AutomaticSync (Live Captions)
Step-by-Step Instructions

**Account Setup (One-Time)**

1) Email oedm@price.usc.edu requesting access to Price's Live Captioning Vendor (CaptionSync).
2) You will receive from Automatic Sync Technologies requesting to setup your account. The subject will be **AST CaptionSync Account Setup** and will include the link to login, as well as your username/password. Click on that link and login.
3) You will be asked to accept the Terms and Conditions, please click **Accept**.
4) You will most likely be taken to old news posts and advisories. AutomaticSync tends to show these upon first login. Scroll to the bottom and click **Mark Selected as Read and Continue**.
5) Once your account is setup and approved, login to your account and do the following:
   a. Click on **Settings** in the left-hand bar
   b. Click on **Account Features**
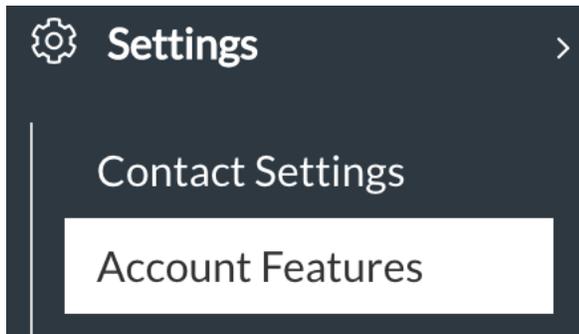


6) From the **Account Feature to Add** dropdown box, choose **Enable my account for Live Captioning**
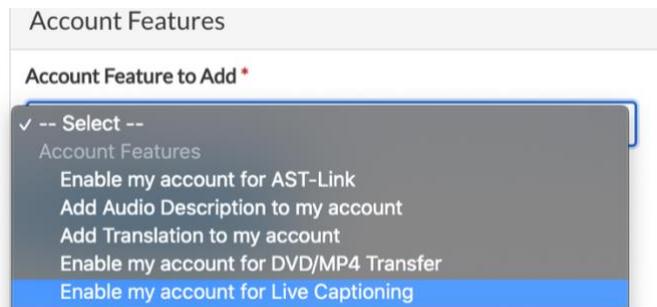


7) After choosing, click **Request Account Feature**



8) Within an hour, you will receive an email with the subject **CaptionSync Feature Live Captioning Added** that your account has been approved for Live Captioning. Now you can start scheduling events.

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**Requesting Live Captioning**

1) Login to CaptionSync using the credentials previously created.
2) On the left-hand side click **Live** and **New Live Captioning Request.** If you don't see this option, log out and log back in.
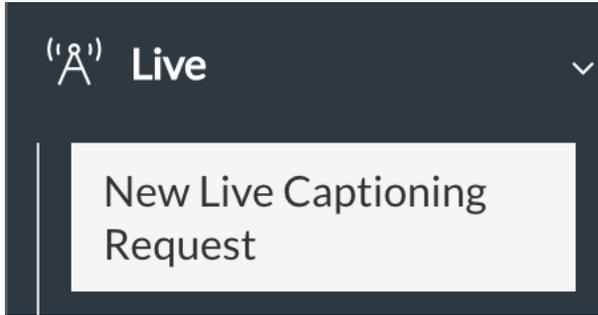


3) On the right-hand side, the **Schedule Live Captioning** form will appear. Fill the form out with the following guidelines:

> **Purchase Order**
>> Department Name + Account Number, e.g. *PriceVideoServices_1227010041*
>
> **Contact Name/Phone Number**
>> This should be the name and phone number of **the event host in Zoom**. This would be the same as **the user who setup the Zoom meeting/webinar**
>
> **Contact Email Address(es)**
>> Please put your email address, then a comma, followed by pvs@price.usc.edu. For example: jonls@price.usc.edu,pvs@price.usc.edu
>> - **Note: there is NO space after the comma**
>
> **Event Name/Date**
>> The event name / date
>
> **Event Time**
>> The time should be **15 minutes before your scheduled start time**. This allows adequate time for the transcriber to arrive and get settled. For example, if your event starts at 2pm, please put 1:45pm as the start time
>
> **Event Time Zone**
>> This should be *Pacific Daylight Time (-07:00 UTC)* and is usually the default.

**Expected Duration**

This should be the total time in minutes of your event plus the 15-minute buffer you setup previously. For example, if your event starts at 2pm and is projected to go for one hour you would put **75 minutes** (60-minute event + 15 minute buffer)

**Service**

Please choose **Remote CART** from the drop-down

**Audio Source**

The audio source would be your **Zoom link**. If you have not setup your Zoom link yet, **OR** if your meeting/webinar requires registration, please type **Zoom Link TBD**.

