

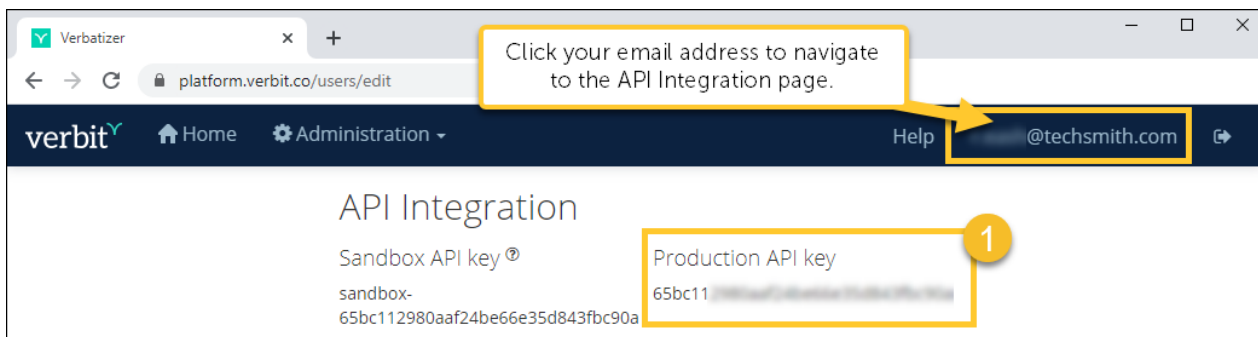
Verbit – Site Admin Guide for 3rd Party Captioning

Use Verbit integration with Knowmia (formerly TechSmith Relay) for professional, human-generated video captions. This integration is available for any existing Verbit customer. For more information on Verbit services and plans, visit <https://verbit.ai/>.

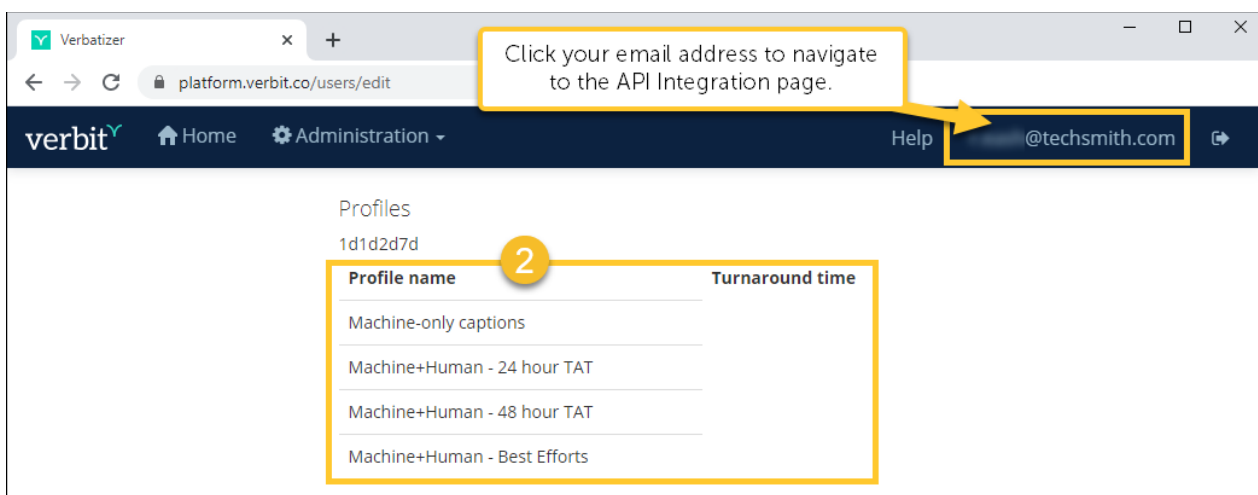
Gather Verbit Account Information

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

1. **Verbit Production API Key** – Once logged into your Verbit account, click your email address to visit the API Integration page. We only need the Production API Key value. *(Note: Knowmia can only support one API key at this time, even if you have established multiple projects with Verbit.)*

