

Knowledge Base: Panopto Captioning at USD

This guide provides guidance for faculty and staff on managing automatic captions in Panopto. For more general information, visit sandiego.edu/panopto.

Understand How Automatic Captioning Works

At USD, Panopto uses **Automatic Speech Recognition (ASR)** to generate machine-based captions for videos.

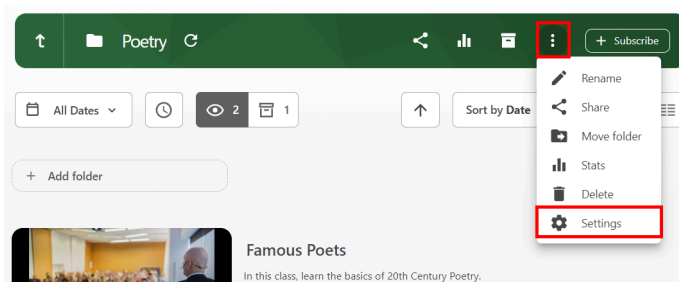
- Any video uploaded or recorded directly into Panopto is automatically processed for ASR captions.
- If you record a meeting to the Zoom Cloud, Panopto checks if Zoom has generated a transcription.
 - If a Zoom transcript exists, Panopto imports that file.
 - If no Zoom transcript exists, Panopto will trigger its own ASR engine.
- By default, a disclaimer appears at the start of recordings to notify viewers that captions are machine-generated. Read more in the [Panopto ASR Overview](#).

Automatic Captions Display

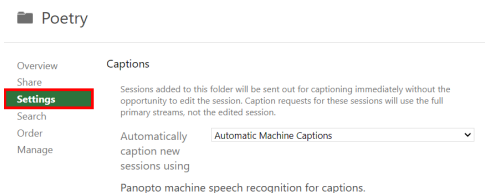
Due to WGAC 2.1 compliance recommendations, as of April 6, 2026 Panopto captions are published and displayed automatically for all new videos and will be the default setting for new and existing folders where videos will be uploaded. If you would like to disable this option, follow the instructions outlined below.

Click the **Settings** (gear icon) in the top right.

1. Select the **Settings** tab on the left menu.



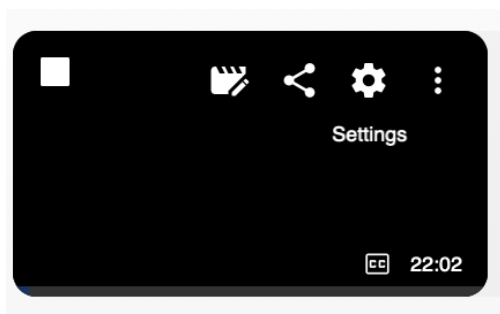
2. Under the Settings tab, navigate to **Captions** then "Automatically caption new sessions using".
3. Disable **Automatic Machine Captions** from the dropdown menu.



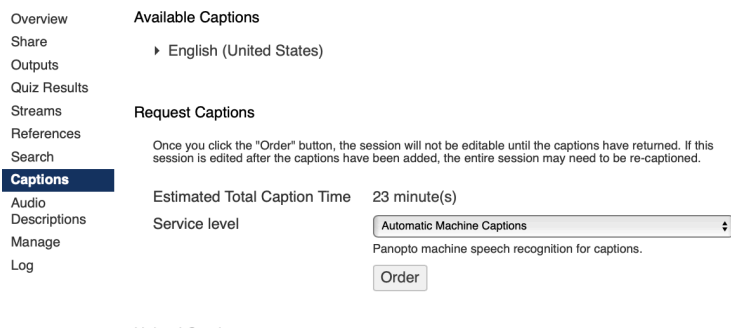
Step 3: Request Captions for Existing (Old) Videos

Existing videos before April 6, 2026 still require a manual request to automatically display captions.

1. Hover over the specific video in your Panopto folder and click **Settings**.



2. Click the **Captions** tab on the left.
3. Select **Automatic Machine Captions** from the "Request Captions" dropdown.
4. Click **Order**.

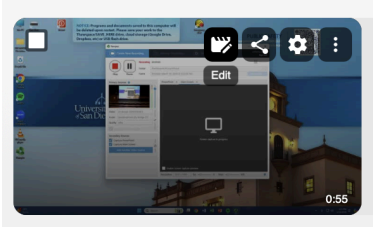


Note: Captions usually appear within a few minutes. Check the "Available Captions" status to see if it says "Captions requested."

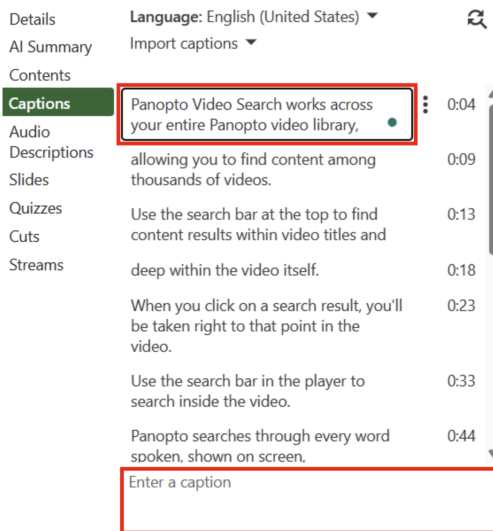
Optional: Edit Machine Captions for Accuracy

Machine captions are typically 70–90% accurate. For technical terms or names, a quick review is recommended. See the [Editing Guide](#).

Hover over the video and click “Edit” (pencil icon) to open the video in the **Panopto Editor**.



1. Click the **Captions** tab on the left sidebar.
2. Click on any text block to type corrections. (*Pro Tip:* Use the **Find and Replace** tool to fix recurring misspellings).
3. Click **Apply** in the top right to save changes.



Troubleshooting & FAQ

- **"I don't see the CC button on my video."** Captions take time to process. Students must click the **CC** button in the Panopto player to toggle captions on or off.
- **"Why are the captions different from my Zoom meeting?"** Panopto prioritizes the official Zoom transcription file if available. If that file was edited in Zoom before importing, those edits should carry over.
- **Manual Uploads:** If you need to add your own external caption file, refer to [How to Upload a Caption File](#).