I. BEFORE COMMENCEMENT

JOINING THE TEAM
Please make sure you are accepted on the team before you start adding subtitles to the videos. The Community Wall often lists the team members to contact. If you are translating into English, you would usually contact the English Moderator. If you are translating into other languages, please contact the moderator in that language as listed on the front page. If there is no moderator listed for that language, then please contact the Channel Manager.

You should not start subbing until you receive a reply from the Channel Manager or relevant moderator.

READING THE TEAM NOTES
While you are waiting for a reply from the Channel Manager or relevant moderator, read through the notes found in the Team Notes tab in the subtitle editor. You will most likely find useful information on character names, song lyrics and any rules or guidelines for the Channel. You should familiarise yourself with the different rules of different channels.

WAITING FOR THE ‘GO’ FROM THE CHANNEL MANAGER OR MODERATOR
You should always wait for the PM from the Channel Manager or Moderator telling you which episode you may commence subbing before you add any subtitles to the videos. Prior to this PM, the segmenters may still be working on creating segments, or, in the case of other languages, the English subtitles may still be in the process of creation or editing. Please take a look at the diagram here to review the process of creating subtitles for a video. You can also visit the Channel Wall for any announcements regarding whether the language is open for your language.

CHOOSING THE RIGHT PART TO SUBTITLE
You will find in the Team Discussion who is working on which part. Please choose a part that is free, i.e. no one has indicated that they are subtitling on that video. Another way to check
whether another user is working on a part is to check the Activities tab in the subtitle editor. Please ensure no one is working on that part before subbing.

If two users are subtitling on the same part at the same time, an issue of writing over each other’s subtitles may occur when they are following too closely after each other and the Subtitle Editor does not refresh the updates of the other subtitler. To avoid this, subbers must choose a part where no one is working and leave a message in the Team Discussion to notify others.

**COMMENTING IN THE TEAM DISCUSSION**

All Channels may handle commenting in the Team Discussion differently and the information required may differ, so please take a look at what the Channel does in the Channel’s own Team Discussion before you start.

However, on all Channels, subtitlers are required to comment in the Team Discussion, logging which part of the episode they are subtitling and when they leave that part.

- e.g., “starting to sub 2.4 “ - this indicates the subber will be subbing in part 4 of episode 2
- e.g., “finished with 2.4 “ - this indicates that the subber has finished their work on 2.4

Sometimes, you will be asked to add a percentage as well so that others can easily find out how much of the part you have subtitled.

- e.g., “starting 2.4 at 40%“ - this indicates that the subber is starting off after another subber subbed till 40%
- e.g., “leaving 2.4 at 90%“ - this indicates that the subber has left that part at 90%. There is still 10% left to subtitle.

**II. SUBTITLING**

**MAKE SURE YOUR SETTINGS ARE CORRECT FIRST**
You must make sure that the translating to and from language is correct before you start subtitling. You can click the down arrow to choose the language you want to translate from and translate to. If the wrong language selections are made, you may be writing the subtitles in another language selection, resulting in the wrong subtitles appearing in that language for other subbers, editors and viewers. You may also be reported as an abuser. Please click here to read more on abusers.

**TRANSLATING**

Please try to translate the sentences to the best of your ability, aiming to preserve the meaning of the sentence in the original language as much as you can. Do not make direct translations into your language. Instead, try to regroup the words to form a well-punctuated sentence in the language into which you are subtitling. YOU SHOULD NEVER USE GOOGLE TRANSLATOR TO TRANSLATE.

**TRANSLATING HALF A SENTENCE**

You should never leave a segment half-subbed. The system will count this as one full segment and accumulate towards the percentage. If you are unsure of how to translate the whole segment, then please leave it blank.

**UNSURE OF HOW TO TRANSLATE A SENTENCE**
When unsure of how to translate a sentence, please leave it blank so that other subbers can take a chance at creating a well-translated sentence. If you create a translation whilst guessing, other subbers may not have the chance to make a correct translation since subbers should not edit other’s work.

EDITING
Subbers of the team do not have direct permission to edit on the channel. If you would like to become an editor of the channel, please read the editing chapter for more information. Subbers should not edit other’s work to prevent correct translations being changed or damaged. Please leave this for the editors. A subber should only edit another subber’s work if the original subtitle is incomplete (only subs for half of the segment) or if the original subtitle is completely wrong. Please do NOT edit if it is a wording issue, punctuation issue or grammar issue. The editing team will take care of these issues.

- Wording issue: choice of words (for example, some people may use the word “mum” while others use “mom”)
- Punctuation issue: missing or misusing periods, question marks, exclamation points, or commas, etc.
- Grammar issues: incorrect tense, subject-verb agreements, etc.

