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. Knowmia requires an **API V3 PROJECT KEY** for integration. The 'Access Level' needs to be set to **PROJECT** (not Admin). To enable V3 Keys in 3Play Media, follow these instructions: https://support.3playmedia.com/hc/en-us/articles/360011501053-Create-API-V3-Keys (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 will 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.
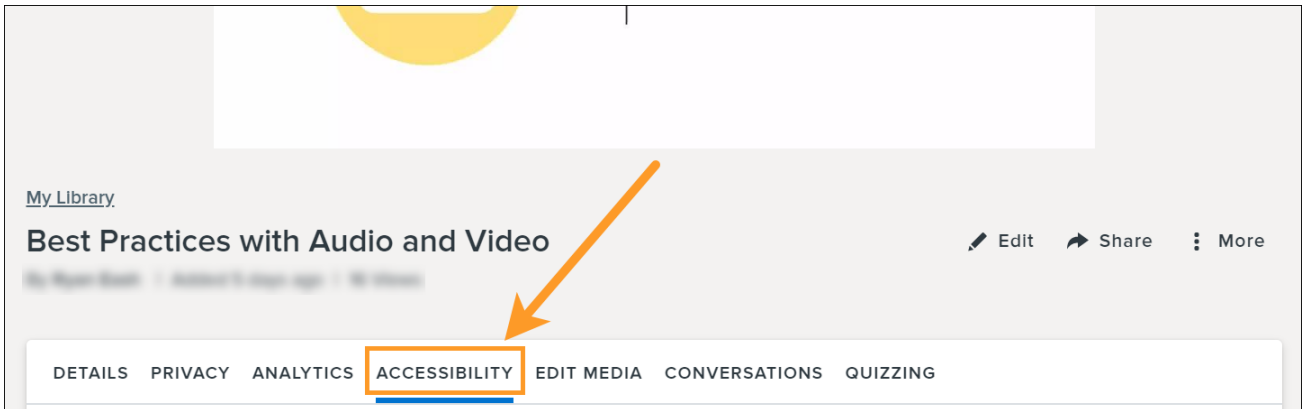
Requesting 3rd Party Captions from 3Play Media

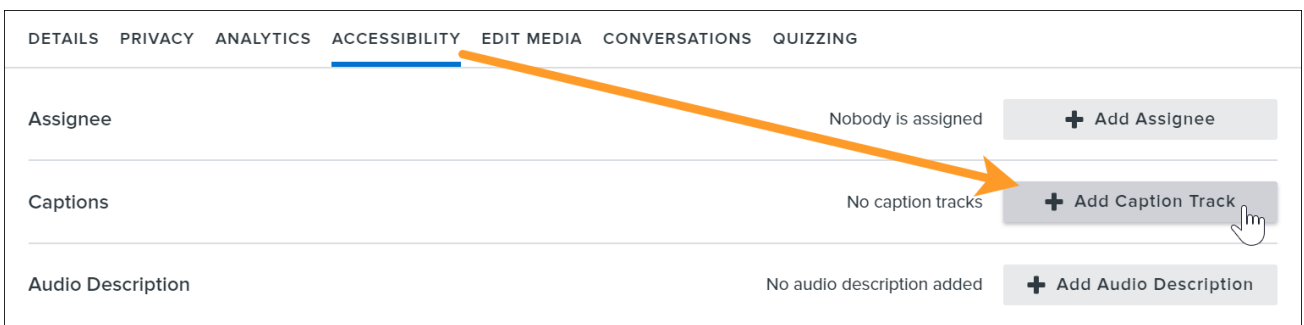Anyone within your Knowmia site can submit a request for 3rd party captioning if they:
- Own the video

