Instructor doesn’t see option to “Order Captions” in MediaSpace.

1. Have the Instructor log into http://mediaspace.ccsu.edu using their BlueNet Credentials as their Username/password, make sure they append @ccsu.edu to their Username.

2. In the Upper-Right Hand corner, click on their Username, and choose My Media.

3. The Instructor Must click on the piece of Media they would like to Order Captions for. Below the player on the Right-hand side, click on ACTIONS, Click on Order Captions.

4. Click on the Order Captions Icon.

**NOTE:**

- Caption request will be automatically submitted, and will process in 24-48 hours from submittal. If the captions do not appear after 48 hours, the Instructor should contact the IT Help Desk.

- Instructors can check the status of their pending caption request by clicking on Actions>Captions Requests.

- If the Caption Request has been completed, the Instructor can edit the captions. They need to navigate to Actions>Caption Requests. Click on the COMPLETE button next to the Caption Request - this will open the Cielo24 Media Tool.

- The Instructor can review their video and captions, making necessary changes manually. Once finished, click APPROVE.