



## 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

- Zoom Accessibility Guide ..... 1
- Contents ..... 1
- Captioning Live Meetings..... 2
  - Host - Enabling Live Transcription ..... 2
  - Participant – Turning on Live Transcription ..... 6
- Captioning Recordings ..... 8
  - Panopto ..... 8
  - Zoom..... 10
- Reading Lips (Using Slides as a Virtual Background) ..... 14
- Other Accessibility Considerations ..... 16
  - Display name..... 16
  - Nonverbal Feedback ..... 16
  - Visuals and Screensharing ..... 17

Keyboard Shortcuts .....	17
Accessibility Settings .....	18

## Captioning Live Meetings

**Live transcription** is an option that must be enabled by the host and then turned on by the participant.

Notes:

- You only need to enable live transcription once in your Zoom **Settings**. Then, you will have the option to enable it on a case-by-case basis in each meeting.
- **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.
- Live transcription is **not** currently available in **Breakout Rooms**.
- 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.

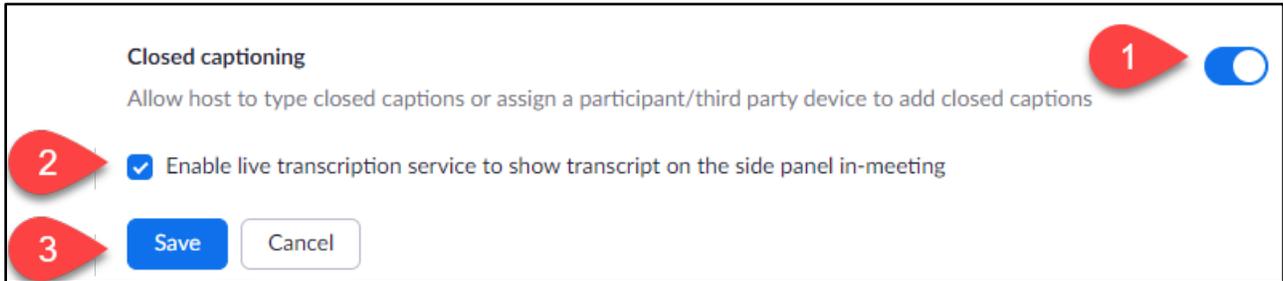
## Host - Enabling Live Transcription

To enable live transcription in meetings you host, follow these steps:

Before your meeting:

1. Go to the **Zoom app** in **MAVzone** and **Sign in**.
2. Go to **Settings**.
3. In the **Meeting** tab, go to **In Meeting (Advanced)**.
4. Use the slider to enable **Closed captioning**.
5. Checkmark **Enable live transcription service to show transcript on the side panel in-meeting**.

6. Click **Save**.



- Optional: If you want to **allow participants to save fully closed captions or transcripts**, use the slider to enable the **Save Captions** option. This allows any participant and/or host to download and save a copy of the transcript.



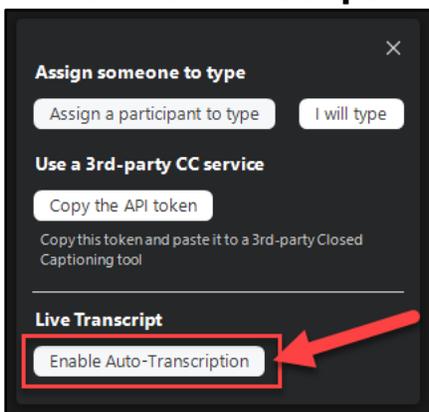
Note: If this is enabled, any participant may save and download the meeting transcript. If this is not enabled, participants can still view the live transcription during the meeting, but they cannot download and save the transcript. The host is not able to download and save it either.

During your meeting:

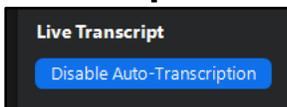
- Once you've started your meeting, click on the **Live Transcript** option in the meeting toolbar.



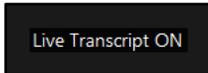
- In the **Live Transcript** area, click the **Enable Auto-Transcription** button.



If you need to disable the live transcript, just go back and click the **Disable Auto-Transcription** button.

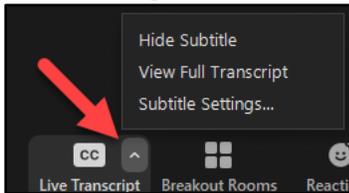


3. You will now see a message: **Live Transcript ON.**



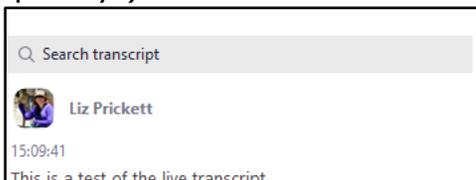
4. Whatever you (or participants) say will now be transcribed. By default, the live transcript appears like subtitles/closed captions at the bottom of your screen. If you need to move them, click on them (a hand icon will appear), and drag them to a preferred location.

