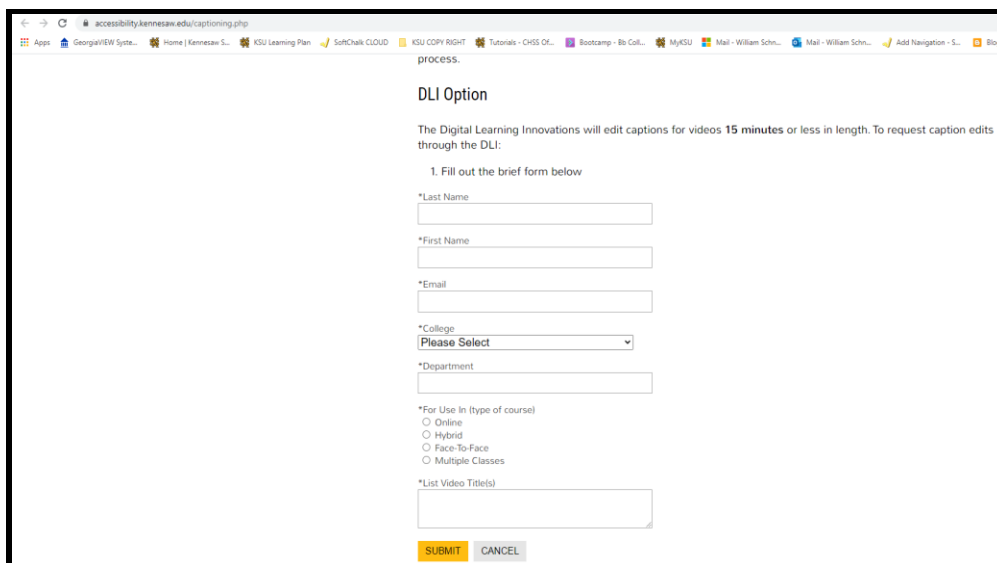
# Requesting Closed Captioning in MediaSpace

## Note Regarding Professional Captioning

If you opt for a **Professional Requests** (option B below) these captions are generated manually by a third-party captioning company. The university pays for this service. Use the [link](#) to access the request form and learn more about professional caption requests. Professional edits are only available for video segments less than 15-minutes in length and can take several days or weeks to complete.



Clicking the provided [link](#) will take you to the DLI caption request form. If you have questions, contact the Digital Learning Innovations office (DLI) at 470-578-7550 or email: [dli@kennesaw.edu](mailto:dli@kennesaw.edu)

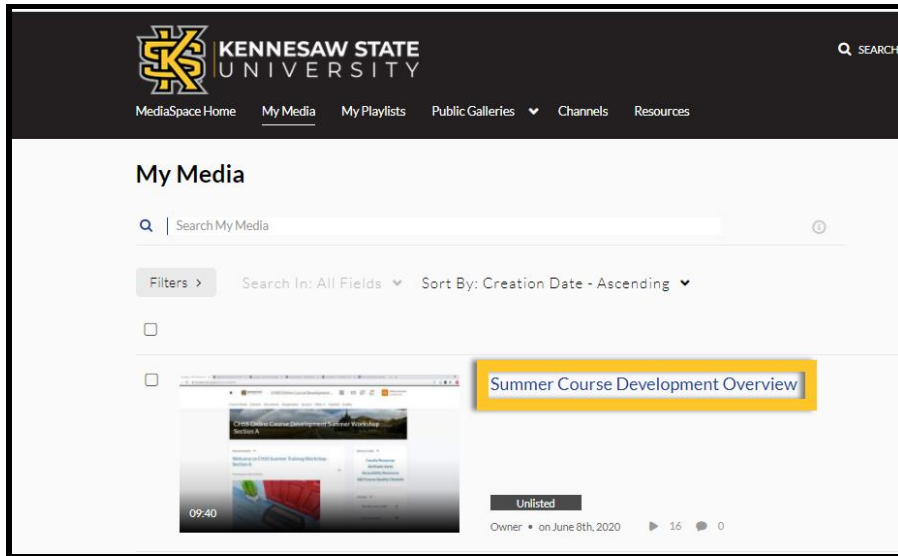


# Requesting Closed Captioning in MediaSpace

## Confirm Closed Captioning is complete

Locate the video you requested to be captioned and was confirmed complete by the email notification your received.

1. Navigate to the MY MEDIA tab in MediaSpace.
2. CLICK on the video image or the name of the video.



3. Locate and confirm the **CC** button is visible on the player control panel.
4. Play the video to display the closed captioning for the selected video.

