



Caption.Ed

Starter Pack

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User Guides

How to activate your account

Whether you received your Caption.Ed license through a 3rd party, or directly through us at CareScribe, you will have received an email from no-reply@caption-ed.com

You will need to click the green “Activate” button to link your license to your account.

This will open up a new tab where you will need to fill out your name, email address and create your password.

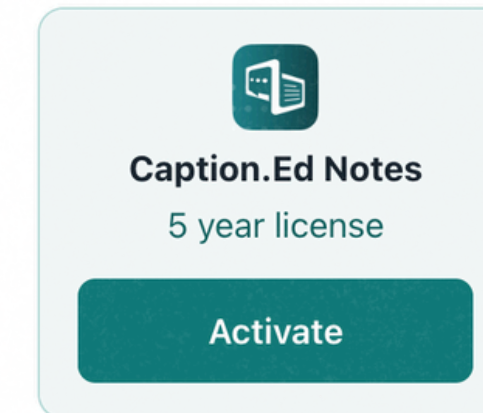
Please reach out to our support team via help@caption-ed.com if you require further assistance activating your account.

You're ready to start using Caption.Ed!

Hello,

we have issued you a license to use Caption.Ed - captioning and note-taking software.

Creating your account only takes a minute, click the button below to get started:



Best wishes,

The CareScribe Team

P.S. If you need any help getting started with Caption.Ed, please visit our [help centre](#) for useful articles and ways to contact us.

