Zoom Accessibility Guide

Use this guide to enable live transcription for your meetings, caption recordings, turn on live transcription, and make other accessibility adjustments.

Note: Providing live transcription and automatic captions are best practices and are very useful for many participants. However, they vary in accuracy and are not replacements for accommodations. Contact **EAS** with any accommodation questions.

## Contents

Captioning Live Meetings

Captions (or live transcription) is an option that we have enabled by default for the host, but it must be turned on during each meeting by individual participants.

Notes:

- **Accuracy** may be improved with a headset, as well as by speaking at a moderate pace and enunciating well. If there are multiple speakers, be sure to take turns and not talk over each other. You may also check out the Participants panel to see if you are receiving any **Go Slower** feedback during the meeting.
- If you record your meeting, live transcription is **not** recorded. You may enable captions in the recording once it processes. Check out the Captioning Recordings area of this guide.
- The **full transcript** area is accessible to screen readers.
- If a third party/participant is providing closed captions as an accommodation through EAS, check out Zoom's Getting Started with Closed Captioning guide. The process of enabling and turning on CC is similar.

Host – Show Captions

1. Once you've started your meeting, if you wish to see the captions, click on the **Captions** option in the meeting toolbar.
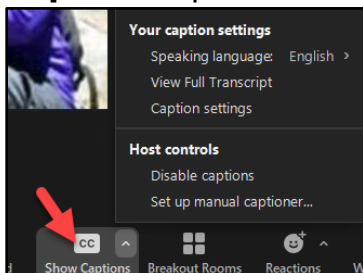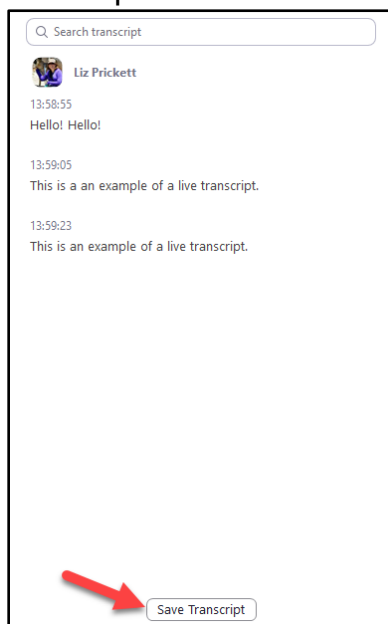

2. You'll receive a quick notice that **Live Transcript** is ON.
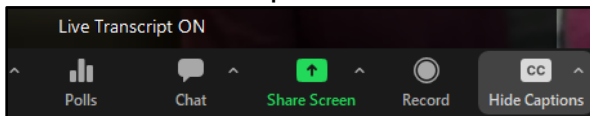
    If you or one of the participants enables the captions, you'll receive at notice that **A participant has enabled Closed Captioning**. And, **A participant has set the speaking language to English** (or other applicable language).
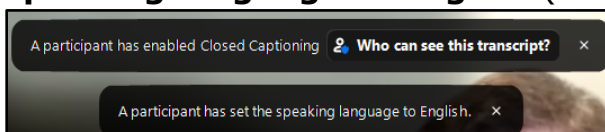
3. Whatever you (or participants) say will now be transcribed. By default, the live transcript appears like subtitles/closed captions at the bottom of your screen. If you need to move them, click on them (a hand icon will appear), and drag them to a preferred location.

4. If you want to see the scrolling transcript, click the **View Full Transcript** option in **Your caption** settings. This option allows you to search the transcript and see the speakers. Speakers will be displayed with the captions as well as the transcript. Since this is an automated system, sometimes the speakers are not 100% accurate, especially if the speakers are talking and switching quickly. There is an option for the host/participants to Save Transcript during the meeting.

Note: If you Save Transcript with this option, you'll receive a notice: **Transcript Saved**. Click the **Show in Folder** option to view the location on your computer where the file is saved.

This will take you to a Zoom folder on your PC. The file will be called meeting_saved_closed_caption. It is a timestamped text (.txt) file.
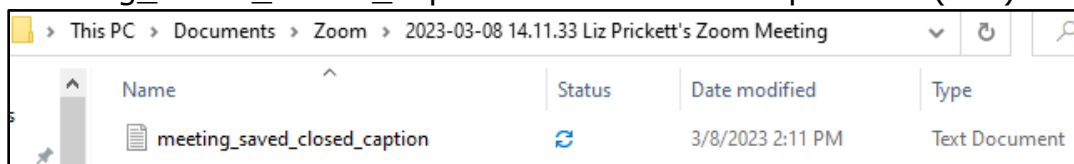
5. If you need to disable the live transcript for yourself, just click **Hide Captions**. If click the **Disable captions** option in **Host controls,** no one will have access.
6. To make other adjustments, click on Caption settings option in the **Captions** menu. This opens the **Accessibility** area of Zoom **Settings**.
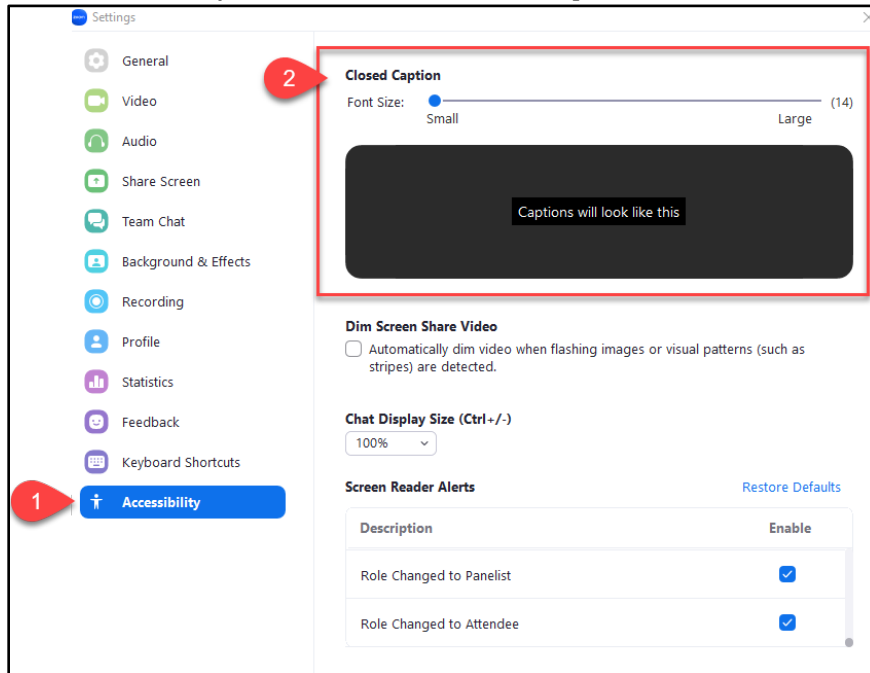
Note: The default is **Small** (14 pt font). You may enlarge the closed captions font size to up to **Large** (32 pt font). You may also adjust the **Chat Display Size** from this area. **100%** is the default, and you may select from **80%**, **100%**, **120%**, **150%**, **180%**, or **200%**.
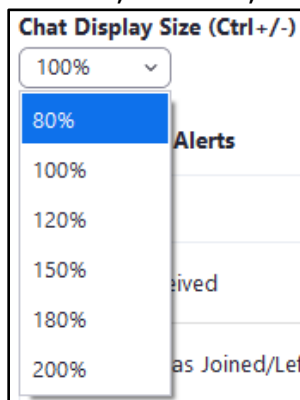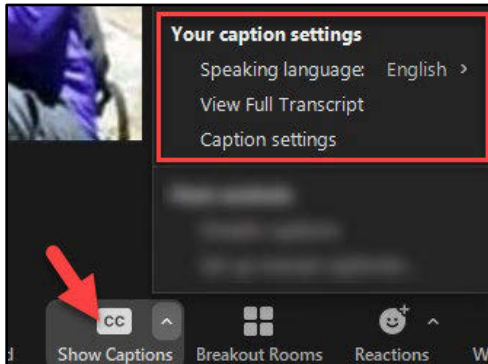
Participant – Show Captions

