Site Admin Guide for 3rd Party Captioning – 3Play Media

While you're likely aware of the free speech-to-text captioning features, TechSmith Relay also has an available integration with 3Play Media for professional, human-generated video captions. This integration is available for any existing 3Play Media customer.

For more information on 3Play media services and plans, visit www.3playmedia.com.

Configuration

Before we can enable the 3rd Party Captioning feature for your TechSmith Relay site, you'll need to gather the following information:

1. **3Play Project API Key -** You will find this value in your 3Play Media administration dashboard. (Note: TechSmith Relay can only support one API key at this time, even if you have established multiple projects with 3Play Media.)

2. **Your default captioning turnaround time** – Each Relay captioning job will be sent to 3Play Media with this requested turnaround time. However, you'll be able to upgrade individual jobs after they've been approved from your 3Play Media dashboard, if needed.

3. **(Optional) A single email address for new request notifications** - If you'd like, we can configure your integration to deliver an email notification each time a new 3rd Party Captioning request is submitted.

Once you have the above information, please contact your TechSmith Relay Customer Success Manager. He or she will work behind the scenes to set up the integration and then schedule a training call to walk you through the feature using your Relay site. For your reference, this guide will outline the basic steps for requesting and approving caption jobs, once the integration is established.

Requesting 3rd Party Captions from 3Play Media

Anyone within your Relay site can submit a request for 3rd party captioning, so long as they either own the video or can otherwise manage the captions (Caption Admins, accessibility assignees, etc.). To request 3rd party captions, first click the **Accessibility** tab on the video page:
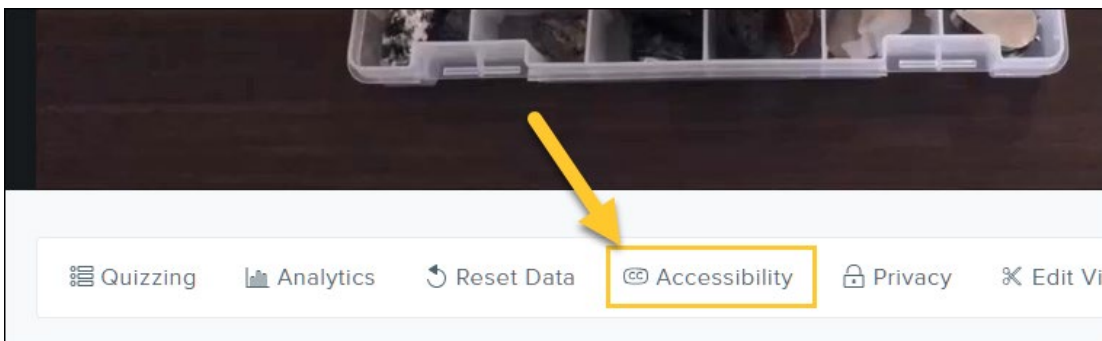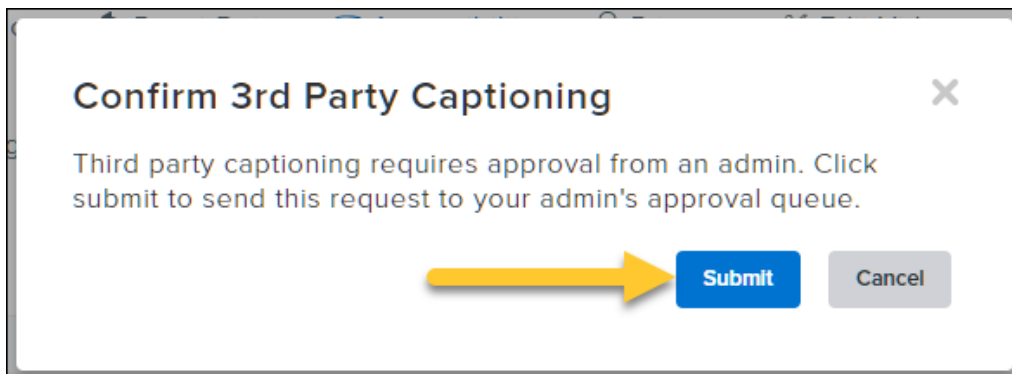
Next, under Accessibility, choose **Request 3rd Party Captions** from the action dropdown menu:
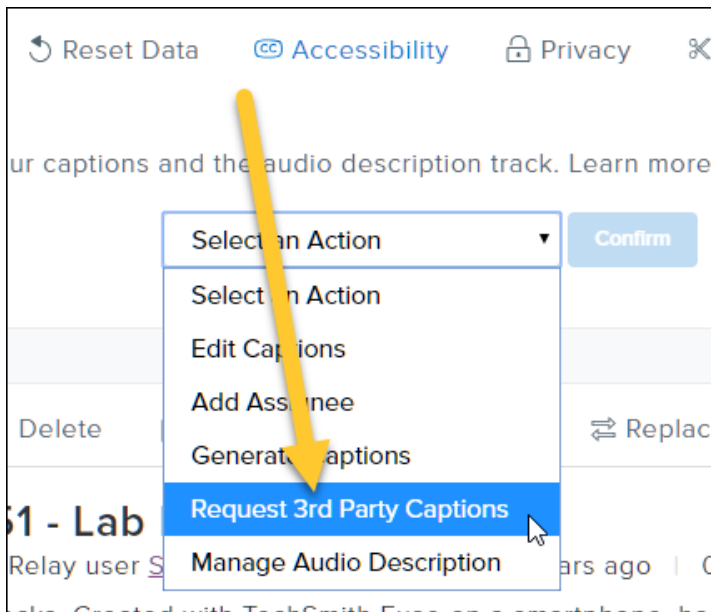
(Note: The above option is only visible in Relay sites with an active 3rd party captioning integration.)
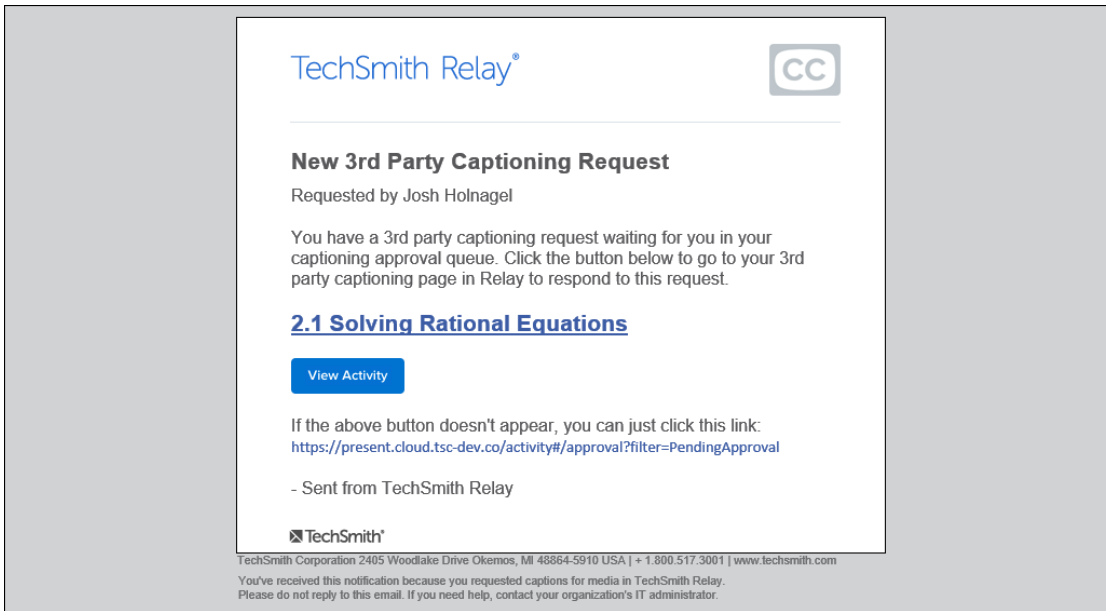
Finally, click **Submit** to confirm:

(Optional) Email Notifications for New Requests

If your 3rd Party Captioning integration is configured to send an email for each new request, we'll send the following:

- The name of the requester.
- The title of the video.
- An easy link to your approval queue, where you can approve or deny the request.

Approving and Denying Requests

Each 3rd party captioning request requires approval from either a **Relay Site Admin** or a **Relay Caption Admin** before the job will be sent to 3Play Media. Admins will also need to approve requests they've submitted themselves.

