How to Request Captions in Panopto

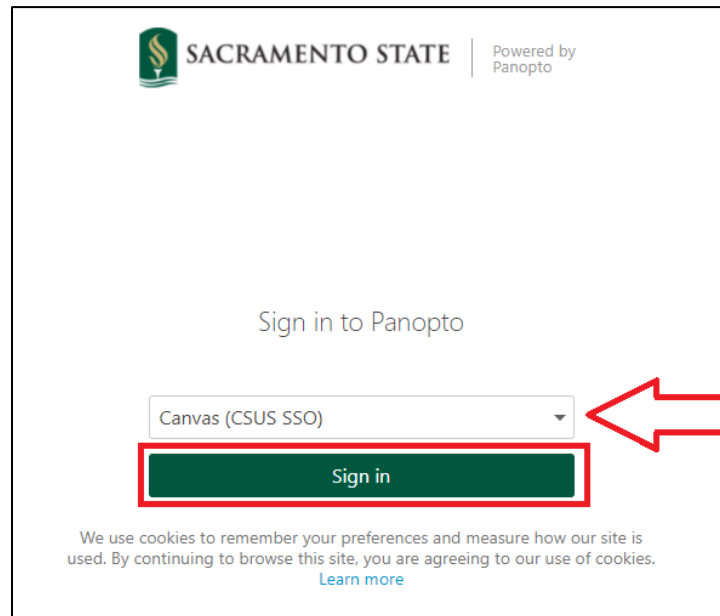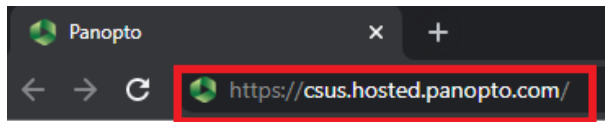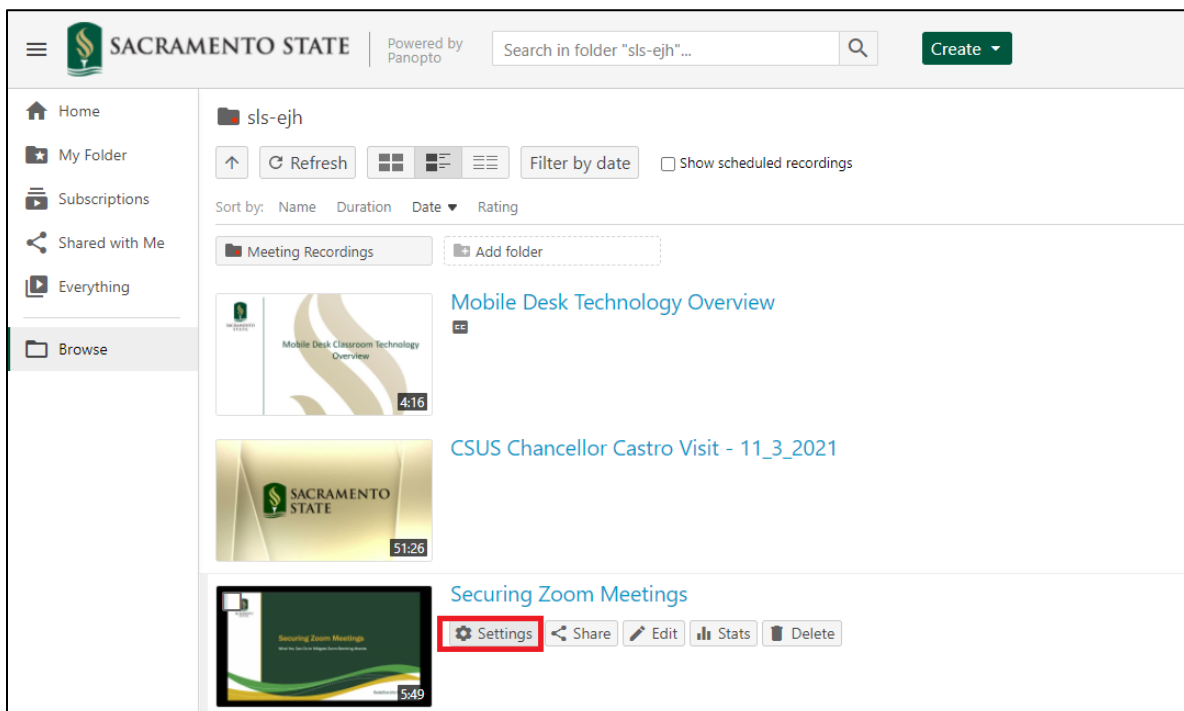1. Go to https://csus.hosted.panopto.com/ and sign in with your CSUS credentials