How to install Caption.Ed

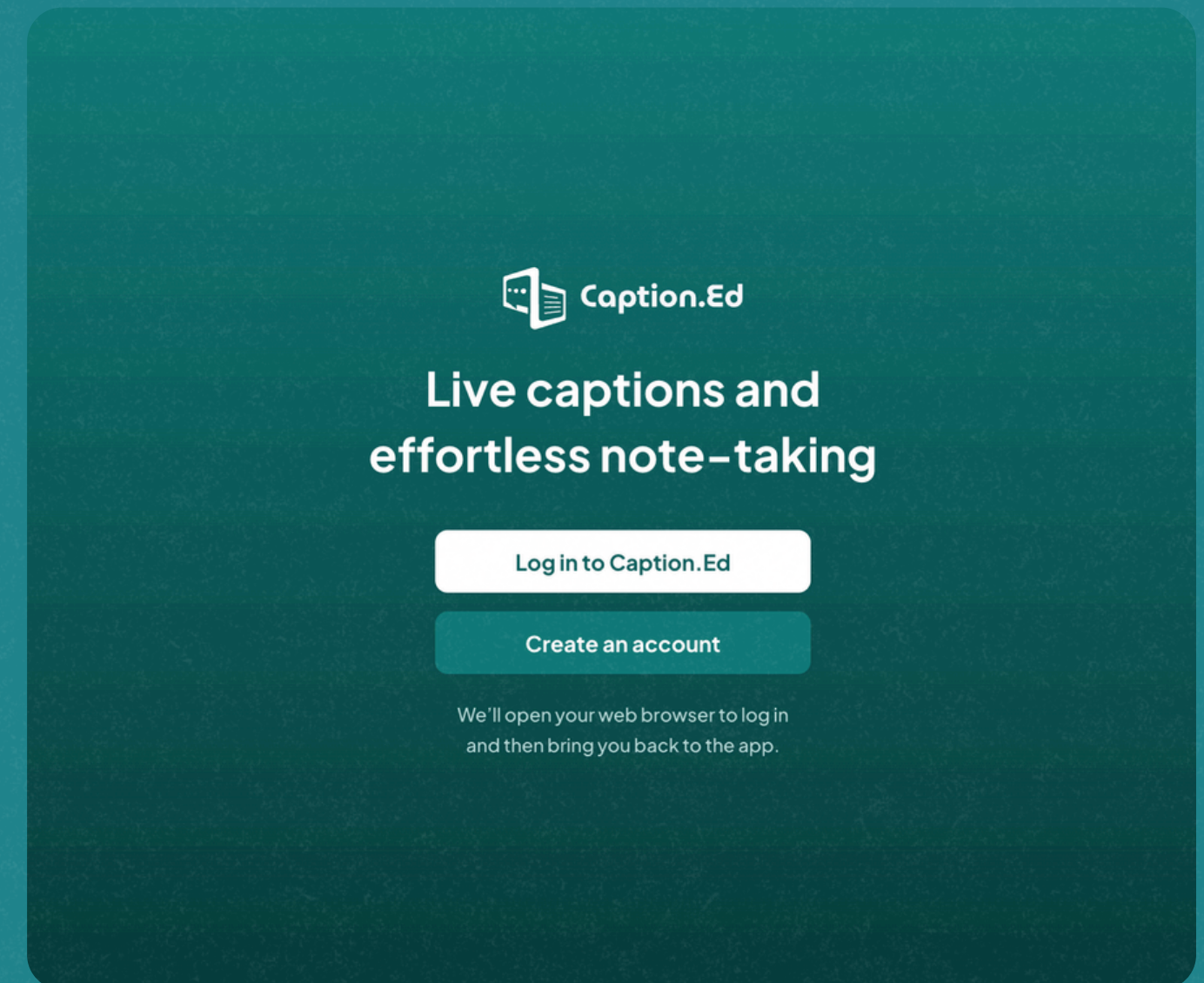
Windows

First, go to the [Caption.Ed Downloads Centre](#) and download the latest version of Caption.Ed for your Windows PC.

Once downloaded, go to your Downloads folder and double-click the Caption.Ed icon to start the installation.

Once installed, you will be presented with the option to sign in to Caption.Ed, or create an account.

Caption.Ed will now be installed on your device, and you should be good to go!



