

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

Use 3Play Media integration with Knowmia (formerly TechSmith Relay) 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.

Gather 3Play Media Account Information

To enable the 3Play Media Captioning feature for your Knowmia site, first gather the following 3Play Media account information and send to your Knowmia Customer Success Manager.

1. **3Play Project API Key** - You will find this value in your 3Play Media administration dashboard. (Note: Knowmia 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 Knowmia 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. Once you have the above information, contact your Knowmia Customer Success Manager. They will set up the integration and then schedule a training call to walk you through the Knowmia / 3Play Media workflow.

The rest of this guide gives the basic steps for requesting and approving 3Play Media caption jobs, once the Knowmia integration is established.

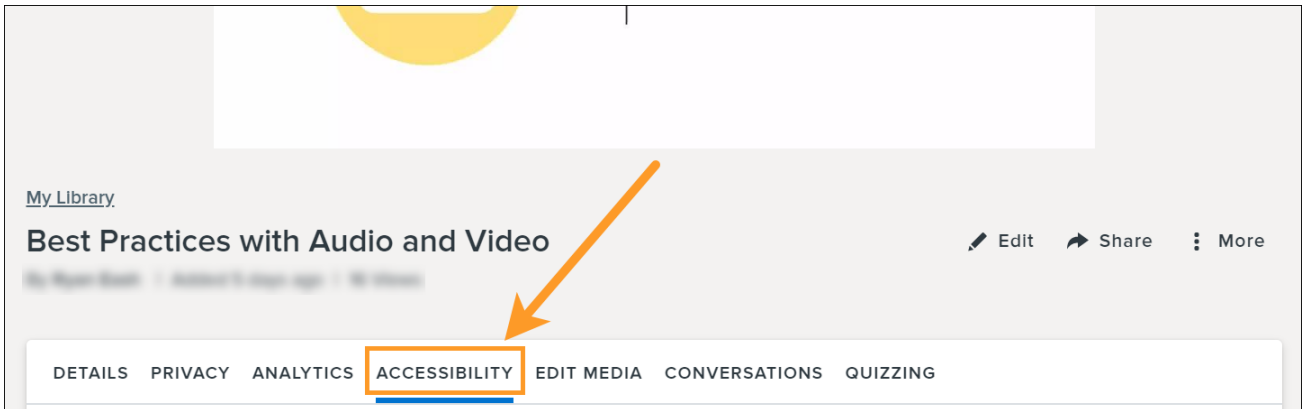
Requesting 3rd Party Captions from 3Play Media

Anyone within your Knowmia site can submit a request for 3rd party captioning if they:

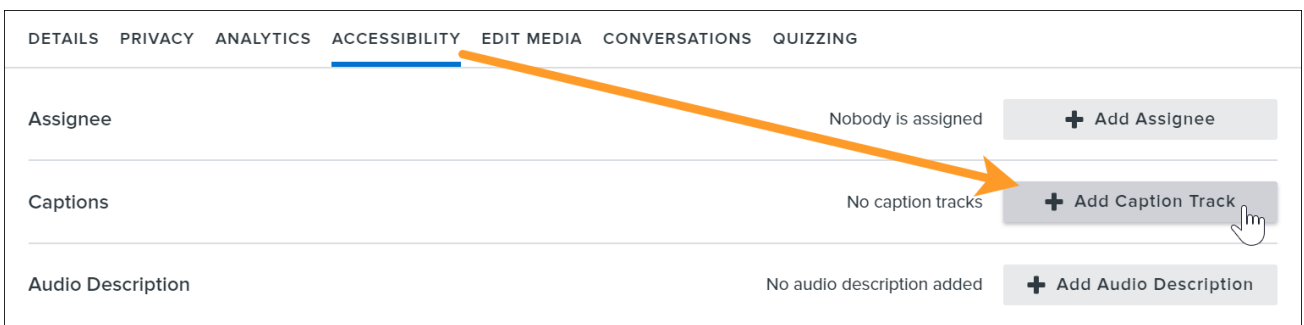
- Own the video
- or-
- Manage the captions (Caption Admins, accessibility assignees, etc.).