Requests submitted for approval will be listed on the **Activity tab, under 3rd Party Captioning** (note that the number displayed reflects the number of jobs awaiting approval):
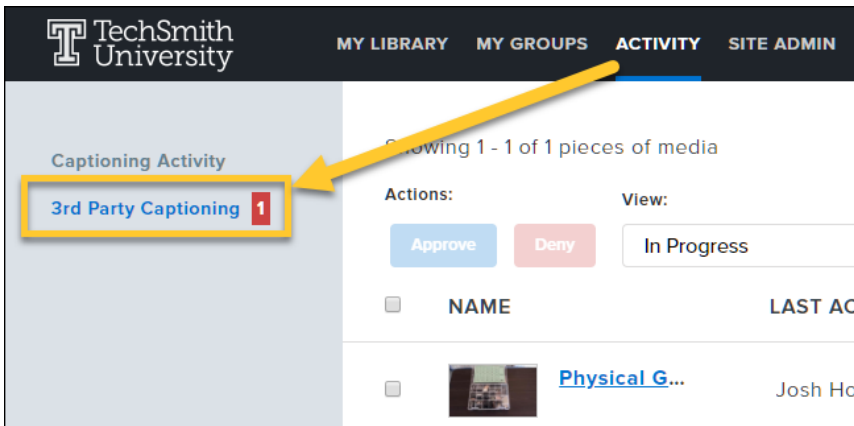
From here, admins can **Approve** or **Deny** individual captioning requests, using the buttons on the right side of the page.

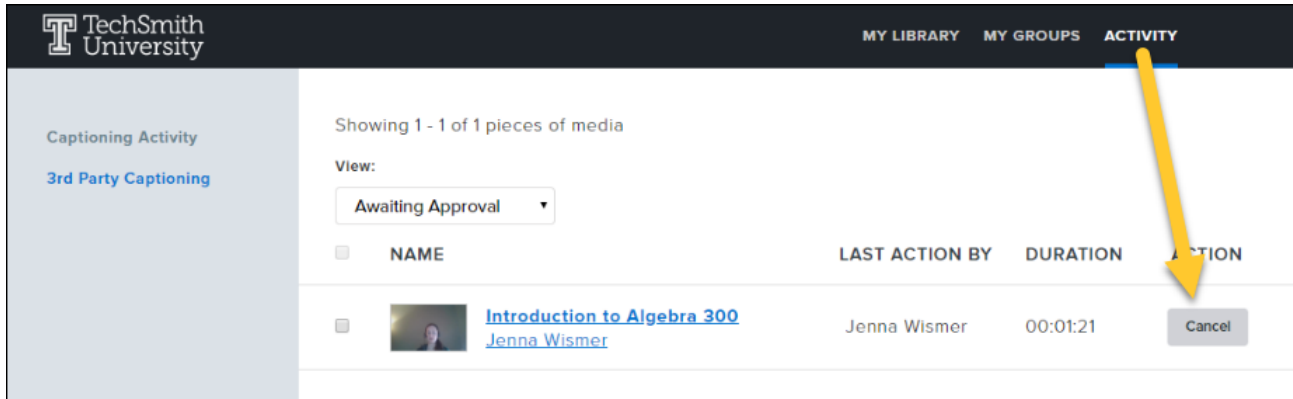Admins can also **multi-select** video requests to approve or deny several requests at once.

If the admin decides to deny a request (or deny a batch of multiple requests) they can provide a reason for the denial which will then be included in a denial notification, sent via email to the requestor.

Also, anyone who submits a 3rd party captioning request will be able to **Cancel** that request from the 3rd Party Captioning tab, if the captions are no longer needed.

3rd Party Processing and Publishing

Once a captioning request has been approved and sent to 3Play Media, no further action is required. However, there are some optional steps that admins and video owners can take along the way:

- (Optional) 3Play Media admins can upgrade the service level for the captioning job **using the 3Play Media administration dashboard** (not part of TechSmith Relay).
- Your captions will be **automatically published** on your TechSmith Relay video once the job is complete.
  - o The video owner will receive an email notification after the captions from 3Play Media have been published.
  - o (Optional) You may choose to review, edit, and re-publish the captions from 3Play Media, if necessary.