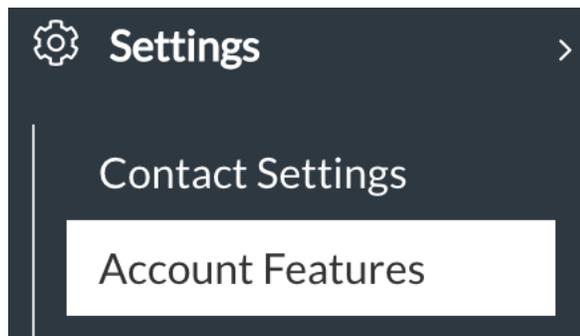


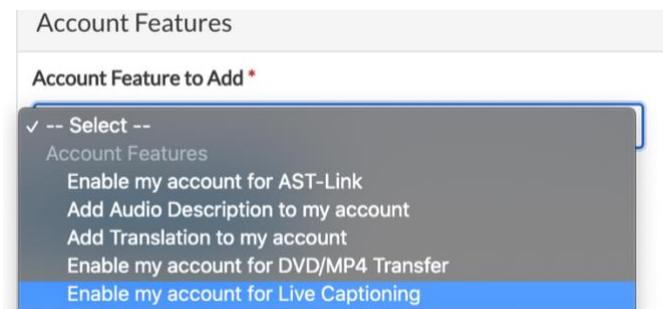
## AutomaticSync (Live Captions) - Step-by-Step Instructions

### Account Setup (One-Time)

- 1) Email [oedm@price.usc.edu](mailto:oedm@price.usc.edu) and [dmflanag@price.usc.edu](mailto:dmflanag@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**

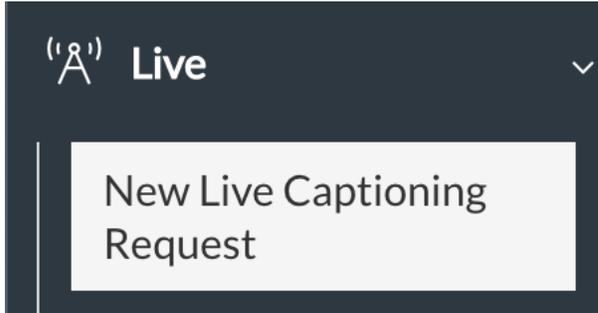
Request Account Feature

- 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.

## AutomaticSync (Live Captions) - Step-by-Step Instructions

### 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 the email of anyone else who is helping you manage the event. For example:

[yourname@price.usc.edu](mailto:yourname@price.usc.edu),[colleague@price.usc.edu](mailto:colleague@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.

## AutomaticSync (Live Captions) - Step-by-Step Instructions

### 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

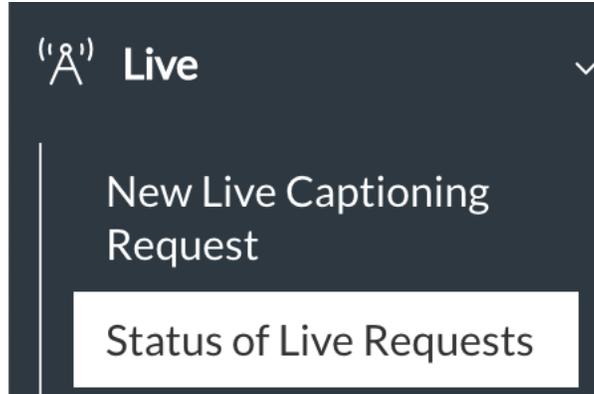
### Audio Source

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		<input type="checkbox"/>

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.