III. SUBTITLING GUIDELINES

Please follow these guidelines for font formatting, symbols, punctuation, and structure

FONT FORMATTING

- **ITALICS** `<i>` italicised text here `</i>`
  - Italics should be used for flashback scenes (in the beginning of an episode or any other flashbacks a character may have), texts on screen, lyrics, previews, thoughts (anything that comes from the mind including daydreams) and voiceovers.

SYMBOLS

- **MUSIC SYMBOL ♫
  - These should be added at the beginning and ending of the lyrics of a segment. You can add this by holding down the ALT key and typing 14 on your keypad.
- If a character is singing during the scene, do not put lyrics in italics and only put ♪ before the lyrics (do not put it after). Example: if it is someone’s birthday and they sing the birthday song, the subtitle would be ♪ Happy birthday to you.

PUNCTUATION

- ( ) PARENTHESES (aka. Round Brackets)
  - Parentheses may be used after the translated sentence to explain the meaning of the translation. For example, the translation may be a slang in the original language and the meaning of that slang may be explained after a break (<br>) so that the explanation appears beneath the translated sentence.

- [ ] BRACKETS
  - Brackets may be used if there are two things requiring italics. That is, if there is text during a flashback scene, text during a preview, etc. In this case, the text should be written with italics and within brackets: <i>[TEXT ON SCREEN HERE] </i>

- PERIOD / FULLSTOPS .
  - These should be added where appropriate at the end of a sentence.

- QUESTION MARKS ?
  - Question marks should be used at the end of a question where appropriate.

- EXCLAMATION MARKS !
  - Exclamation marks may be used to indicate excitement or a surprise. Please avoid adding too many exclamation marks as one is usually sufficient.

- COMMAS ,
  - Commas should only be used where appropriate in a sentence. If a sentence continues into the second segment, a comma should not be added at the end of the first segment unless it is appropriate.
  - Commas do not indicate pause. For example, when a character says “I” or “but” and then pauses for a couple of seconds, do not put a comma after those words. If the full sentence someone is trying to say is “I love you,” and he/she gives a long pause after the “I” and you put a comma after it, the complete sentence now becomes “I, love you,” which is incorrect.
  - When a character is talking to another and addresses him/her by name, a comma should follow the name. For example, if Anna wants to ask Bob if
he’s seen the movie, the subtitle would be “Bob, have you seen the movie?”

- **QUOTATION MARKS (aka. Speech Marks) “ ” or ‘ ’**
  - Quotation marks should be used when quoting. For example: He said, “Don’t do it.”
  - They may also be used for sarcasm: Apparently they were ‘happy’.

- **ELLIPSES …**
  - … or . . . may be used to indicate a pause in the sentence or a sentence that is incomplete
  - . . . is generally used for big, dramatic pauses
  - … can be used when someone is interrupted

- **CAPITALS**
  - Capitals should be used at the beginning of every sentence, NOT the beginning of every segment.
  - A capitalised sentence should only be used when the character is yelling. An exclamation mark should be used instead where they are only slightly shouting or to express distress or the tone of anger in their speech.

- **USE PROPER ENGLISH**
  - Avoid using slang english or shortened forms of words. For example, avoid using ‘LOL’, ‘ya’ or ‘wanna’ etc.
  - Avoid subbing any words that contain no meaning such as “Haha” or “Hmmm…”
  - If a question is asked with ‘right?’ at the end it should be worded like this e.g. “We are going to this restaurant, right?”

**STRUCTURE**

- **BREAK <br>**
  - A break should be added to separate two sentences in one segment or to add a note or explanation in round brackets ( ) on the line below the translated sentence.

- **TWO SPEAKERS IN ONE SEGMENT**
  - This should be displayed like this:
    - Speaker A
    - Speaker B
  - The code for writing this is:
    - Speaker A <br> - Speaker B
IV. EDITING

BECOME AN APPROVED EDITOR IN THE TEAM
Subbers are not allowed to edit unless the subtitle is incomplete (only subs half of the segment) or completely wrong. Approved editors from the editing team are the ones who takes care of things such as wording, grammar or punctuation issues.

TRANSLATION EDITORS
Some teams have delegated editors to become translation editors. They are editors who are fluent in the video’s original language and English. Specifically checking whether the translations are correct.

● PRESERVING THE MEANING OF THE SENTENCE
  ○ Translation editors should try to preserve the meaning of the sentence as accurate as possible.

● PRESERVE THE TONE OF VOICE
  ○ If sarcasm was used, please edit the translation to preserve this.