To turn on and adjust captions/live transcription as a participant during a meeting, follow these steps:
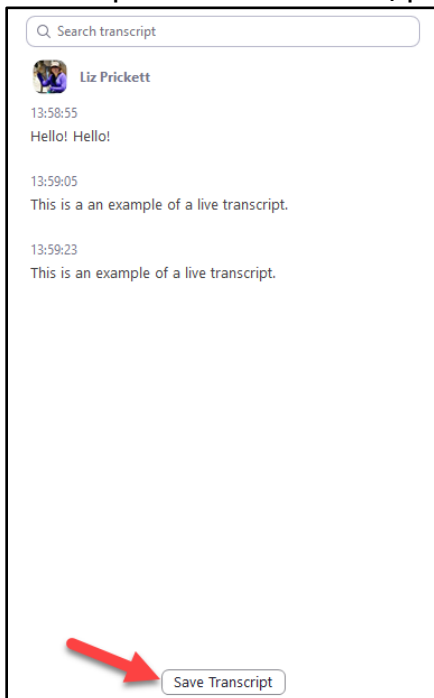
1. Click on the **Show Captions** button on the meeting toolbar.
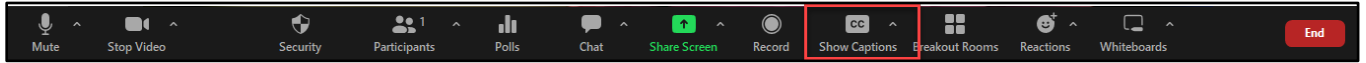
2. By default, the live transcript appears like subtitles/closed captions at the bottom of your screen. If you need to move them, click on them (a hand icon will appear), and drag them to a preferred location.

3. To make other adjustments, click on menu that is available in **Captions**.

4. If you want to see the scrolling transcript, click the **View Full Transcript** option in **Your caption** settings. This option allows you to search the transcript and see the speakers. Speakers will be displayed with the captions as well as the transcript. Since this is an automated system, sometimes the speakers are not 100% accurate, especially if the speakers are talking and switching quickly. There is an option for the host/participants to Save Transcript during the meeting.

Note: If you Save Transcript with this option, you'll receive a notice: **Transcript Saved**. Click the **Show in Folder** option to view the location on your computer where the file is saved.

Transcript Saved ✓	Show in Folder

This will take you to a Zoom folder on your PC. The file will be called meeting_saved_closed_caption. It is a timestamped text (.txt) file.

> This PC > Documents > Zoom > 2023-03-08 14.11.33 Liz Prickett's Zoom Meeting	✓	↻	🔍
Name	Status	Date modified	Type
📄 meeting_saved_closed_caption	⟳	3/8/2023 2:11 PM	Text Document

7. If you need to disable the live transcript, just click **Hide Captions**.
8. To make other adjustments, click on Caption settings option in the **Captions** menu. This opens the **Accessibility** area of Zoom **Settings**.
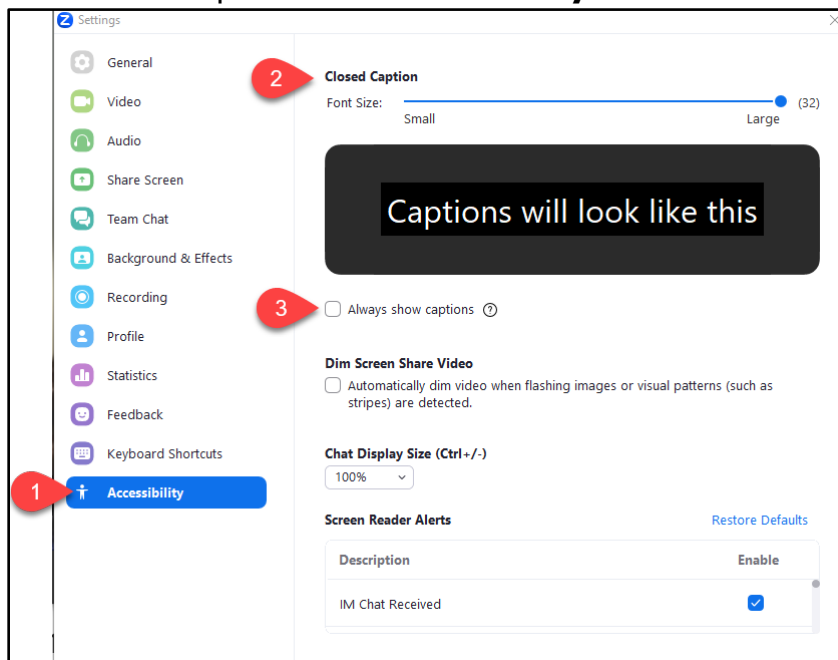
Notes:
- The default is **Small** (14 pt font). You may enlarge the closed captions font size to up to **Large** (32 pt font).
- You may checkmark the **Always show captions** option; this automatically shows and starts captions when you join a meeting.
- You may also check the option to **Dim Screen Share Video** (when flashing images or visual patterns are detected) and adjust the **Chat Display Size** from this area. **100%** is the default, and you may select from **80%**, **100%**, **120%**, **150%**, **180%**, or **200%**.

