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

Account Setup (One-Time)

1) Email oedm@price.usc.edu and 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

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, 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 LC1600440530username if there are questions.**
6) To check on your event status, click on **Live** and then **Status of Live Requests**

![Image of Live and Status of Live Requests]

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

![Image of Table showing event status]

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

(invitations)

Panelists

Invite a person or a Zoom room as a webinar panelist

(name)

Meeting

(registration)

Registrants for 'Coffee Chat with Caregivers'

(search by name or email)

Will Coucheron-Aament couchero@usc.edu Sep 17, 2020 10:27 AM
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.