● INCLUDE NOTES OR EXPLANATIONS WHERE NEEDED
  ○ Translation editors should check translations of idioms and slangs closely and where necessary provide notes or explanations using the format taught in chapter III.

GENERAL EDITORS
General editors should be fluent in English and be very familiar with the grammar and punctuation conventions used in English.

● MAKE MINIMAL CHANGES
  ○ To respect the contribution of the subbers, please avoid making any unnecessary changes. For example:
    ■ do not edit the subtitle if it is only to add a break to the subtitle unless it is needed in the situation of 2 speakers. (The 2 speakers must be placed on separate lines)
- if the original sentence is correct in terms of grammar and punctuation then please do not change the sentence. Only make a change if the original subtitle has an awkward choice of wording.
- Do not edit the subtitle if … was not originally used to indicate a pause.

- BE AWARE OF THE GUIDELINES FOR SUBBING SO THAT YOU CAN MAKE APPROPRIATE CHANGES OR ADDITIONS
  - Please be aware of where italics, music symbols, round brackets and square brackets should be used to be able to add these in when editing. These can be found in Chapter III.

- HAVE AN ASSUMPTION THAT THE ORIGINAL SUBTITLE IS TRANSLATED AT ITS BEST AND PRESERVES MOST OF THE MEANING
  - Please do not try to rearrange a grammatically correct sentence as it may change the meaning of the sentence. This is especially so for Chinese. A small change in the wording of a sentence could change the whole meaning of a subtitle therefore please assume that the original subtitle is correct and make punctuation/grammar changes where needed only.

- GRAMMAR AND PUNCTUATION EDITING
  - General editors are assumed to have knowledge of correct English Grammar and Punctuation. This includes the correct phrasing of a sentence, correct tense and correct positioning of full stops/periods, commas, questions marks and speech marks.
  - These will need to be included where needed and also follow the guidelines in Chapter III.

MODERATOR’S ACCESS
In most teams, editors are given moderator access to lock and unlock subtitles. If so, editors should not tamper with any of the other moderator functions such as editing the cover page, adding segmenters (this includes adding yourself and others) or editing the video titles. Editors should only use this privilege to lock and unlock subtitles when they are doing their edits.

LOCKING/UNLOCKING SUBTITLES
1. To lock/unlock, please click on the Manage Video button:
2. You will then see something like this:

In the image above, the subtitles are locked. The subtitles will be locked when the editors enter so that other people cannot change or edit the subtitles while they are waiting for the editors to come and make the edits. Please click on the Unlock button to unlock the subtitles.

3. After you have finished editing, please lock the episode.
In the image above, the subtitles are unlocked as the editor was just doing the editing. Please now lock the editor from abusers changing the edited subtitles by clicking the Lock Button.

**POSTING IN TEAM DISCUSSION**
Similar to the subbing protocol, editors should post a note in team discussion to notify others that you are editing on a certain part. Other editors should not enter a part where another editor is editing.

When finished with editing a part, please leave a note in the team discussion notifying the team the part which you have edited.

**NOTIFYING THE CHANNEL MANAGER OR ENGLISH MODERATOR**
If you are the sole translation editor, last translation editor (the editor who translates the last available part), or sole general editor, please inform the channel manager or english moderator that the episode has been completely edited. The Channel Manager or Moderator will then know that the episode is ready to proceed with the next steps. For example, send to final editor or open it to other languages.

**V. SUBTITLE ABUSERS**

**WHAT IS AN ABUSER?**
An abuser is one who does not adhere to channel rules and violates the rules continuously.

This includes using profanity on the channel, beginning to subtitle before the segments are ready, before the English subtitles are edited and marked as completed or changing the subtitles to another language. For example, adding Spanish subtitles to the English subtitle section. Therefore, always wait for the GO from the CM or Moderator before you subtitle an episode. You may also refer to the announcement on the cover page for information on whether an episode is open for your language.

Every channel handles an abuser differently. Usually you will receive one warning from the Channel Manager or the moderator and if the behaviour continues you may be reported to Viki staff and Viki’s staff will handle the matter directly.

WHAT HAPPENS IF YOU ARE AN ABUSER?
If you are identified as an abuser, other Viki teams would be very hesitant to take you on as a team mate.

If you are reported to Viki as an abuser, you would lose Viki Privileges such as having free access to the viki videos. Further escalation may result in a ban from Viki from being able to contribute using your account in the future. That means you would be DENIED access into the Subtitle Editor.

APPENDIX
FIGURE 1.1 A diagram by miliefleurie illustrating the process of adding segments and subtitles to a video.