Captioning Recordings

Depending on your use case, your recordings may be delivered and viewed via Panopto or Zoom. Since we have an integration between Zoom and Panopto, any cloud recordings from Zoom are automatically saved in your Panopto > My Meetings folder, as well as in your Zoom Recordings > Cloud Recordings. If you are using Zoom with D2L, check out our Host and Participate in a Zoom Meeting with D2L for more information.

Panopto

Host – Enabling Captions

Captions from Zoom **cloud** recordings **automatically** come over to Panopto.

Note: In the event that you uploaded a desktop recording to Panopto, you may enable the captions in Panopto. Navigate to your video. You may add **captions** by using the **Import Automatic Captions** option in the **Edit** > **Captions** > **Import Captions** area. These auto-captions are editable for accuracy. Check out our Panopto captioning guide for detailed directions. You will also need to double check your sharing settings for your recording.

Participant – Viewing Captions/Transcript with Panopto

If a Panopto recording link is shared with you, you can use the Panopto viewer to view the video, including captions and searchable, scrolling transcript.
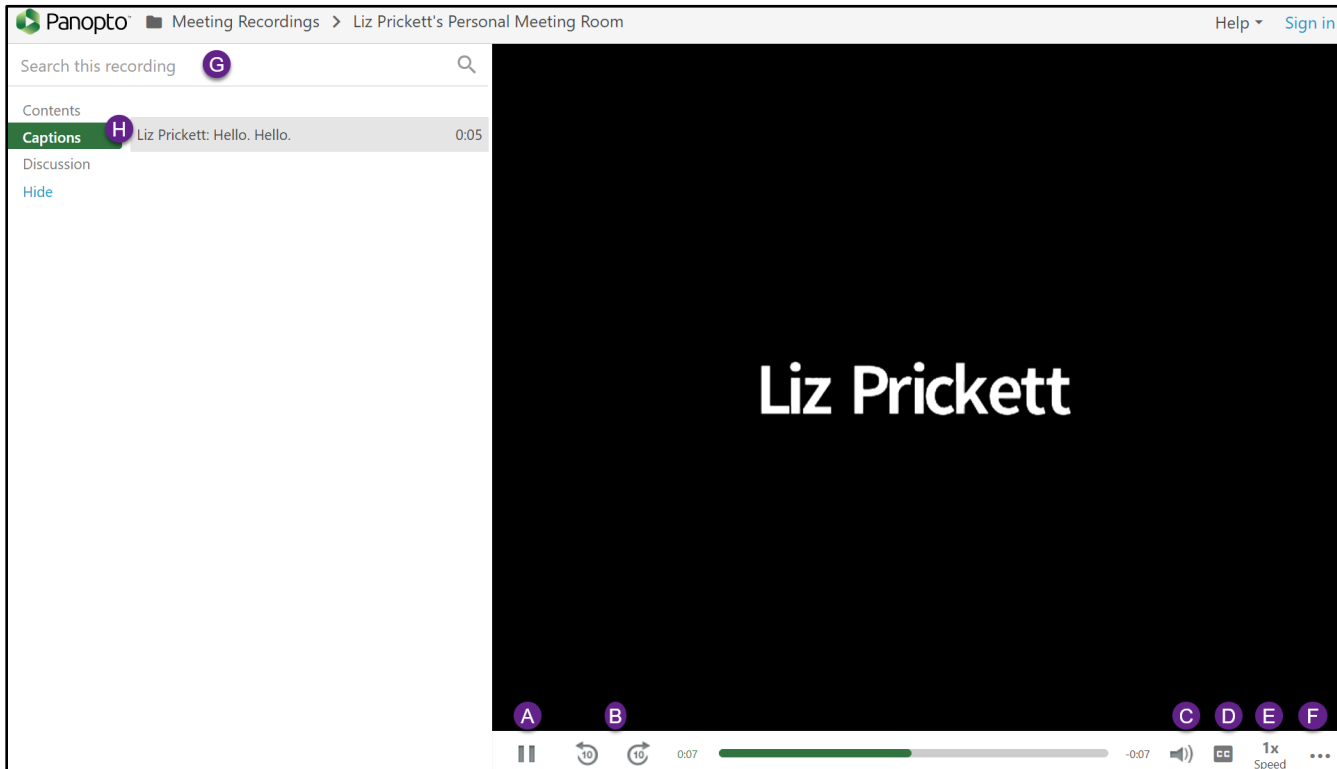
A. Play/Pause
B. Rewind/Fast Forward 10 seconds
C. Volume/Mute
D. Closed captions
E. Adjust play speed: Select from normal (1x), .5x, .75x, 1.25x, 1.5x, 1.75x, 2x
F. Caption settings: Adjust Position, Color, Size
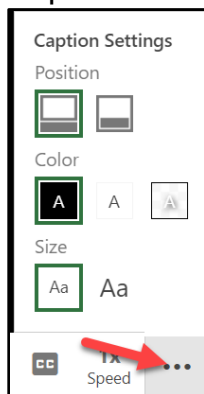
G. Search transcript
H. Scrolling, timestamped transcript

Zoom

Host – Enabling, Editing, and Sharing

If you decide to use a Zoom link to deliver your Zoom recordings, will need to use **cloud recordings** (vs local recording). The **audio transcript** option is already enabled by default. You will need to double check your sharing settings for your recording.