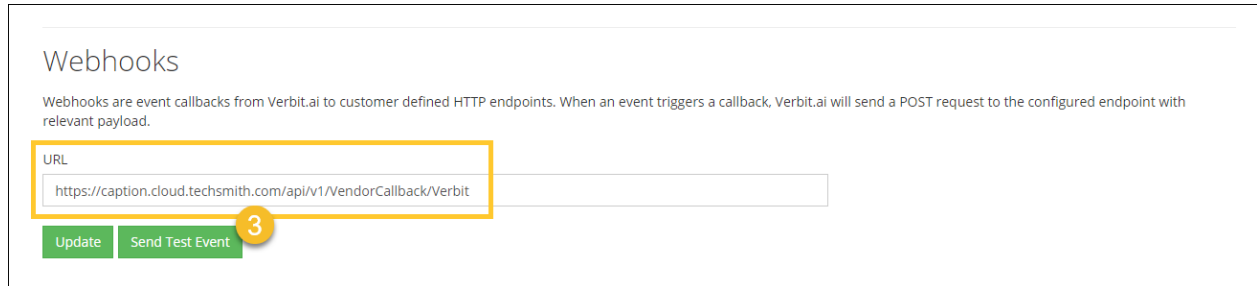


2. **Profile Name** – Each Knowmia captioning job will be sent to Verbit with this requested turnaround time. However, it is possible to expedite individual jobs after they've been approved from your Verbit dashboard, if needed. See this Verbit Support Article for more information.
 - <https://verbit-ai.zendesk.com/hc/en-us/articles/360018218851-How-can-I-expedite-a-transcription-job->



3. **Webhooks URL** – Scroll to the bottom of this API Integration page and locate the Webhooks section. Replace the URL with the following and click the **Send Test Event** button to confirm that it's working correctly.

- <https://caption.cloud.techsmith.com/api/v1/VendorCallback/Verbit>



4. 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 / Verbit workflow.

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

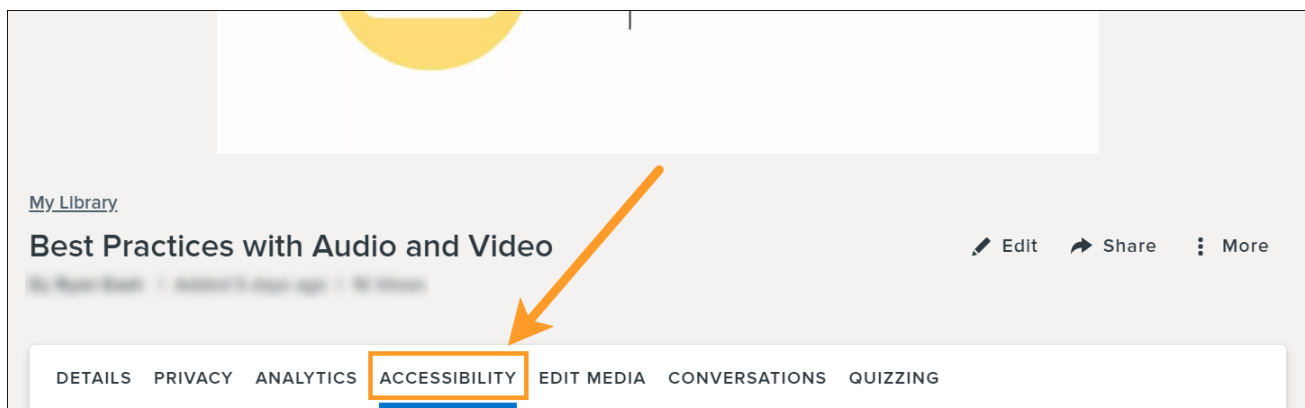
Request 3rd Party Captions from Verbit

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

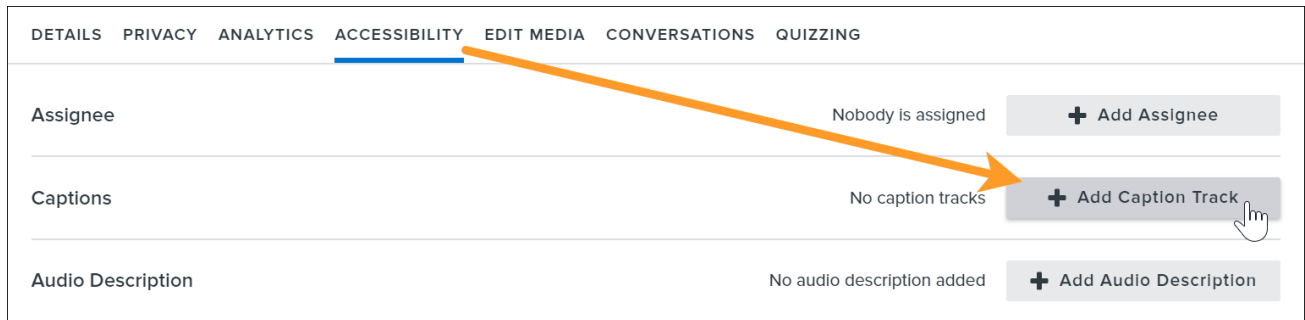
- Own the video
- or-
- Manage the captions (Caption Admins, accessibility assignees, etc.).