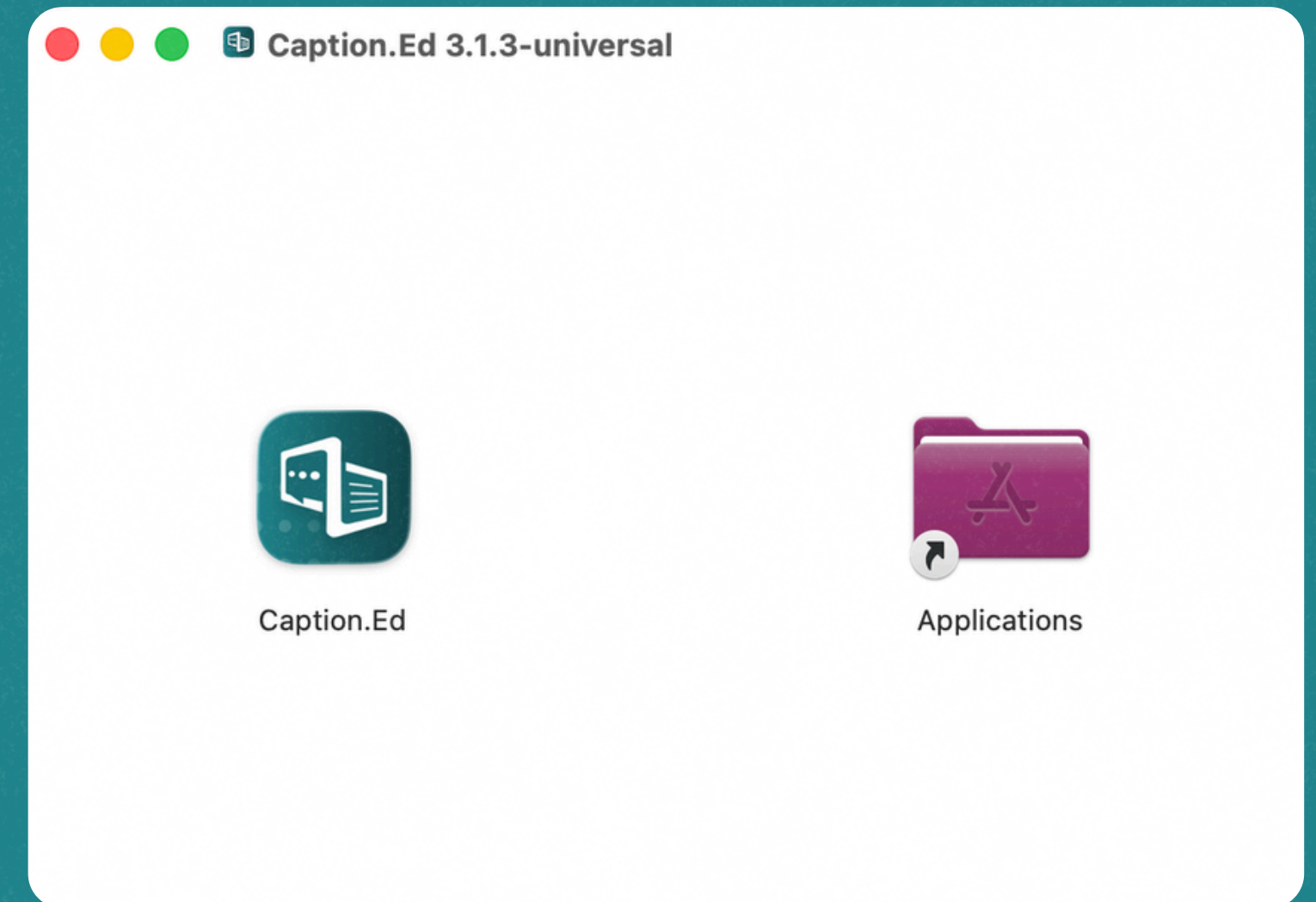
Mac

First, go to the [Caption.Ed Downloads Centre](#) and download the latest version of Caption.Ed for your Windows PC.

Once downloaded, go to your Downloads folder and double-click the Caption.Ed.dmg file to start the installation.

To install the software, drag the Caption.Ed icon to the Applications folder. Once completed, you can open Caption.Ed from your Applications folder.

Now open Caption.Ed. You'll be asked to log in to TalkType or create an account.



Please Note:

If you are unable to install this on your work device, your IT team may need to install Caption.Ed for you. Please see our [Deploying Caption.Ed via Microsoft Enterprise Installer](#) page in this document for more information.

