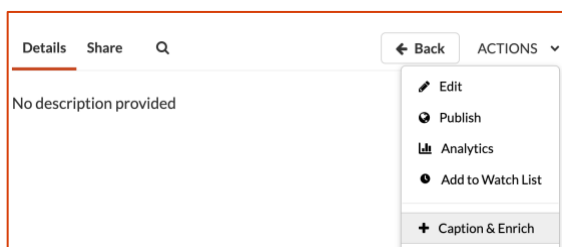


Quick Reference - How to Request and Edit Captions

Starting in December of 2025, most new videos will automatically have captions generated for them but videos prior to this may not have captions. Below are the steps to request and edit captions and troubleshoot publishing and sharing videos.

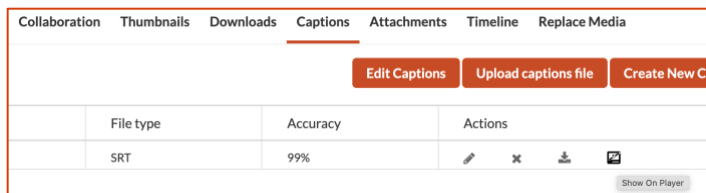
Request Captions

1. **Request automatic captions** – Select MyMedia at the left in Canvas, select the video, choose the Actions menu->Caption & Enrich, choose Spanish or English as the language, Select Captions, and Submit.



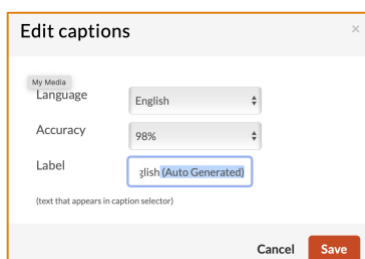
Edit Captions

2. **Wait ~30 minutes or so.** Go back into Canvas, select MyMedia, find the video, choose Actions->Edit. Select the Captions tab. To edit the captions for accuracy you should see the Edit Captions option within the Captions tab.



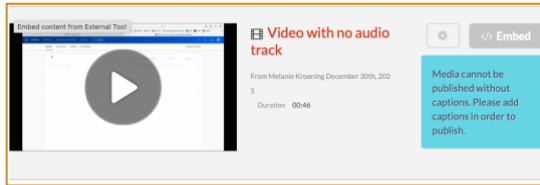
Edit Caption Label

3. If you review the entire video for accuracy, consider updating the Caption Label to distinguish it from videos that have not yet been reviewed. Select the Edit pencil icon in the Captions tab to edit the label from "English (Auto Generated)" to "English".



Troubleshooting

If you encounter an error that “**Media cannot be published without captions,**” make sure you’ve waited enough time for captions to be generated (usually within 30 minutes but sometimes up to 2 hours). If a video does not have any audio, you may also receive this error.



Consider recording with audio turned on to prevent this issue, or you can create a blank caption file as an alternative solution. (Select “MyMedia,” “Edit” the video, select the Captions tab, choose “Create New Captions,” then “Save.”)

Support

Contact the [Service Desk](#) for technical help with MyMedia/Kaltura in Canvas. Additional tutorials can be found in the [Knowledge Base](#).