To Request 3rd Party Captions

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

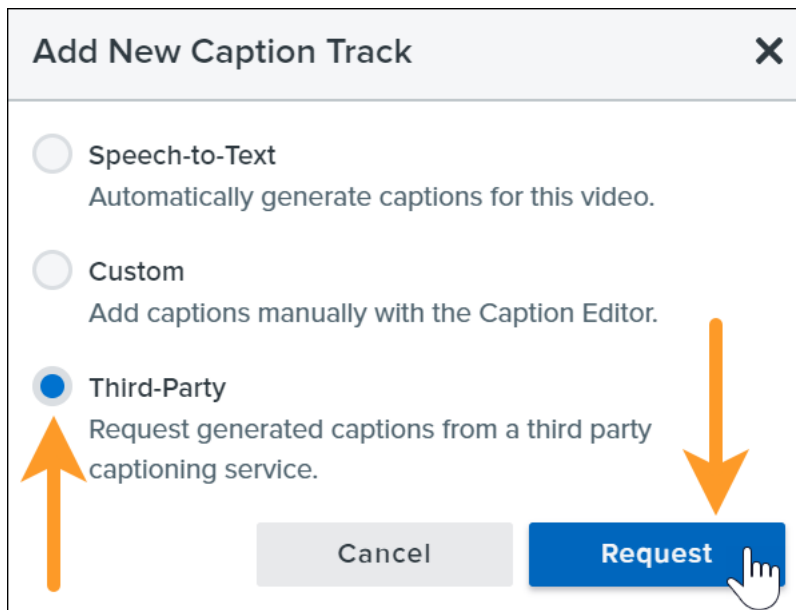


2. Under Accessibility, choose **Add Caption Track**.

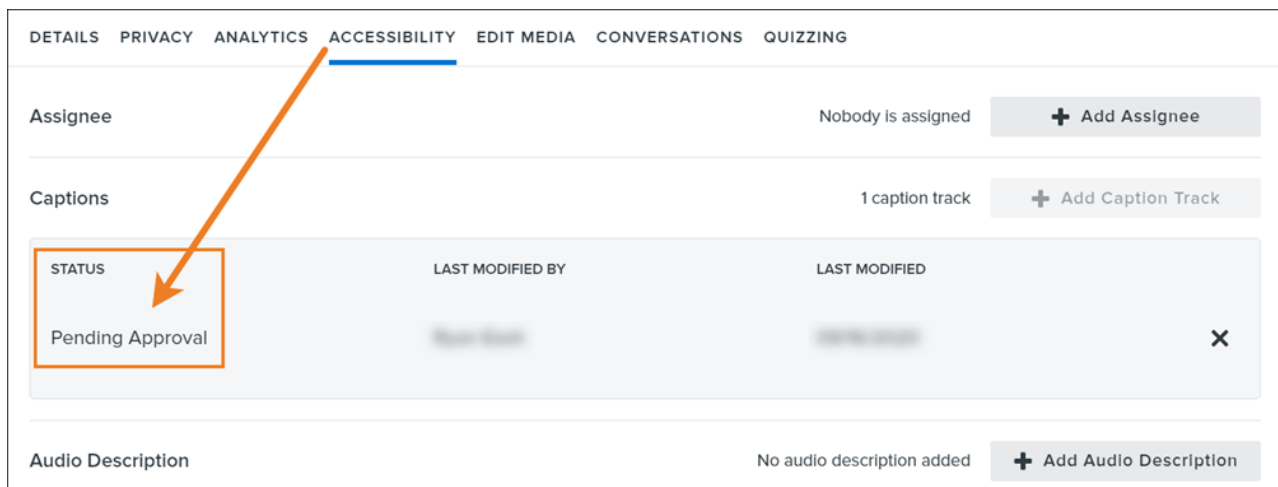


(Note: The above option is only visible in Knowmia sites with an active 3rd party captioning integration.)