## AutomaticSync (Live Captions) - Step-by-Step Instructions

- 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

[Invitations](#) [Email Settings](#) [Branding](#) [Polls/Survey](#) [Q&A](#) [More](#)

Invite Panelists

Victoria Deguzman (victoriv@price.usc.edu)  
Gen Giuliano (giuliano@price.usc.edu)  
Katrina Soriano (sori400@price.usc.edu)  
Dawn Hood (spanh001@umn.edu)  
Zoey Li (lizhaoya@usc.edu)  
Konstadinos Goulias (goulias@geog.ucsb.edu)

[Edit](#)

### Panelists

Invite a person or a Zoom room as a webinar panelist

Name	Email/Zoom Rooms			
Victoria Deguzman	victoriv@price.usc.edu	Resend	Copy	Delete
Gen Giuliano	giuliano@price.usc.edu	Resend	Copy	Delete

### Meeting

[Registration](#) [Email Settings](#) [Branding](#) [Poll](#) [Live Streaming](#)

Manage Attendees Registrants: 8

[View](#)

### Registrants for 'Coffee Chat with Caregivers'

Search by name or email

Search

<input type="checkbox"/>	Registrants	Email Address	Registration Date
<input type="checkbox"/>	Will Coucheron-Aamo t	couchero@usc.edu	Sep 17, 2020 10:27 AM

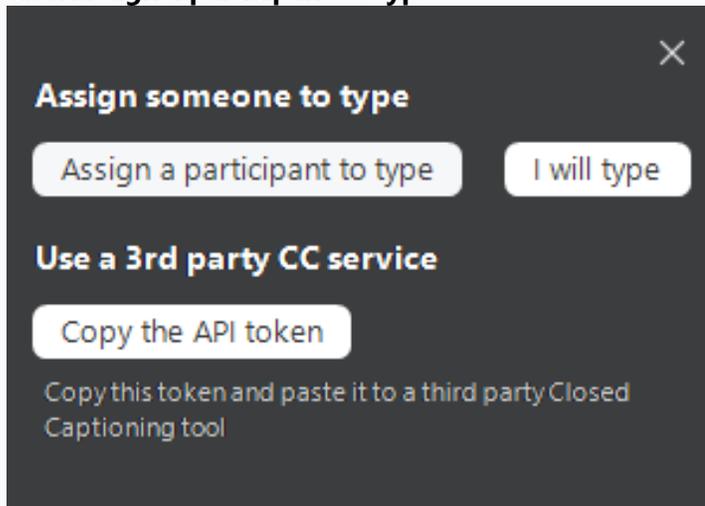
Copy

## AutomaticSync (Live Captions) - Step-by-Step Instructions

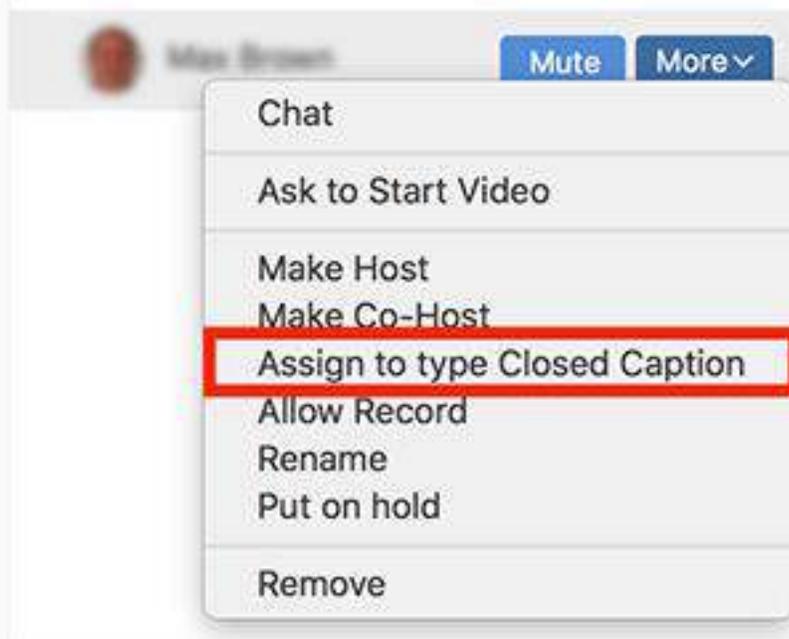
9) Enter your meeting/webinar 15 minutes early. When you see your transcriber in the Participant List (usually they will include some sort of readily identifiable name, e.g. Jon-Transcriber) initiate a chat with them stating that you are about to give them Closed Caption control.

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.