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

To Request 3rd Party Captions

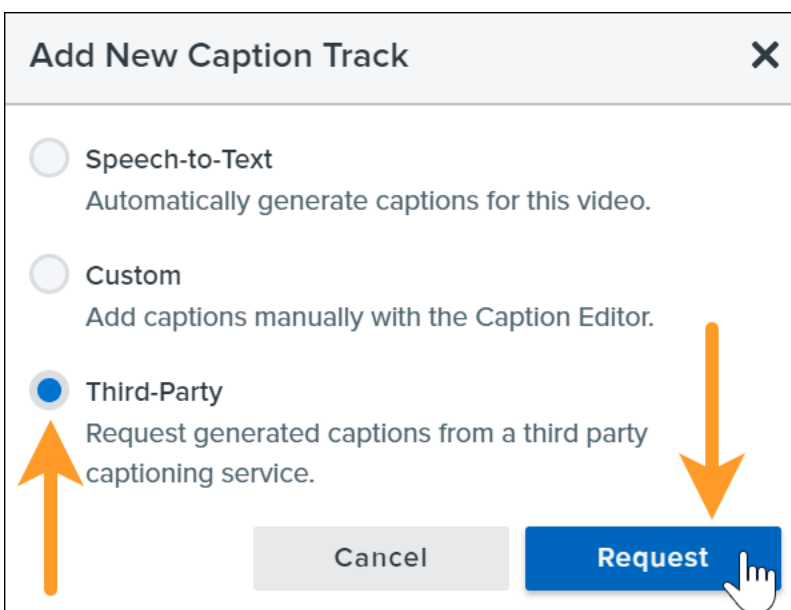1. Click the **Accessibility** tab on the video page.

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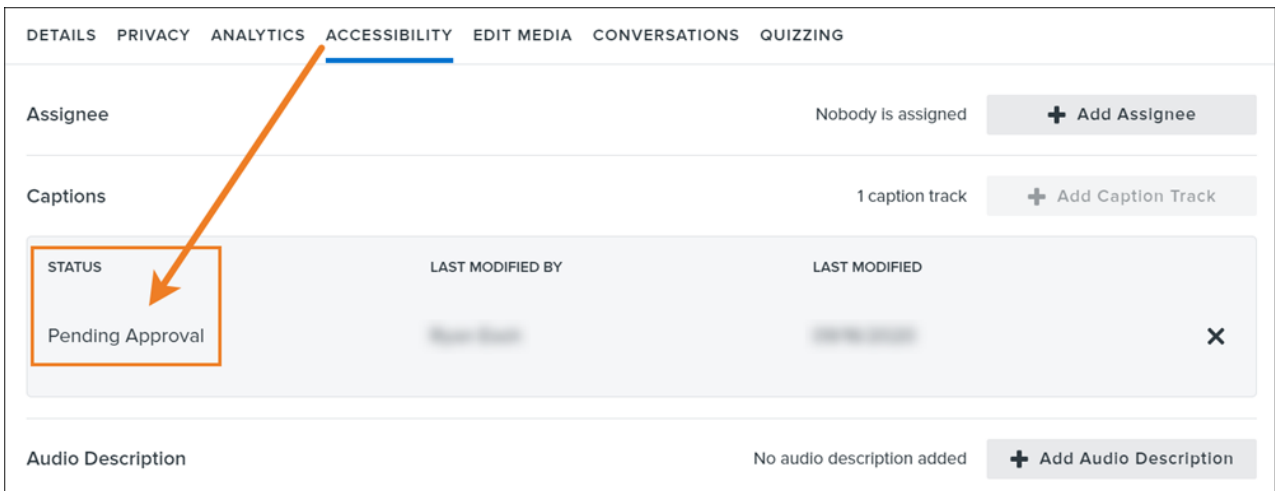

(Note: The above option is only visible in Knowmia sites with an active 3rd party captioning integration.)