For a quick video tutorial from Zoom, check out Managing, Trimming, and Sharing Cloud Recordings.

1. Once your recording has processed, go to the **Zoom app** in MAVzone and **Sign in**.
2. Go to **Recordings**. In the **Cloud Recordings** tab, navigate to your recording.
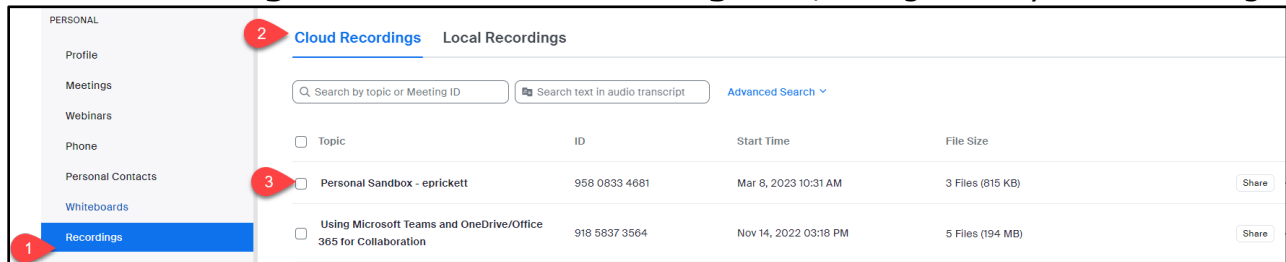

3. There will be several files with your recording: **Shared screen with speaker view** (MP4) file, **Audio only** (M4A file), and **Audio transcript** (VTT file). If you had chats, a **Chat** file (TXT) will also be available. Each is downloadable and/or linkable.
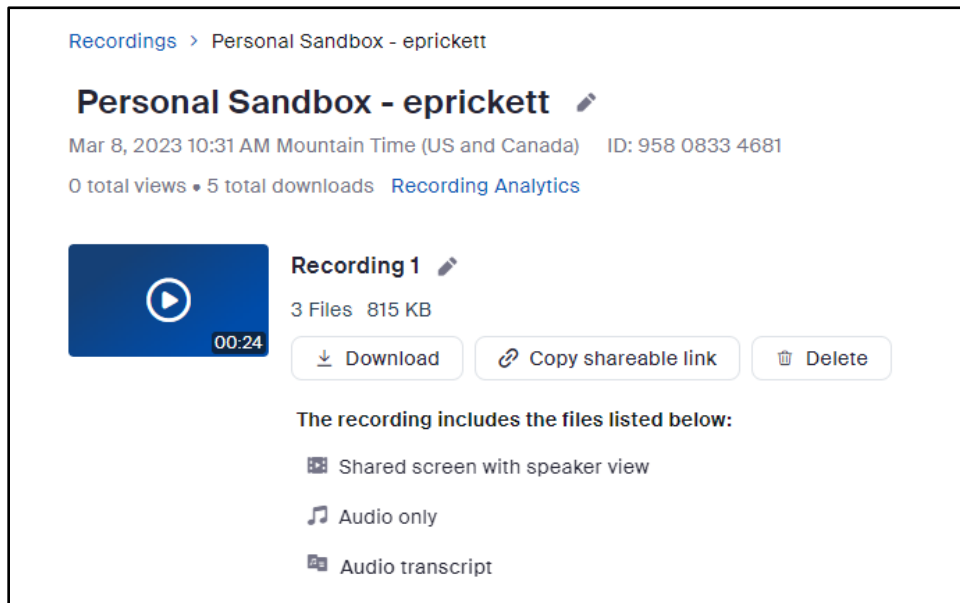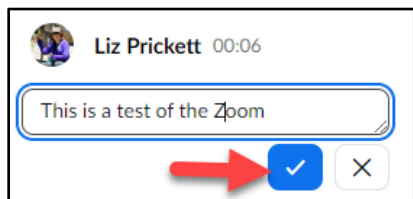
4. If you click on the **Shared screen with speaker view** file, you can view the video with captions/transcript.
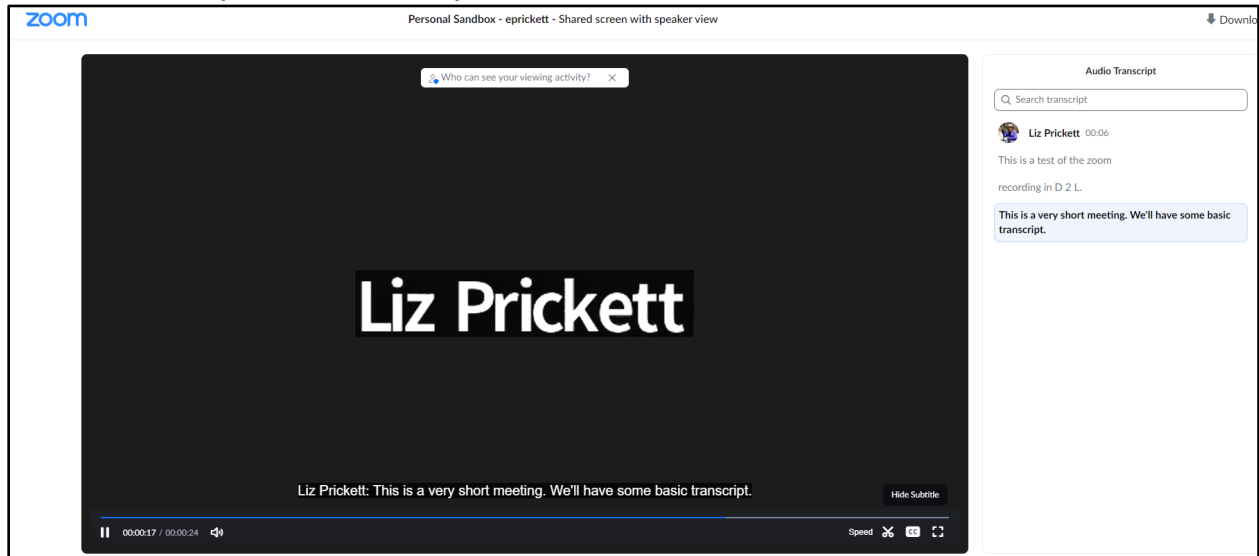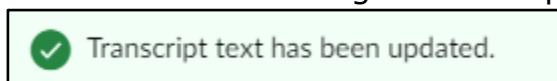

