How To

Order Captions in MediaSpace.

Steps to follow:

Log into http://mediaspace.ccsu.edu using your BlueNet Credentials as your Username/password, make sure you append @ccsu.edu to your Username.

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

2. Click on the piece of Media you would like to Order Captions for. Below the player on the Right-hand side, click on ACTIONS, Click on Order Captions.

3. 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, contact the IT Help Desk.

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

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

- You can review your video and captions, making necessary changes manually. Once finished, click APPROVE.