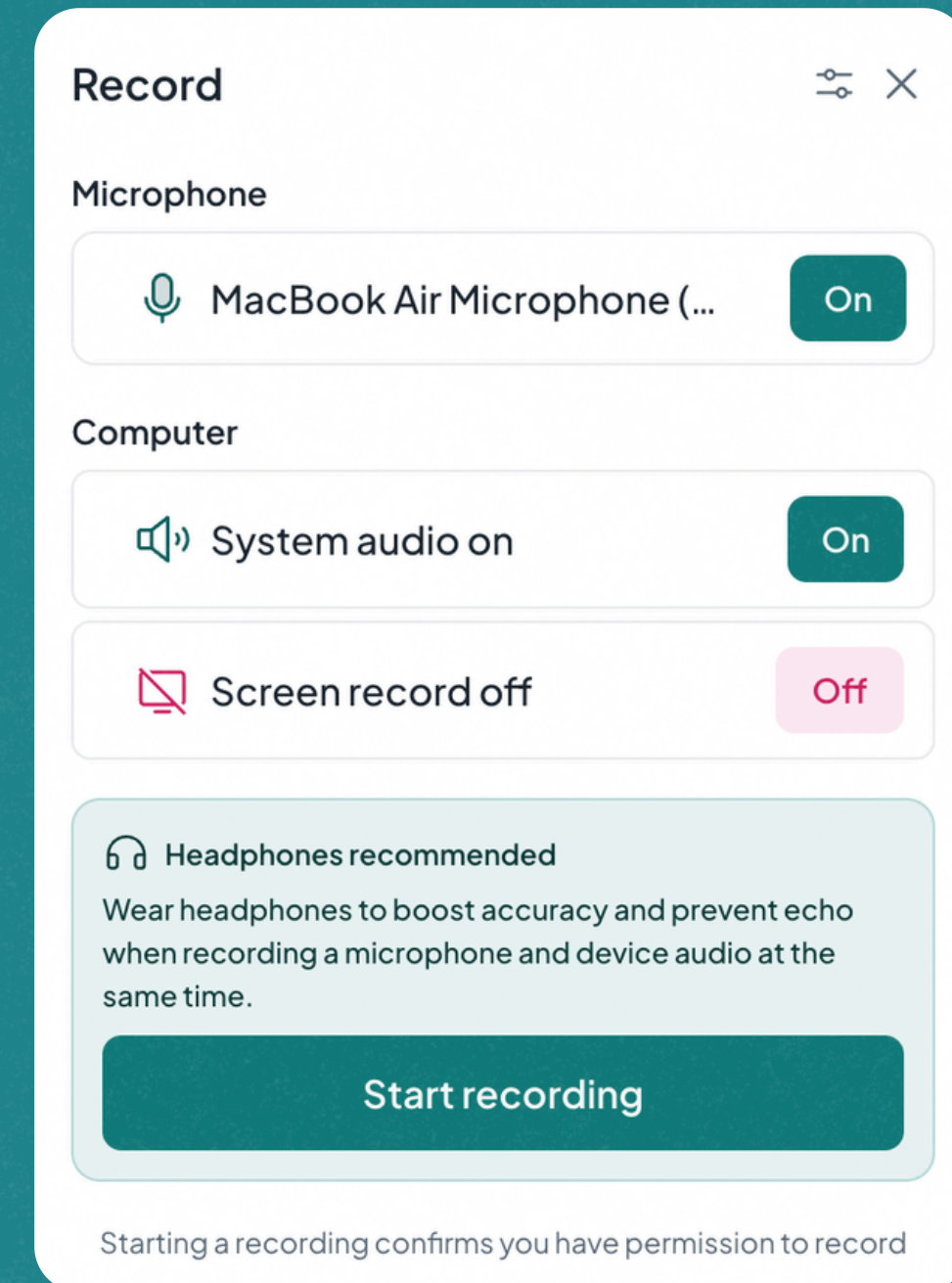
Caption.Ed App vs Caption.Ed Browser

There are a few differences between the desktop application and the browser versions of Caption.Ed.

The desktop application allows you to receive calendar notifications once you connect your calendar. It also enables you to record your entire system's audio and screen during a session.

The browser version is a convenient option when you are using a temporary device or when you are unable to download applications on a work or school device. However, recordings in the browser are limited to capturing audio from within the active browser tab.