5. If you need to edit the captions/transcript, go to the **Audio Transcript** area and click on the line you wish to edit. Click on the **Edit** (pencil icon) button.
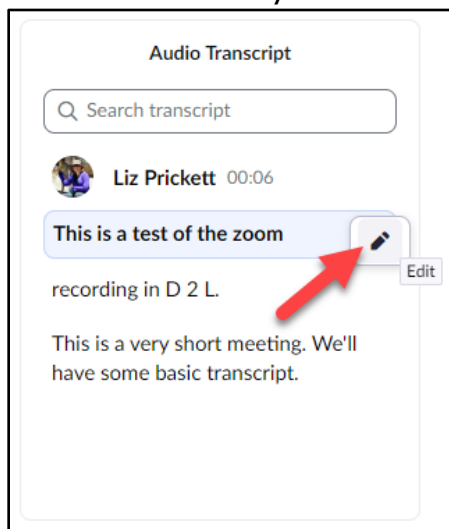

6. Edit as needed and click the **Save** (blue checkmark icon) button.


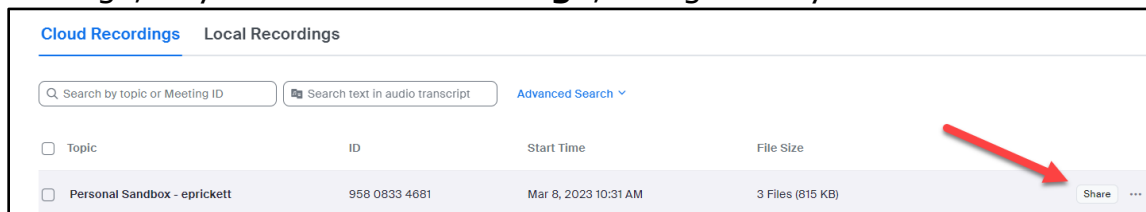7. You'll receive a message: Transcript text has been updated.

8. Now, to share your video, you navigate back to your **Shared screen with speaker view** file, and hover over it.
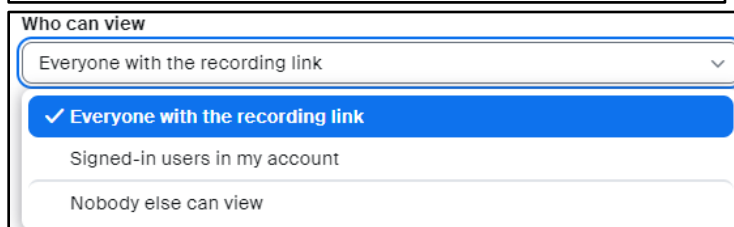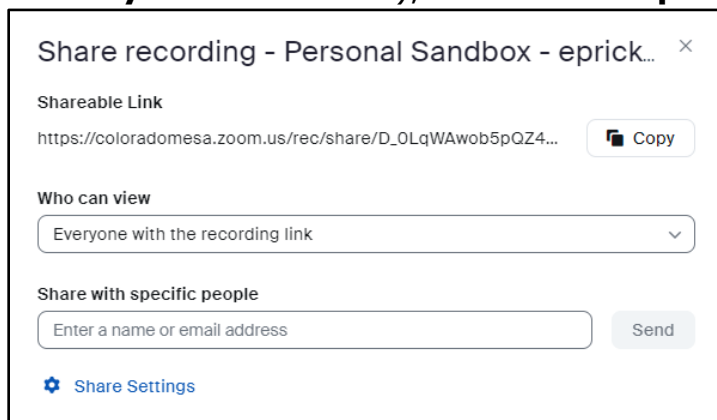
9. Click on the **Share** (link icon) option.

The recording includes the files listed below:

▣ Shared screen with speaker view   ⬇ 🔗 🗑
♫ Audio only
🔤 Audio transcript
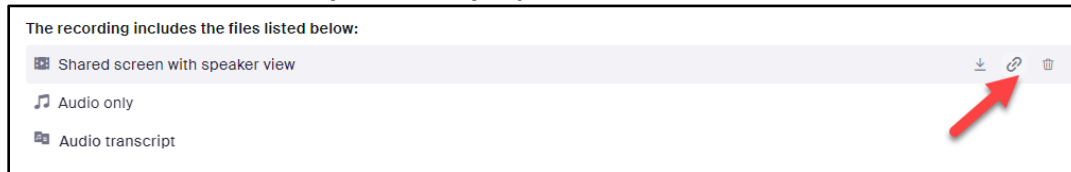
10.   You'll receive a message: **The shareable link as copied to the clipboard**.

✅ The shareable link is copied to clipboard
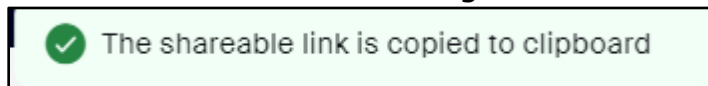
11.   Now you can share the link as needed. You may need to share a **passcode** if you enabled one.

12.   If you don't know the passcode or need to double check your sharing settings, in your **Cloud Recordings**, navigate to your video and click **Share**.