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

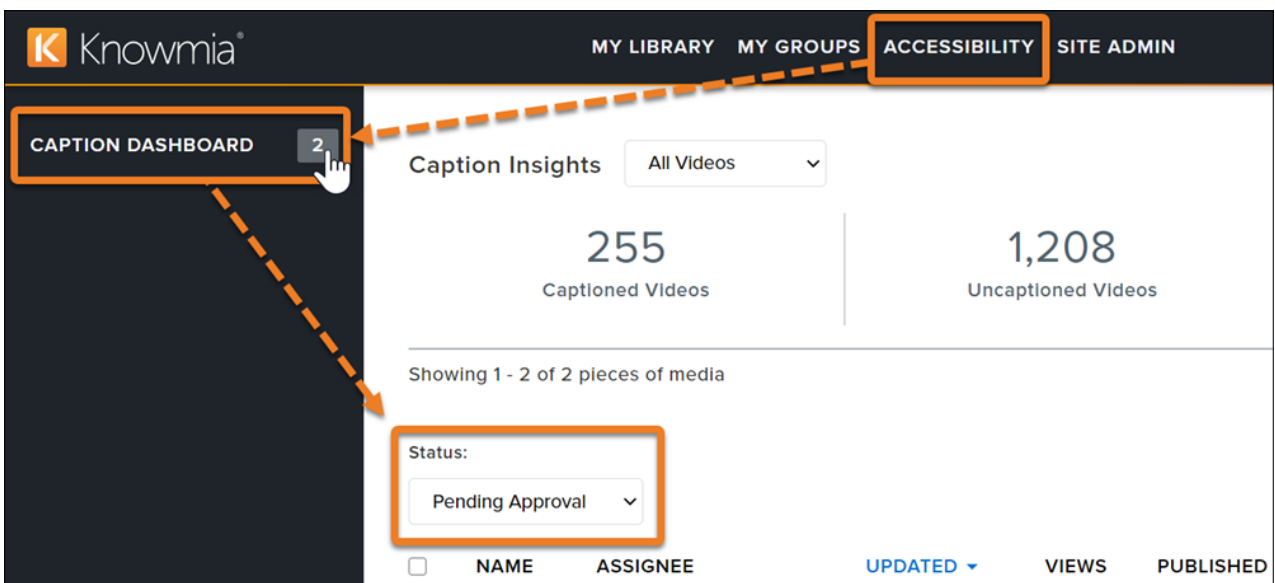4. Under **Accessibility**, the status will show **Pending Approval**.

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. Email notifications for 3rd party captioning requests will be sent to all users in the site with the **Caption Admin** role assigned. Admins also need to approve requests they have 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 in the **Caption Dashboard** of the **Accessibility tab,** under **Pending Approval status**.

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

If an admin decides to deny a request, they can provide a reason for the denial which is included in the denial notification email sent to the requestor.
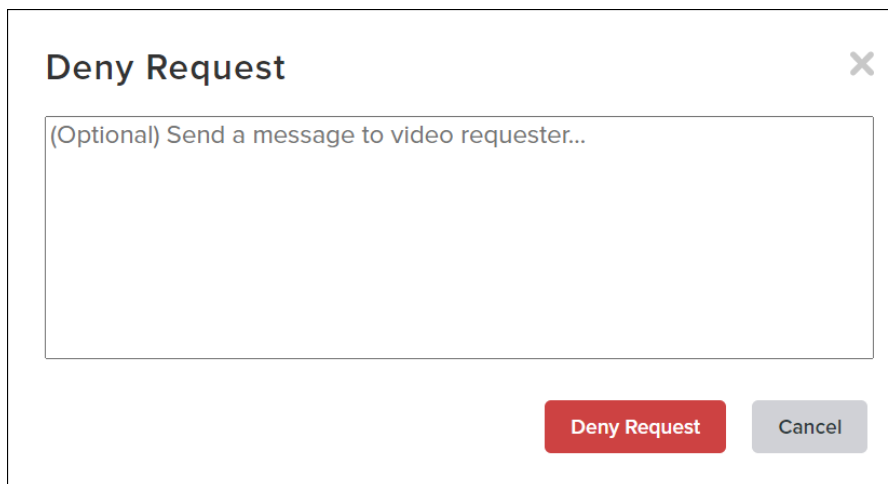
Optional 3Play Media Processing and Publishing

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.