



## Why Enable Captioning

People who experience deafness or hard of hearing rely on the captioning feature in zoom. If it is not enabled, they can not fully participate in the discussion. Also, as with all “hidden disabilities,” they may not feel comfortable disclosing their disability by asking for captioning. To be inclusive, normalize the use of captioning by turning the feature on.

To streamline management of the feature once it is enabled for the host - and again to avoid placing the burden on the person with the disability, make sure live transcription is enabled and don't check the box forcing participants to request it.

The interface and instructions on Zoom are bit dense, so here are some step by steps from an accessibility and inclusion lens.

## Zoom Captioning: Host Instructions

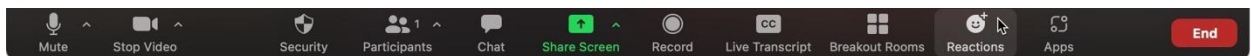
- 1) Log into your host zoom/account on the Web and go to “Advanced Settings” in Settings
- 2) Scroll down to Closed Captioning and enable the settings below

|                                       |                                                                                                                                                                                         |                                                                                                                                                                             |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Security                              | <b>Closed captioning</b>                                                                                                                                                                |   |
| Schedule Meeting                      | Allow host to type closed captions or assign a participant/3rd-party service to add closed captions                                                                                     |                                                                                                                                                                             |
| In Meeting (Basic)                    |                                                                                                                                                                                         |                                                                                                                                                                             |
| <a href="#">In Meeting (Advanced)</a> | <input checked="" type="checkbox"/> Allow use of caption API Token to integrate with 3rd-party Closed Captioning services                                                               |                                                                                                                                                                             |
| Calendar and Contacts                 | <input checked="" type="checkbox"/> Allow live transcription service to transcribe meeting automatically                                                                                |                                                                                                                                                                             |
| Email Notification                    | <input checked="" type="checkbox"/> Allow viewing of full transcript in the in-meeting side panel  |                                                                                                                                                                             |
| Admin Options                         |                                                                                                                                                                                         |                                                                                                                                                                             |
| More Settings                         | <b>Save Captions</b>                                                                                                                                                                    |   |
|                                       | Allow participants to save fully closed captions or transcripts                                                                                                                         |                                                                                                                                                                             |

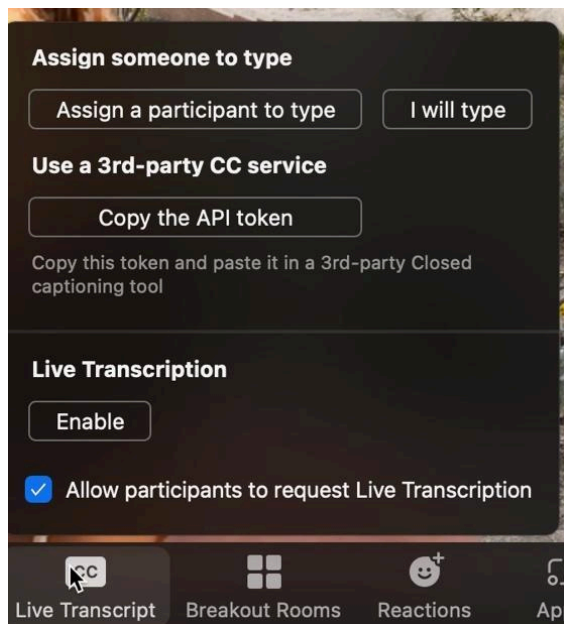
- 3) I check all three options because it is the most inclusive. Here is what each option means:

- Caption Token to integrate with 3<sup>rd</sup>-party Closed Captioning Services – these are professional (and expensive) services where a professional human captioner is doing the typing live.
- Allow live transcription to transcribe meeting automatically: This is a built-in feature of zoom that uses voice to text to transcribe the meeting as sub-titles or can open a side box with the full transcription. This feature generates a fairly accurate transcript, although some limitations if speakers have accents.
- Allow viewing of full transcription: This allows users to see a panel with full script (and save it) versus just seeing captions as sub-titles. U

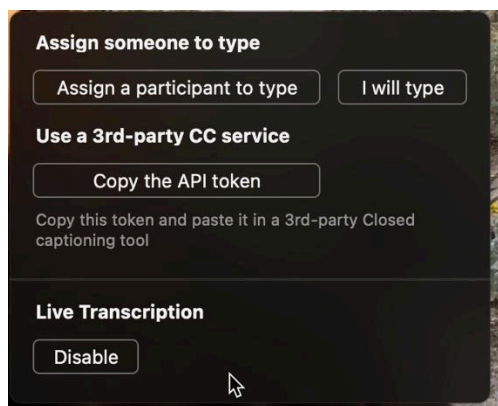
4) When you start a meeting as a host, you need go to your Zoom Toolbar in your host account, click the CC “Live Transcript” button which now appears on your toolbar.



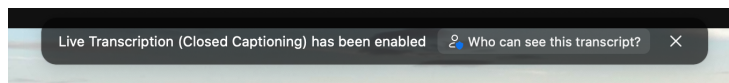
5) You have different options for captioning. Most likely, you will be using live transcription. By checking the box that says “Allows participants to request live transcription,” the user can request and you as host will see a prompt to approve the request. However, the user will need to go click on their CC button and select different options for how they would like the “Live Transcription” to appear on the screen (as a subtitle or in the transcription box). Only the participant who requests (and is granted) live transcription will see the live transcription.



If you want to make it easier for the end-user, you can click the “ENABLE” button and it will look like this:



As the host, you will see this message on the top of screen:



This enables live transcription for the host (and others who have it enabled on their account)

Details about using a 3<sup>rd</sup> party service or assigning someone to type the transcriptions during the meeting can be found [here](#):



<https://support.zoom.us/hc/en-us/articles/207279736-Managing-closed-captioning-and-live-transcription>

The live transcription in Zoom works pretty well, although there are some limitations with people who have accents or audio issues.

## User Instructions

To enable **Closed captioning** for your own account.

1. Sign in to the Zoom web portal.
2. In the navigation menu, click **Settings**.
3. Click the **Meeting** tab.
4. Under **In Meeting (Advanced)**, click the **Closed captioning** toggle to enable or disable it.
5. If a verification dialog displays, click **Enable** or **Disable** to verify the change.  
**Note:** If the option is grayed out, it has been locked at group or account level. You need to contact your Zoom admin.
6. (Optional) Select the check boxes to enable additional features:
  1. **Allow use of caption API Token to [integrate with 3rd-party Closed Captioning services](#)**
  2. **Enable live transcription service to transcribe meeting automatically**
  3. **Allow viewing of full transcript in the in-meeting side panel:** If disabled, participants can't view the full transcript in the side panel. They can only view captions in the video window of the meeting or webinar. Participants also won't be able to [save captions](#).

More details for users on how to adjust how the captioning looks on their screen:

<https://support.zoom.us/hc/en-us/articles/4403492514829-Viewing-closed-captioning-live-transcription>

**Note:** This feature requires Zoom version 5.7.0 or higher. (Users may need to upgrade their zoom clients to access)



## Screen Sharing Options

<https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen-or-desktop-on-Zoom>  
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