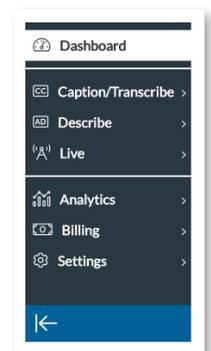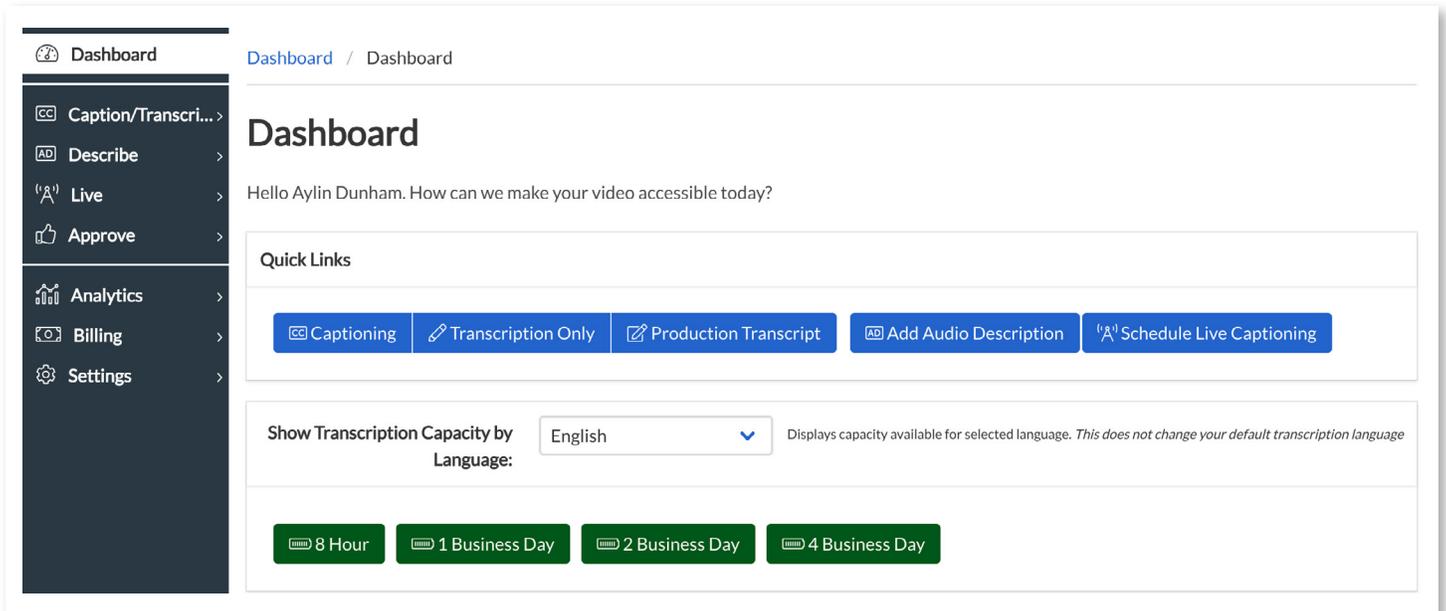# Submitting Your Captioning & Audio Description Requests

Setting up CaptionSync and doing your first submission is easy. Many methods of submitting requests are available, however, requests are most commonly made through AST's user interface, the innovative and fully accessible [CaptionSync web portal located here](#).

Making Your First Captioning & Description Request

Once a user has logged into their CaptionSync account, the process to make their first captioning and description request is simple. From the dashboard page, users can jump to appropriate pages for their desired service with just one click, or they can use the collapsible navigation items to the left side of the page to access specific account pages, such as billing and settings.
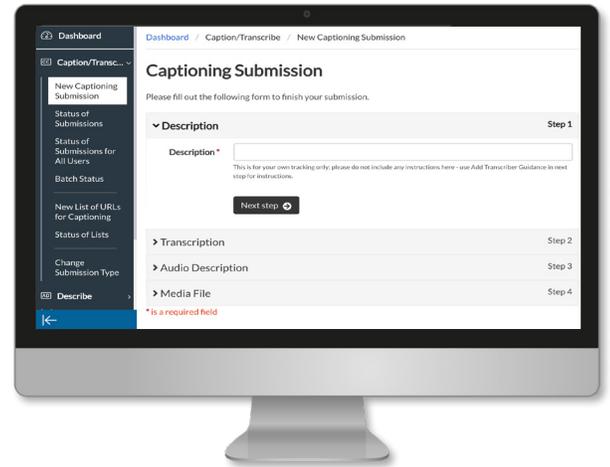
To make your first request, follow these key steps:

1. Have your video files ready to go. CaptionSync can accept a wide variety of video and audio input formats, including MP4, MP3, MOV and many others, including those most commonly used in the captioning industry.

2. Go to the New Captioning Submission page by clicking on the "Captioning" quick link on the dashboard page, or by clicking on the Caption/Transcribe option in the left hand navigation pane.

3. Follow the steps outlined on the submission page:
   a. Enter a description for your submission.
   b. Select your service (captioning and transcription or captioning only, if you already have a transcript)
   c. Select the desired turnaround time
   d. Select the add audio description option

4. Users can choose their files and begin the upload process to the CaptionSync system.

Advanced Settings Options

CaptionSync offers a variety of customization options to suit the needs of every organization. The outputs, filenames, language, caption text appearance and many other settings can be selected at submission time, under the "Advanced Settings" tab of the CaptionSync web portal. These settings can be applied to individual submissions or can be saved as defaults for all future submissions.

Finding Your Results

Users can check the status of a submission by going to the Status of Submissions page for a given service and clicking on the ID number for an individual submission in their account. CaptionSync also offers various notification options that are sent via email, including updates such as "Web Submission Successful" and "Await Customer Review."

Dedicated Support

AST's dedicated team of professional transcribers, describers, captioners and translators, along with our engineering, operations and support staff, are ready to help make your video accessibility projects a success. In addition to providing excellent customer service, we are committed to provide training and ongoing support for all users.

AST has a dedicated Support Center with FAQs, knowledge base articles, best practice articles, and tutorial videos. Search functionality is provided throughout our Support Center to help users locate the information they need. **The CaptionSync Support Center can be accessed 24/7:** support.automaticsync.com

About CaptionSync™ by AST

AST leverages smart automation and professional transcribers and describers to power its CaptionSync video accessibility services. CaptionSync is an accurate, affordable web-based solution for closed captions, audio description and live captioning services and tools.

Find out more:
www.automaticsync.com