**Additional Output File**

Leave blank

4) Click the **Schedule Live Captioning** button
5) Your event will now be sent to CaptionSync for scheduling and you will see a note that says something to the effect of *Live captioning has been requested.  Please reference request LC1600440530usenrame if there are questions*.
6) To check on your event status, click on **Live** and then **Status of Live Requests**
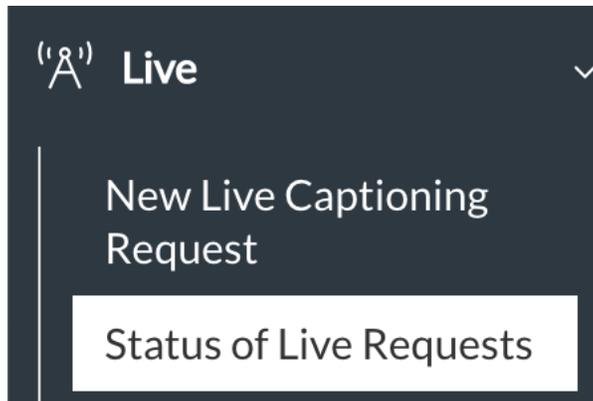


7) You will see it the status on the right-hand side

| AST ID | Event Time | Request Date (PT) | Event Name | Dur (min) | Status | Billing | Cancel Events |
|---|---|---|---|---|---|---|---|
| LC1600440530jschwartz | 2020-09-21 12:45 PM Mon (PDT) | 2020-09-18 | Resettlement from Home: Challenges New | 75 | Not Yet Confirmed | | ☐ |

Show 10 entries   Search: _____

Once scheduled/confirmed by Captionsync – you will receive an email from CaptionSync and the status will change to **Confirmed** or **Scheduled**. This may take a few days **so please schedule as far in advance as possible** to ensure a transcriber is available.

8) After your event is confirmed, the email you receive from CaptionSync that will both confirm your event and include your transcribers contact information. **If your event requires registration or you did not have the Zoom link in Step 3**, please do the following:

   I.   Manually register your transcriber using the Zoom registration page. If you are using **Zoom Webinar**, add your transcriber as a **panelist**.

   II.  **Reply All** to the message and **add your transcribers** email address. Write a short email informing your transcriber that you have registered them directly for the meeting/webinar. It would also be a good idea to include the link, and any event info you have, especially speaker names and titles. You can find the link via your Zoom admin console (see below). **Ask the transcriber to confirm they received the link/email**.

**Webinar**



**Meeting**

9) Enter your meeting/webinar 15 minutes early. When you see your transcriber in the Participant List (usually they will include some sort of readily identifiable name, e.g. Jon-Transcriber) initiate a chat with them stating that you are about to give them Closed Caption control.

10) Perform the following steps:

    I.    Click **Closed Caption**.

    II.    Click **Assign a participant to type**
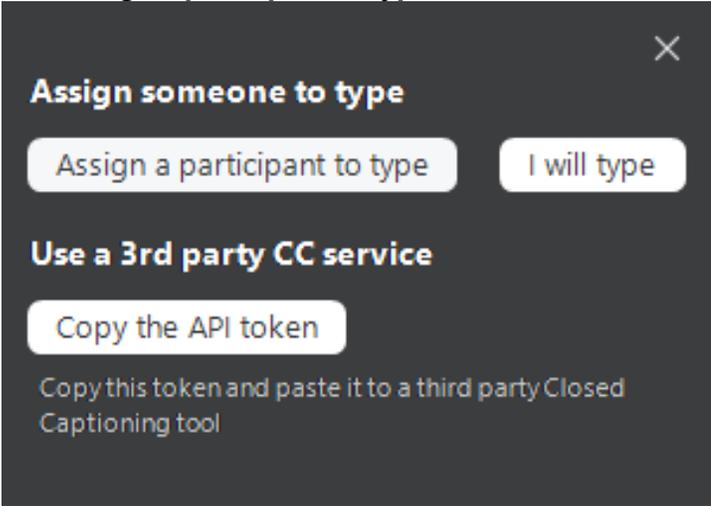


    III.    In the participants window - hover over the participant's name and click **More** then **Assign to Type Closed Caption**.
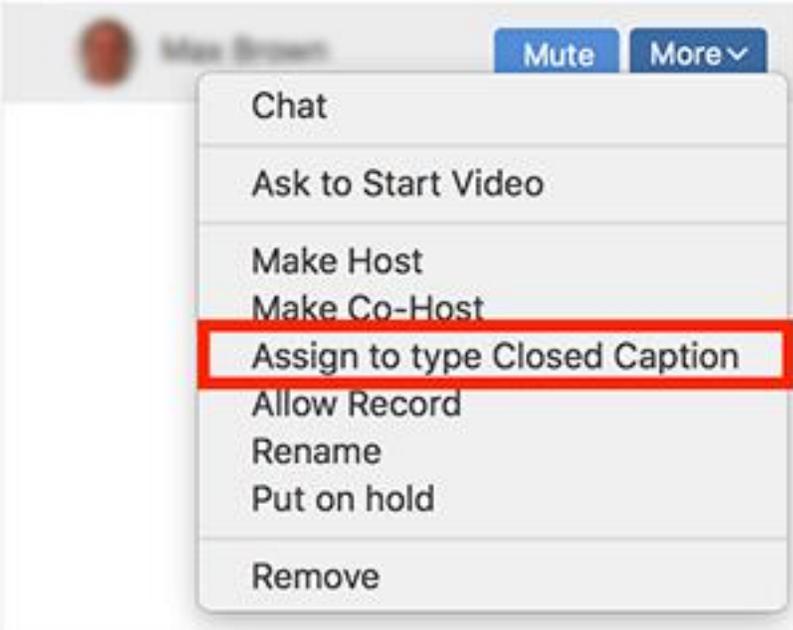
11) Confirm via chat that your transcriptionist has access. You and your participants can then turn closed captions on/off as they prefer.