Cloud Recordings   Local Recordings

🔍 Search by topic or Meeting ID   🔤 Search text in audio transcript   Advanced Search ⌄

☐ Topic   ID   Start Time   File Size

☐ Personal Sandbox - eprickett   958 0833 4681   Mar 8, 2023 10:31 AM   3 Files (815 KB)   Share …

13.   You'll be able to access your **Shareable Link**, adjust **Who can view** (**Everyone with the recording link**, **Signed-in users in my account** or **Nobody else can view**), **Share with specific people**, and **Share Settings**.

Share recording - Personal Sandbox - eprick…   ✕

Shareable Link

https://coloradomesa.zoom.us/rec/share/D_OLqWAwob5pQZ4…   📋 Copy

Who can view

Everyone with the recording link   ⌄

Share with specific people

Enter a name or email address   Send

⚙ Share Settings

Who can view

Everyone with the recording link   ⌄

✓ **Everyone with the recording link**

Signed-in users in my account

Nobody else can view

14.   Check/adjust your settings (**Set expiration date**, **Viewers can download**, **Viewers can see transcript**, **Viewers need to register to watch**, and/or **Passcode**) as needed and click **Save**. Note: You must keep **Viewers can see transcript** enabled in order for viewers to access the captions/transcript.

Share Settings

☐ Set expiration date
☑ Viewers can download
☑ Viewers can see transcript
☐ Viewers need to register to watch
☐ Passcode

Save   Cancel

☑ Passcode

[   ]

Passcode must:
• Have at least 8 characters
• Have at least 1 letter (a, b, c...)
• Have at least 1 number (1, 2, 3...)
• Have at least 1 special character (!, @, #...)

Note: If you need to access your own passcode, you'll be able to access it again in this menu.

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## Participant – Viewing Captions/Transcript with Zoom

If a Zoom recording link is shared with you, you can use the Zoom viewer to view the video, including captions and searchable, scrolling transcript.
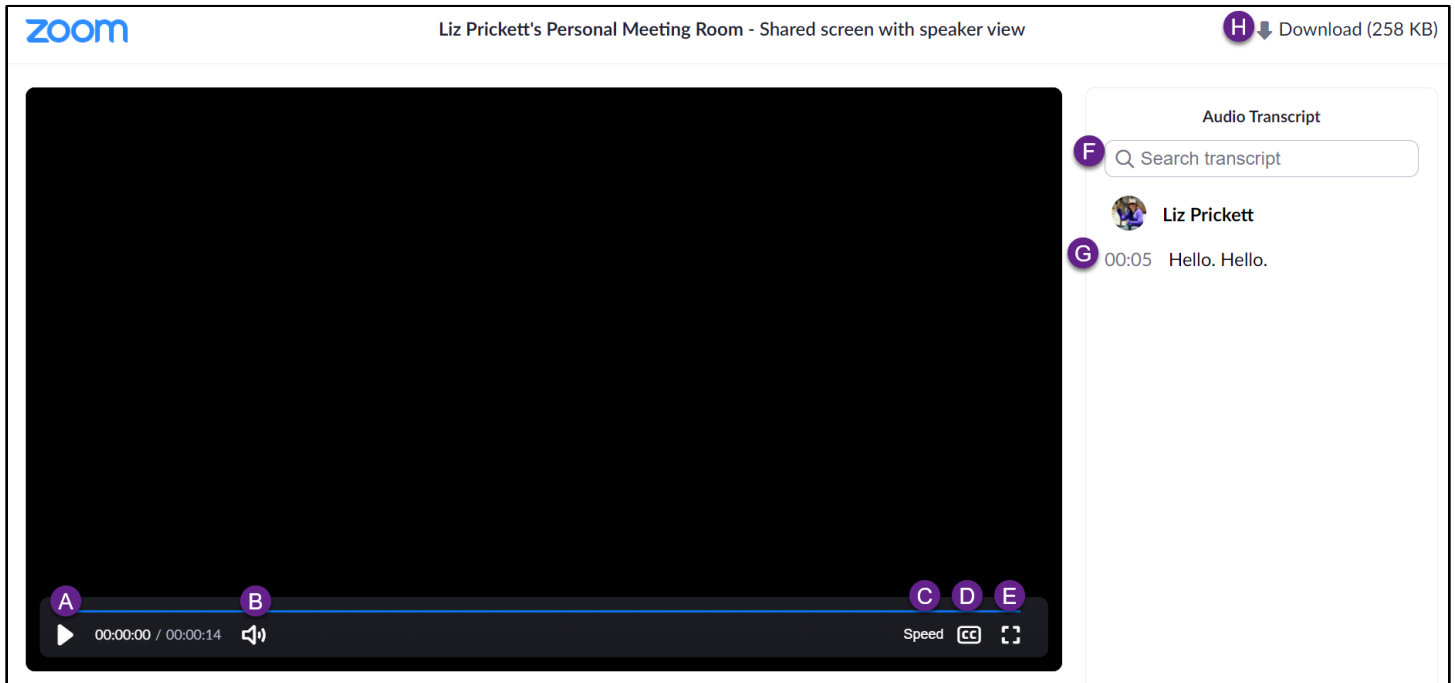
A. Play/Pause
B. Adjust volume/Mute
C. Adjust Speed: Select from normal, 1.5x, or 2.0x
D. View closed captions
E. View video fullscreen (no transcript)
F. Search transcript
G. Scrolling, timestamped transcript
H. Download video (if enabled by host)

Reading Lips (Using Slides as a Virtual Background)