To Request 3rd Party Captions

1. Click the **Accessibility** tab on the video page.

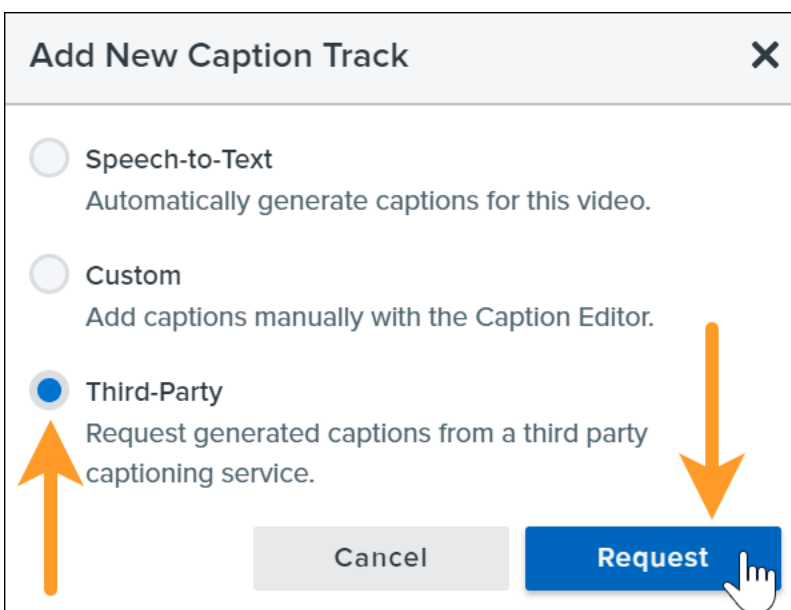


2. Under Accessibility, choose **Add Caption Track**.

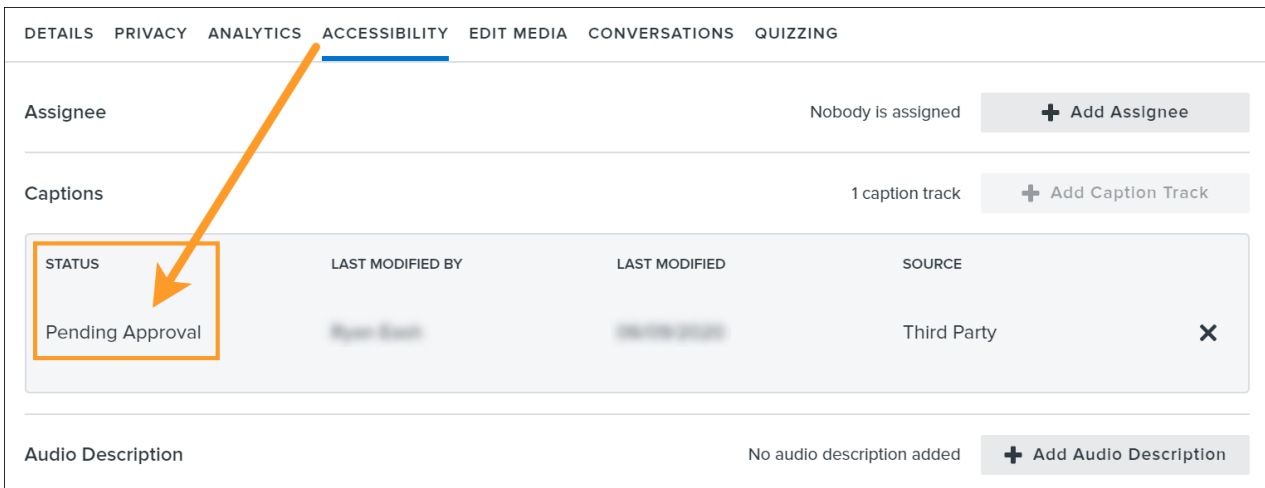


(Note: The above option is only visible in Knowmia sites with an active 3rd party captioning integration.)