2. Hover over the video you would like to caption and click the "Settings" button

3. Click on the "Captions" option in the menu to the left. Then click on the drop-down menu across from "Service Level" and choose which type of captions you prefer.
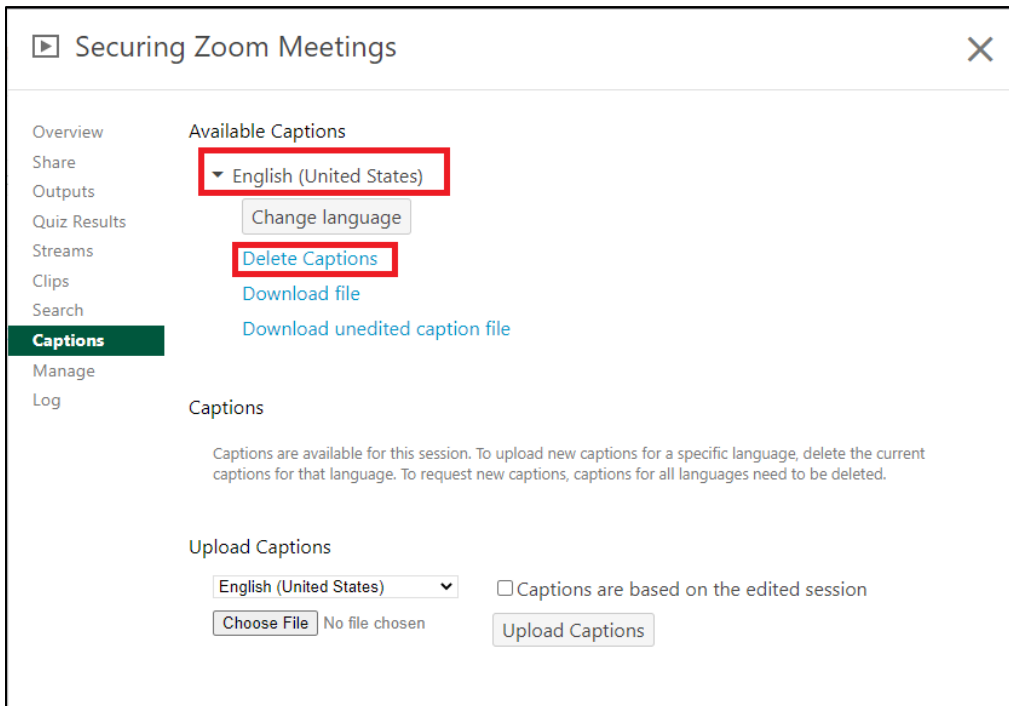

Automatic Machine Captions: Captions automatically generated through Panpto's AI. Very short turn-around time but less accurate if audio isn't clear.
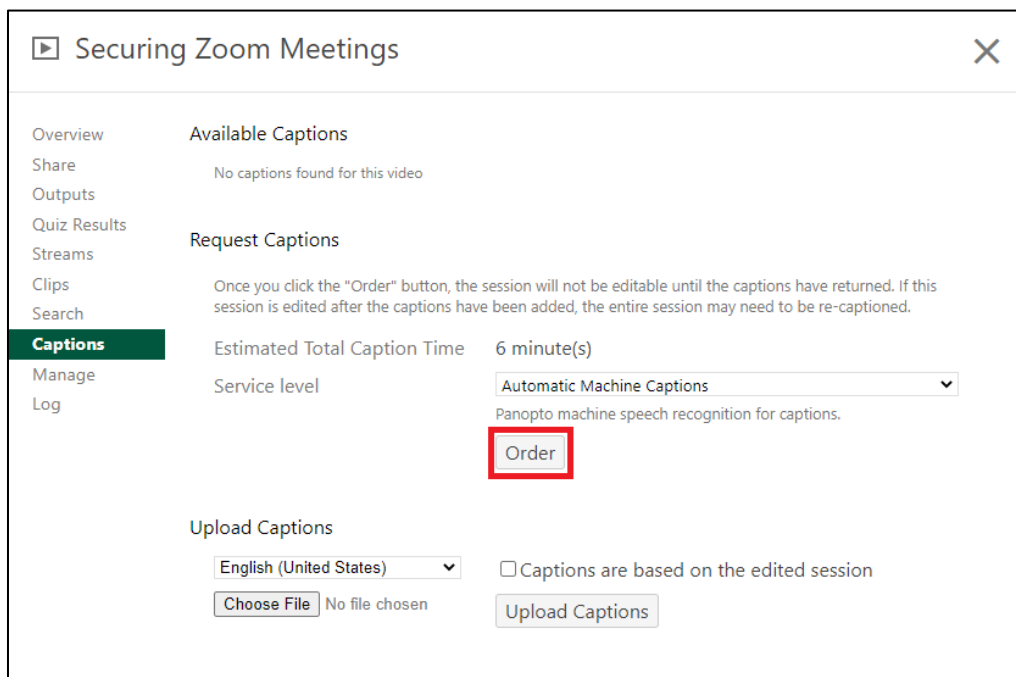
AutomaticSync Captions: Captions created by 3rd party vendor AutomaticSync which are reviewed by someone before submission. Much higher accuracy, but longer turn-around (usually 1-3 business days).

a. If you are not able to Request Captions, this may be because captions have already been generated for the video. You must first delete the generated captions (shown below) and request them again as show in Step 3 above.

4. Once you have chosen your preferred captioning option, click on the "Order" button to begin the captioning process.

5. After you close the Settings panel, you will see an "Embedding Captions" progress line appear next to the video as shown below. Once the captions are finished, the "Embedding captions" dialogue will disappear and the captions will be ready.