Participants may focus on the **Speaker View** to read lips during a meeting when no screensharing is taking place. Some students who read lips may benefit from the use of the **Slides as Virtual Background** option when you share PowerPoints of Keynote presentations with Zoom. This option needs to be set up by the presenter.
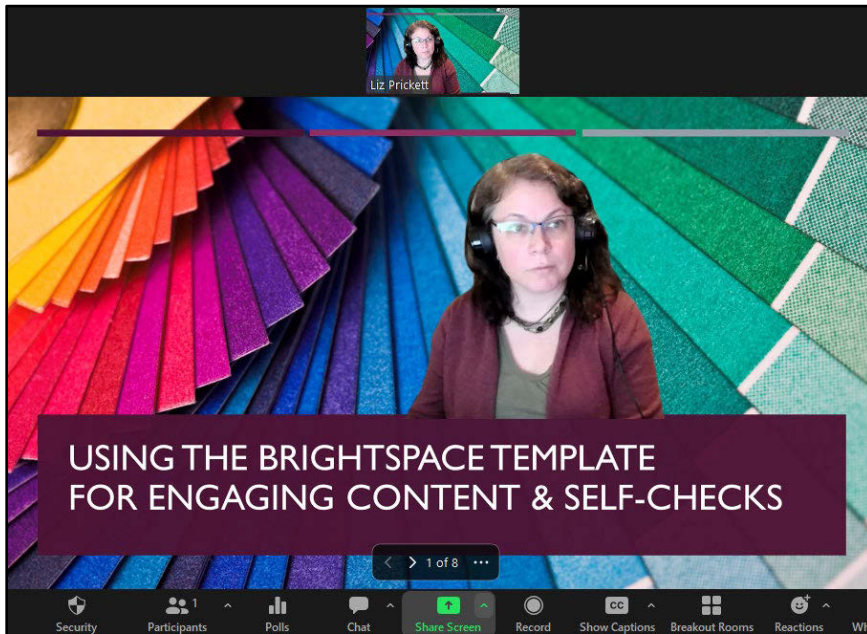
Before you try this option, here are some things to consider:

- Check out the System Requirements for Virtual Background.
- Be sure there is decent **contrast** between you and the background of your slides.
- Design the **layout** of your slides to allow space for your super-imposed image.
- Check your **lighting**.
- **Slide transitions** and **embedded videos** are disabled when sharing slides.
- Zoom takes a bit of **time** to load the PPT as images.
- You can **reposition** and/or **resize** your image as needed, but it's good to **practice** so you're familiar with the controls.
- The picture-in-picture does **not** currently save in the recording. You will see the speaker as a separate video. (Zoom is working on this, but right now, the recording will only show your slides, not your super-imposed image.)

Check out Zoom's guide for Sharing Slides as a Virtual Background.

![Colorado Mesa University - Distance Education logo]

Other Accessibility Considerations

While the user interface in Zoom is largely accessible, including keyboard and screen reader support, there are a few things to keep in mind.

Accessibility Settings

Users may make individual adjustments by going to the **Accessibility Settings** in their Zoom application. Adjustments to **Dim Screen Share Video**, **Closed Caption** and **Chat Display** sizes are available. Screen reader users may manage **Screen Reader Alerts** from this area.
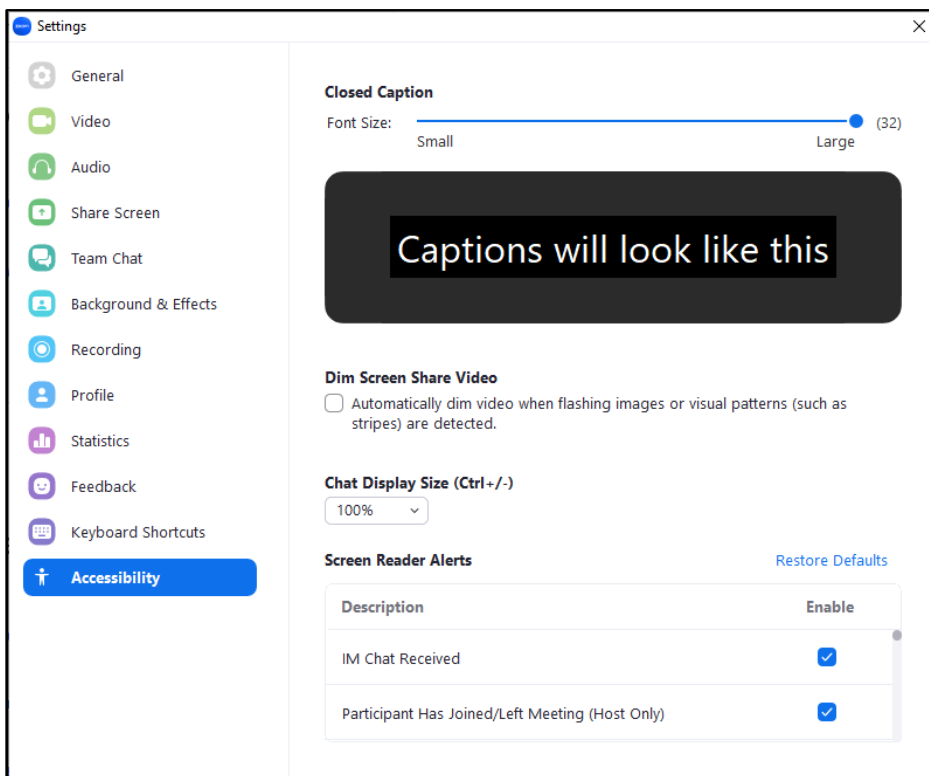
Keyboard Shortcuts

Share Zoom's keyboard shortcuts with participants as needed.
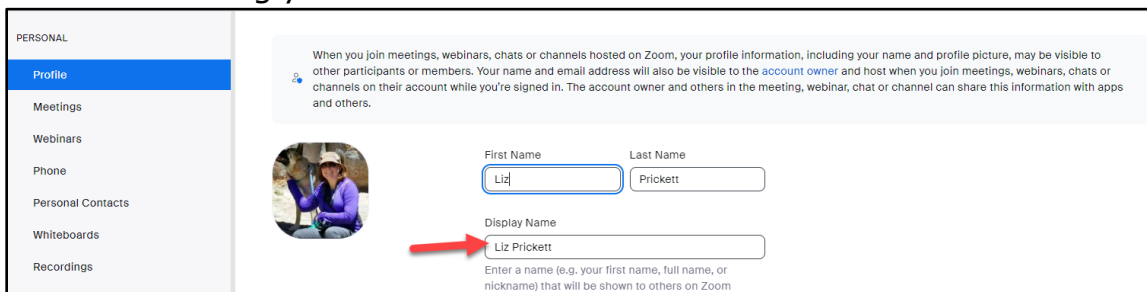
Virtual Background

If you choose to use a virtual background, use one that has little to no motion and is not distracting for participants.