3. In the dialog window, select **Third-Party**, and click **Request**.



4. Under **Accessibility**, the status will show **Pending Approval**.



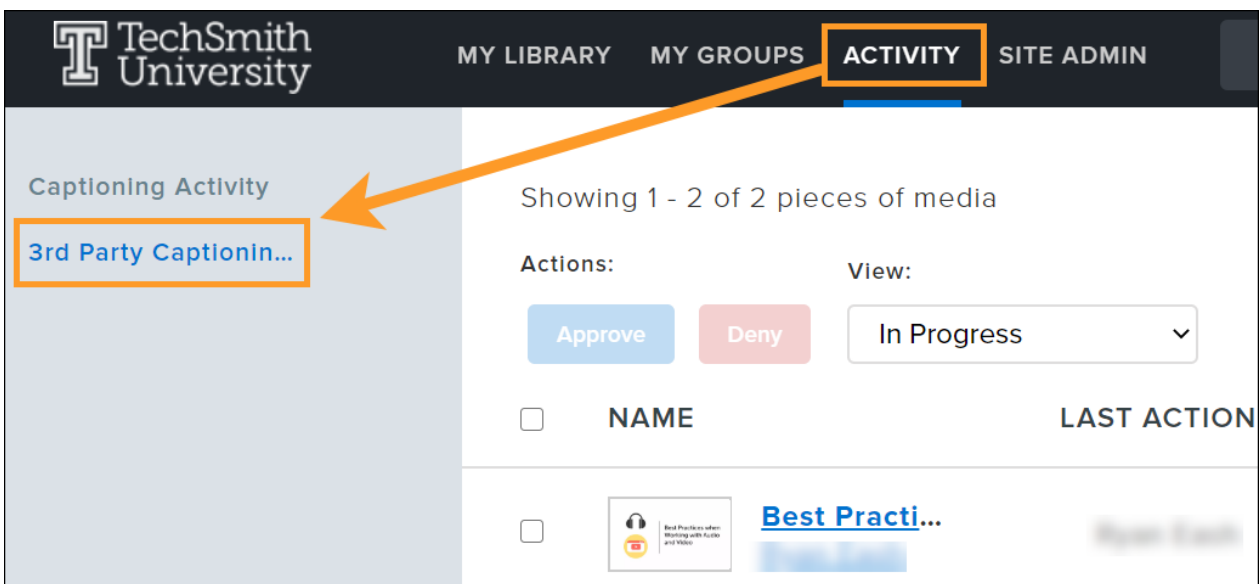
STATUS	LAST MODIFIED BY	LAST MODIFIED	SOURCE
Pending Approval			Third Party

Approve / Deny Requests

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


Note: Once a captioning request is approved and sent to 3Play Media, no further action is required.

Requests submitted for approval are listed on the **Activity tab**, under **3rd Party Captioning**.

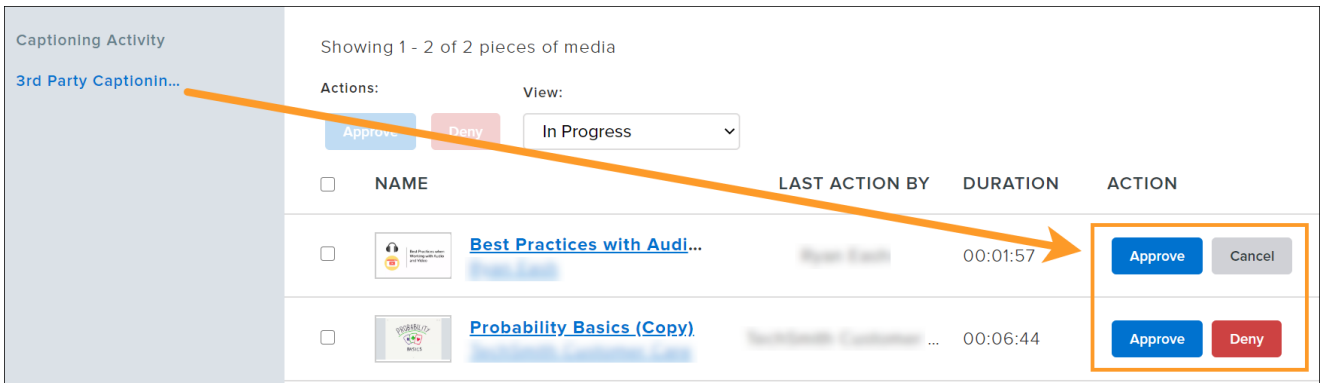


Showing 1 - 2 of 2 pieces of media

Actions: [Approve](#) [Deny](#) View:

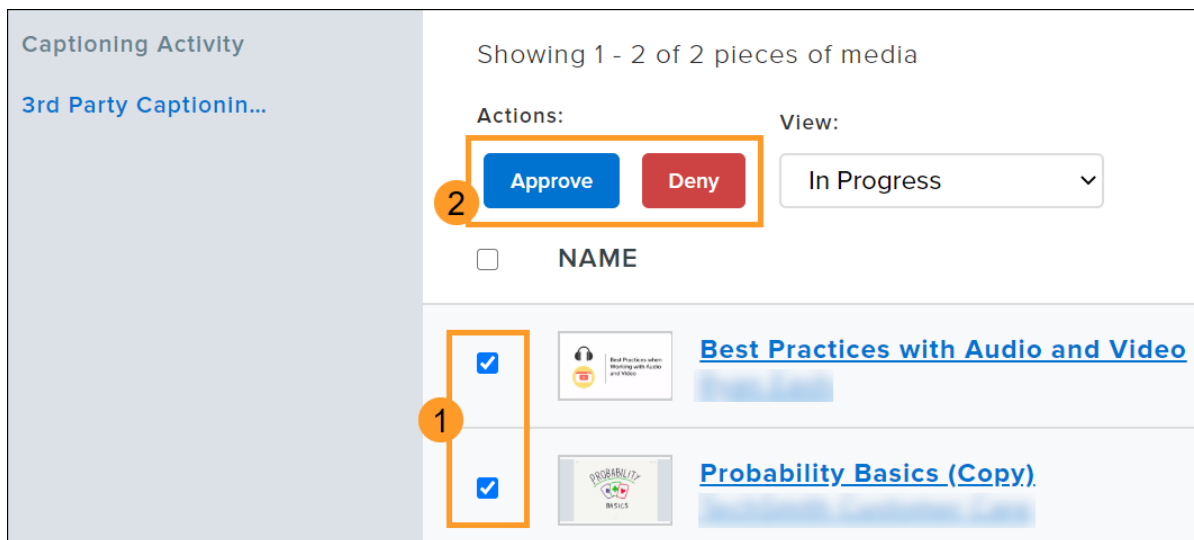
<input type="checkbox"/>	NAME	LAST ACTION
<input type="checkbox"/>	 Best Practi...	3rd Party Captionin...

From this screen, admins can **Approve** or **Deny** individual captioning requests using the buttons on the right side of the page.



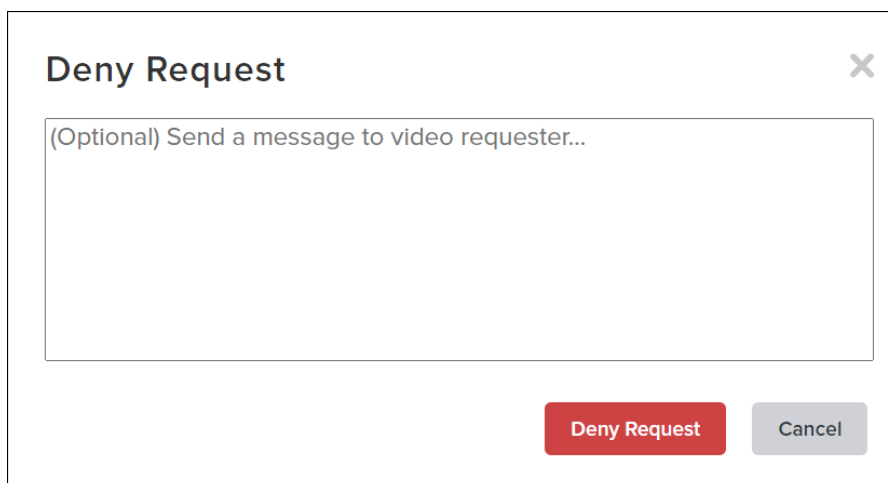
The screenshot shows the 'Captioning Activity' page with a table of requests. An orange arrow points from the '3rd Party Captionin...' link in the left sidebar to the 'Approve' button of the first request. The table has columns for 'NAME', 'LAST ACTION BY', 'DURATION', and 'ACTION'. The first request is 'Best Practices with Audi...' with a duration of 00:01:57. The second request is 'Probability Basics (Copy)' with a duration of 00:06:44. The 'ACTION' column for both requests contains 'Approve' and 'Deny' buttons.

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



The screenshot shows the 'Captioning Activity' page with the 'Approve' and 'Deny' buttons in the 'Actions' section highlighted by an orange box and labeled with a '2'. Below the table, the checkboxes for the first two requests are checked and highlighted by an orange box and labeled with a '1'. The requests are 'Best Practices with Audio and Video' and 'Probability Basics (Copy)'.

If an admin decides to deny a request or batch of requests, they can provide a reason for the denial which is included in the denial notification email sent to the requestor.



The 'Deny Request' dialog box has a title bar with a close button (X). Below the title is a text input field with the placeholder text '(Optional) Send a message to video requester...'. At the bottom of the dialog are two buttons: 'Deny Request' (red) and 'Cancel' (grey).

Optional 3Play Media Processing and Publishing

3Play Media admins can upgrade the service level for the captioning job **using the 3Play Media administration dashboard** (not part of Knowmia).

- Your captions are **automatically published** on your Knowmia video once the job is complete.
- The video owner receives an email notification after the captions from 3Play Media have been published.
- You may choose to review, edit, download, and re-publish the captions from 3Play Media, if necessary.