The most notable difference between the two versions is the type of session you can record. The desktop application can capture system-wide audio and your screen, while the browser version captures audio only from the browser tab you are using.



Caption.Ed Desktop Application recording settings

Is the desktop application or the browser best for me?

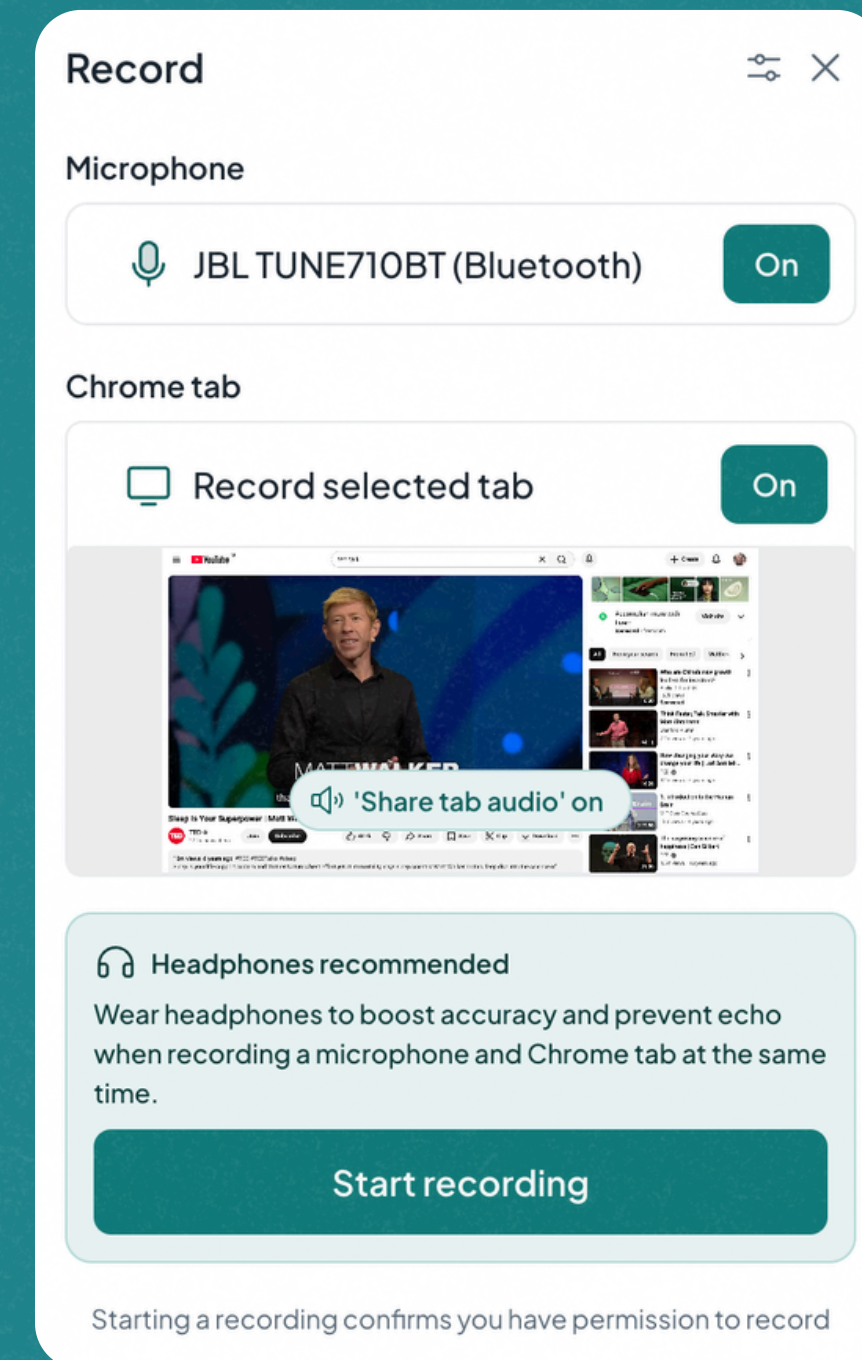
In most cases, we recommend using the desktop application of Caption.Ed. It can capture your full system audio, ensuring nothing is missed.