Identify Speakers

Encourage participants to identify themselves before speaking.

Display name

Consider changing your display name (and encouraging participants and co-hosts to do the same) if it's unclear what role someone has in meeting. This may help live transcript users (as well as those viewing the Audio Transcript in recordings), since this is shown with the transcript. For example, it may be helpful to adjust the display name for a guest speaker's title, indicating who is the instructor or presenter during the class/meeting, indicating an interpreter, etc.) Go to **MAVZone** > **Applications** > **Zoom** > **Sign in** > **Profile** > **Edit** (the first section with your name) > Edit your **Display Name** accordingly.

Polls

While polls are generally accessible, consider these tips to increase accessibility: read questions aloud, give participants enough time to complete the poll, allow entries in Chat.

Nonverbal Feedback

You may appreciate nonverbal feedback during a meeting, and some students may prefer this quick option over text. This includes quick feedback such as yes, no, slow down, speed up, etc.) To make sure you've enabled it, go to **MAVZone** > **Applications** > **Zoom** > **Sign in** > **Settings > In Meeting Basic** > **Nonverbal Feedback** and **Meeting Reactions**. Use the sliders to enable non-verbal feedback and meeting reactions. (You may adjust to **Selected emojis** rather than all emojis if you wish.)

Visuals and Screensharing

Participants with visual impairments may have difficulty with the whiteboard and screensharing features as they are visuals and not text-based. Remember to **read/describe** what's happening on screen in this case. (It's also helpful to provide an alternate format before or after the meeting along with recording so that participants can review it later.) If you're streaming video, remember to share the computer sound. If you're sharing documents or web pages, you may share them with the participants as files or URLs before or after the meeting via email or D2L.

Resizing: Users may make individual adjustments during a meeting while the presenter is screensharing by clicking on **View Options**. By default, the view is set to F**it to Window**.
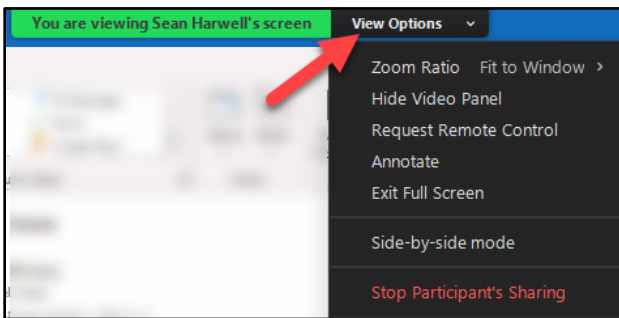
Click on **Zoom Ratio** to select from **Fit to Window**, **50%**, **100% (Original Size)**, **150%**, **200%** or **300%**.
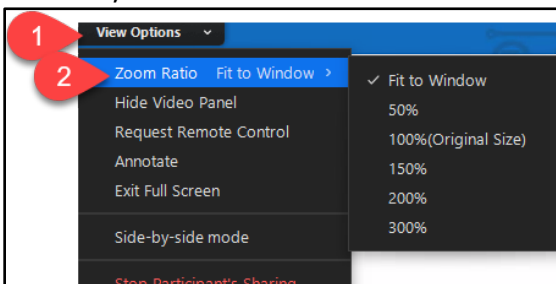
Note: You may also select **Follow Presenter's Pointer** (if you are not in the Fit to Window size option.)

Pinning and Spotlighting Videos

Pinning videos only affects the participant locally; no one else sees who is pinned. By default, participants can only pin 1 video at a time. The host may enable the multi-pin option for participants. This may be especially useful for participants using interpreters so that they can pin the speaker(s) and interpreter(s). Check out Zoom's guide for Pinning participants videos. The host may also elect to Spotlight videos. Spotlighted videos are seen by everyone.

Chat

Consider how you will manage Chat during your meeting. You have the option to avoid or limit this feature by turning off chat for everyone, only allowing private chat between the host and participants, or only allowing public chat (no private chat).

Another strategy is scheduling breaks with Q&A into your session. This gives participants time to ask questions closer to the applicable material, manages their expectations so they know when it's appropriate to ask questions, and allows the host to a better gauge for comprehension and engagement. If you don't use scheduled question breaks, consider assigning a chat helper to monitor questions. Consider allowing this person to chime in with appropriate questions and post docs, links, etc. and restate info in the chat.

Stop Incoming Video

Participants can stop all incoming video from appearing on their screen. (This does not affect other participants' screens.) This setting may help those who are photo-sensitive avoid overstimulation from viewing multiple video participants, as well as preserve bandwidth for screen sharing. Desktop: Settings > Video > Enable stop incoming video feature. Web: Settings > Meeting > In-meeting (Advanced) > Enable "Stop incoming video" feature (this is currently enabled by default).). To access this feature in a meeting, click the view button at the top-right corner of the screen.

Avatars

Consider if the use of Avatars is appropriate. Check out Zoom's Using Avatars in meetings and webinars.
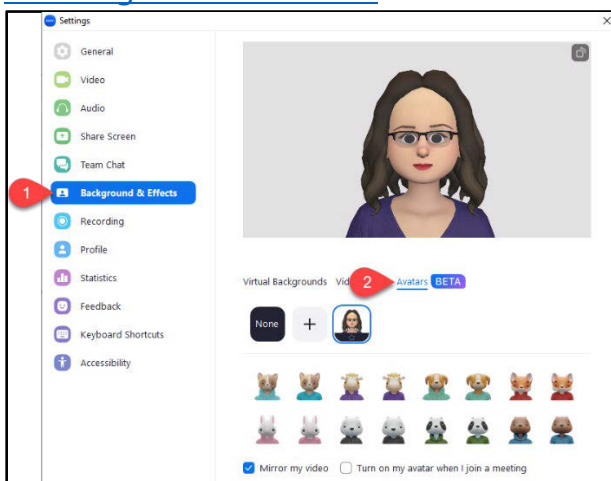
Sign Language Interpretation View

Contact **EAS**. Check out Enabling Sign Language interpretation view.