

## How-To Tutorial: Submitting a Redo

CaptionSync is a web-based service that allows you to quickly and easily submit audio or video content online and get back caption results in dozens of different formats for captioning web media, YouTube videos, podcasts, DVDs, and many other media formats. The "redo" feature is a powerful feature of CaptionSync that allows you to rerun your previous CaptionSync jobs in order to repair any problems with them.

Some of the reasons for doing a "redo" include:

- To correct typos in a transcript
- To change the offset time code to match the media (Broadcast only)
- To change your formatting settings
- To select new output formats
- To correct timing errors because of noise or music in the original media
- To make changes to your existing Digital NLE captions

The redo feature is available for six months after your initial media submission at no additional cost. Just like the original captioning process, the redo takes just minutes to execute.

If you originally selected NLE output for your captions, it will be automatically regenerated with your new caption results after a redo.

Note that to ensure you do not incur charges for redo'ing a captioning job, you must use CaptionSync's redo feature -- if you merely resubmit your job as a new submission, you will incur fees for the resubmitted job.

This tutorial will walk you through the procedure for issuing a redo. (If you're not yet familiar with CaptionSync, please review our [Getting Started](#) tutorial.)

### Steps to Submitting a Redo:

1. **Log in to your CaptionSync account** and choose the STATUS OF EXISTING SUBMISSIONS page. This generates a list of all submissions you've submitted to CaptionSync.
2. **Choose the submission you'd like to redo** and click on the AST ID link. This will bring up Submission Details of the chosen submission.

3. **See the 'Eligible for Redo' field** to see if the submission is eligible to have a redo. If the job is older than 6 months or if it is a transcription-only job, it will not be eligible.

The screenshot shows the 'Submission Details' page for a submission with AST ID 1266430860tari. The submission is marked as 'Eligible for Redo' and 'Succeeded'. The 'Text Transcript Submitted' field is highlighted with a red circle, showing the file 'UCP Video Script.txt (9 KB)'. Other fields include 'Returned Files', 'All Returned Files Zipped', 'Description', 'When Submitted (PT)', 'Last Updated (PT)', 'Duration (minutes)', 'Media File Submitted', 'Captions Billable', 'Transcription Priority', 'Submitted Via', 'Submission Type', 'Result Review', 'Caption Type', 'Caption Lines', 'Caption Position', 'Offset', 'Convert to Uppercase', 'Join Short Sentences', and 'Minimum Hang Time (s)'.

4. **Look for the Text Transcript Submitted (or Created) field.** If you wish to make changes to the transcript for any reason, you will need to make changes to this file. Do not use any other file as the starting point for your transcript revisions, and please ensure you leave the file in a .txt format.
5. **Choose "Click here to Redo".** This will bring you to the redo screen, which will present you with two options: 1) upload a revised transcript (and change the settings if you wish), or 2) change settings only (using the original transcript). If you have previously issued a redo for this job, a third option will appear - to change the settings only, but use the transcript from your last redo.

The screenshot shows the 'Submission Redo' page for a submission with the description 'REDO: UCP Opener'. The 'Your Action' dropdown menu is open, showing two options: 'Upload Revised Transcript' and 'Change Settings - Use original transcript'. The 'Submit Redo' button is visible at the bottom of the page. The page also includes a navigation menu with 'Caption/Transcribe', 'Billing', 'Settings', and 'News', and a footer with 'CaptionSync v10.0 © 2004-2009 Automatic Sync Technologies, LLC'.

6. **Use the [ADVANCED SETTINGS button](#)** to make changes to the web settings or choose new/additional output formats. Click the [APPLY CHANGES](#) button when you have made all of your settings changes.
7. **Click the [SUBMIT REDO button](#).** The submission process is quick because there is no new media file being uploaded - CaptionSync uses the media file from the original job. You'll see the Redo Status screen right away, and your results email will arrive in just a few minutes.

**Redo Status**

**Submission Successful!**

<b>AST ID</b>	1270735124tari
<b>Description</b>	REDO: THE LIST - Video for UCP Fundraiser
<b>Media File Submitted</b>	THE LIST FINAL.m4v (257.9 MB)
<b>Duration (minutes)</b>	14
<b>Text File Submitted</b>	UCP Video Script.txt (9 KB)
<b>Files to be Returned</b>	<a href="#">THE_LIST_FINAL.qtwrd.txt</a> <a href="#">.qtwrd.smil</a>

- Your results email will look like this (if you have not deselected to receive it in [Contact Settings](#)). It might instead say (Failure) if there were issues (see the CaptionSync Support Wiki in [help](#) on what to do in this case):

**To:** tari@automaticsync.com  
**Subject:** Caption Results: (Success) REDO: THE LIST - Video for UCP Fundraiser  
**From:** caption@automaticsync.com

- To check on the status of your submission or download result files if you do not receive the above mentioned email, visit the [Status of Existing Submissions](#) link in the navigation to the left.

[AST Home](#)   [Contact AST](#)

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You can retrieve the new results from your Results email or go to the Status of Existing Submission page in your account and select the new redo job to download the files from the details page.

### Some things to consider when using redo:

Note that redo changes can only be made to the media submitted with the original submission. If you need to provide a revised media file, then you will need to submit it as a new job.

You may run as many redos as you need to for a given job ... but you cannot redo a redo. A redo is always applied to the original submission. Therefore, if you want to reserve transcript changes made in previous redos, make sure you start with the transcript submitted for your last redo.

Make sure you are making any transcript changes to the .txt transcript file; **do not** edit the caption files that were returned to you from the original submission and attempt to resubmit them, as this will cause errors. The safest way to make these changes is to return to the Submission Details page and download the .txt transcript file from there, and make or review your changes to that file before resubmitting.

If your original transcript has markers or other markup code in it, don't remove them for the redo. (See our documentation on transcript formatting in the Help Section for more information about markup codes.)

Lastly, here are some items that cannot be changed in a Redo Request:

- You cannot change the media file
- You cannot add new services such as Result Review or NLE captions to a redo; if they were not selected in the original submission, they will not be available for the redo.

If you have questions, first see our ***CaptionSync Support Wiki*** under the 'Help' link in your account. It has answers to many of your queries about the workflow associated with CaptionSync.



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