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



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

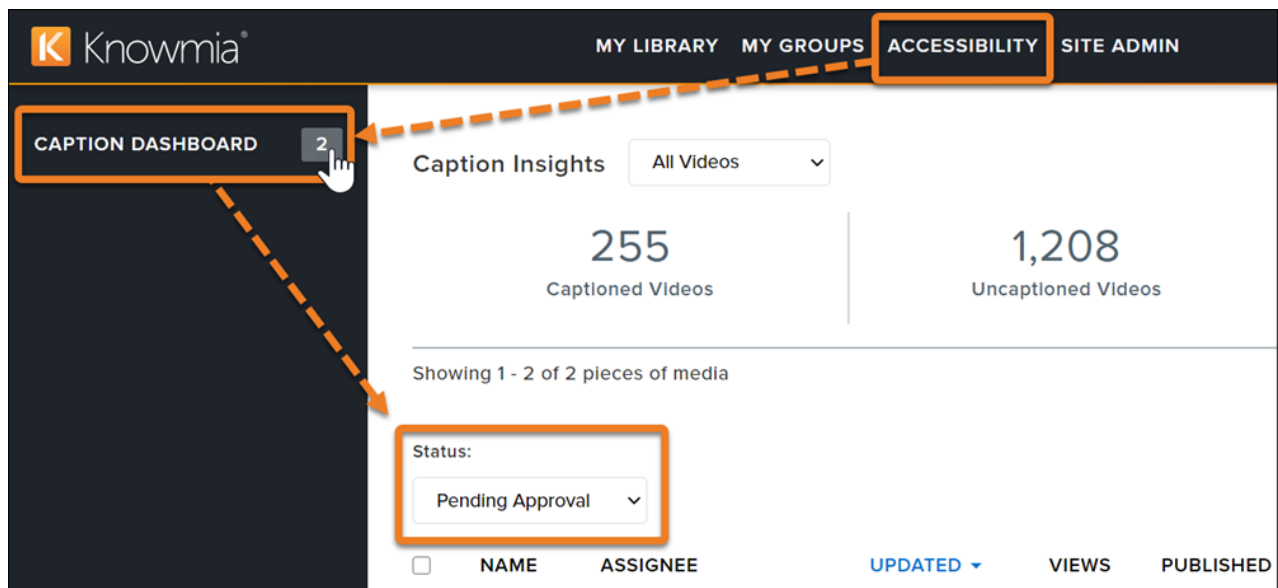


Approve / Deny Requests

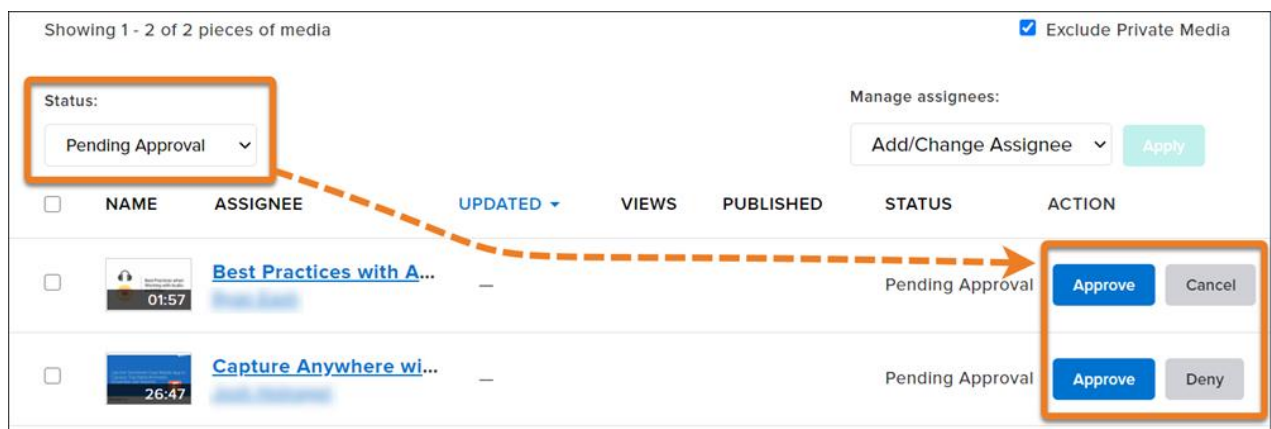
Each 3rd party captioning request requires approval from either a **Knowmia Site Admin** or a **Knowmia Caption Admin** before the job is sent to Verbit. Email notifications for 3rd party captioning requests will be sent to all users in the site with the **Caption Admin** role assigned. Admins also need to approve requests they've submitted themselves.

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

Requests submitted for approval are listed in the **Caption Dashboard** of the **Accessibility tab**, under **Pending Approval status**. The number displayed reflects the number of jobs awaiting approval.



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 or batch of requests, they can provide a reason for the denial which is included in the denial notification email sent to the requestor.

Deny Request ✕

(Optional) Send a message to video requester...

Deny Request **Cancel**

Optional Verbit Processing and Publishing

Verbit admins can upgrade the service level for the captioning job **using the Verbit 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 Verbit have been published.
- You may choose to review, edit, download, and re-publish the captions from Verbit, if necessary.