If you are using Caption.Ed to transcribe calls, you must use the desktop app so both sides of a softphone call can be captured.

The browser version is a great option when you want to focus on a training video or capture a transcript from content such as a YouTube video. For the clearest transcript, we recommend turning your microphone off.

Please Note:

After prolonged silence Caption.Ed will stop recording to preserve your device's energy.



Caption.Ed browser recording settings

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User training

Caption.Ed user training is available through the CareScribe Academy, your go-to learning hub for everything Caption.Ed.

By completing the training, you'll learn how to confidently use Caption.Ed and get the most out of its features.

The training is broken down into short, easy-to-follow lessons, with fully captioned videos and transcripts available for every module to support accessibility.

You can learn at your own pace and access lessons in any order, so there's no pressure to complete the whole course. If you need help with something specific, you can simply jump to the lesson you need, whenever you need it.




Get started with Caption.Ed training [here](#).

CareScribe Academy



Caption.Ed User Training

About this course

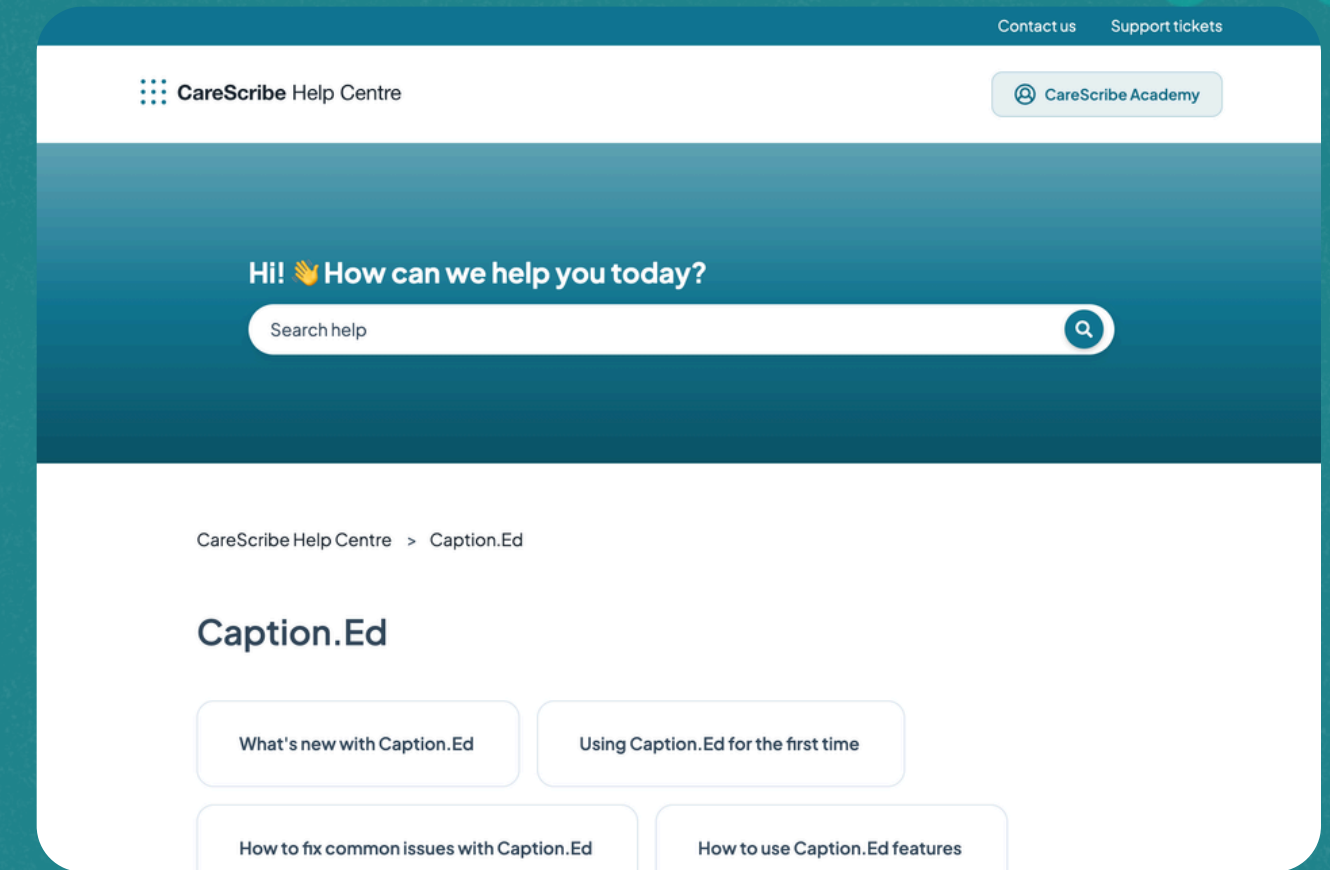
-  Updated for 2024
-  Learn at your own pace
-  See all of the latest features for powerful captioning and note-taking

Help Centre

The CareScribe Help Centre is available if you need support with Caption.Ed. It's packed with clear, step-by-step guidance to help you use Caption.Ed with confidence and find answers whenever you need them.

You'll find helpful articles covering everything from getting started with Caption.Ed to using key features such as automatic transcription, editing captions, and managing your transcripts and projects. Each article is designed to be quick to read and easy to follow, so you can find solutions without interrupting your workflow.

If you need a little extra help, you can reach out to your supplier, or our friendly support team is here to assist. You can find details for contacting us by email or start a live chat directly through the Help Centre, making it easy to get the support you need.



Email: help@caption-ed.com



Help Centre: help.caption-ed.com



Web chat: help.caption-ed.com

Admin Guides

Domains and IP Addresses to allow in your Firewall

- **transcriber.carescribe.io**
- **transcriber.caption-ed.com**
- **app.caption-ed.com**
- **captioned.talk-type.com**
- **api.captioned.carescribe.io**
- **connect.carescribe.io**
- **carescribe.io**
- **caption-ed.com**
- **talk-type.com**

IPv4

103.21.244.0/22

103.22.200.0/22

103.31.4.0/22

104.16.0.0/13

104.24.0.0/14

108.162.192.0/18

131.0.72.0/22

141.101.64.0/18

162.158.0.0/15

172.64.0.0/13

173.245.48.0/20

188.114.96.0/20

190.93.240.0/20

197.234.240.0/22

198.41.128.0/17

IPv6

2400:cb00::/32

2606:4700::/32

2803:f800::/32

2405:b500::/32

2405:8100::/32

2a06:98c0::/29

2c0f:f248::/32

Deploying Caption.Ed via Microsoft Enterprise Installer

Please find our guide on how to deploy Caption.Ed via Microsoft Enterprise Installer [here](#). You will also find are latest version of Caption.Ed [here](#), along with when our MSI file was last updated.

Please also ensure the following permissions for Microsoft Graph are selected and delegated:

- openid
- email
- profile
- User.Read
- Calendars.Read
- offline_access

Users who wish to connect their calendar to Caption.Ed will need to request access from their admin. You can find these user requests in “Admin consent requests”.