5. To make other adjustments, click on menu that is now available in **Live Transcript.**



6. This allows you to:

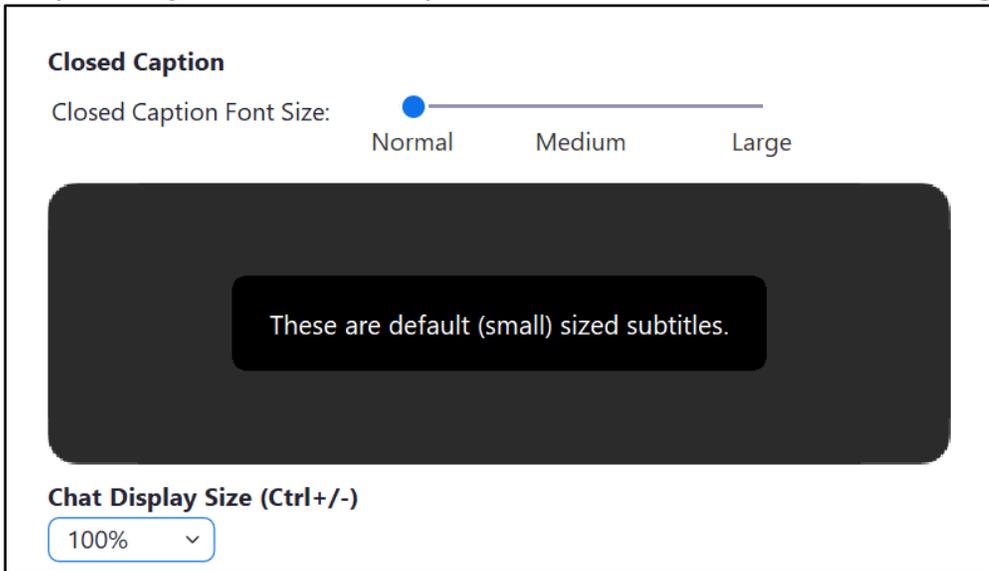
- a. **Hide Subtitle:** if you do not wish to view the live transcript in a subtitle/closed caption format.
- b. **View Full Transcript:** if you wish to view a scrolling transcript on the side of the screen. This option allows you to search the transcript and see the speakers. (Since this is an automated system, sometimes the speakers are not 100% accurate, especially if the speakers are talking and switching quickly.)



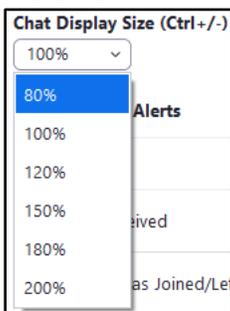
This is also the area that allows you to **Save Transcript** if you enabled that option.



- c. Adjust **Subtitle Settings**: if you wish to adjust the sizing of the subtitles. This takes you to your **Accessibility Settings**. The default is **Normal**. You may enlarge the closed captions font size to **Medium** or **Large**.



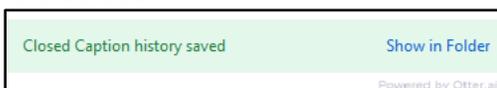
You may also adjust the **Chat Display Size** from this area. **100%** is the default, and you may select from **80%**, **100%**, **120%**, **150%**, **180%**, or **200%**.



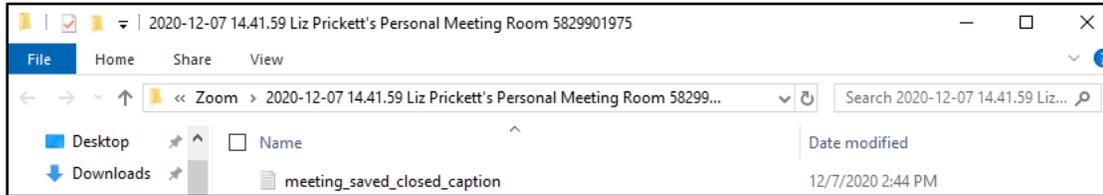
7. Optional: If enabled, and if you wish to save a copy of your transcript:
- Click the **Save Transcript** button in the **Full Transcript** area.



- Then, you'll receive a notice: **Closed Caption history saved**. Click the **Show in Folder** option to view the location on your computer where the file is saved.



- c. 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.



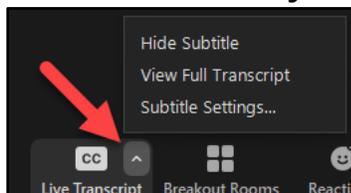
## Participant – Turning on Live Transcription

### Notes:

- The meeting host has to enable live transcription before the meeting.
- If a participant/third party is providing closed captions as an accommodation through EAS, the process of turning on CC is similar. You will see a **CC Closed Captions** button in the meeting toolbar instead of CC Live Transcription.

To turn on and adjust live transcription as a participant during a meeting, follow these steps:

1. Click on the **Live Transcript** 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 **Live Transcript**.



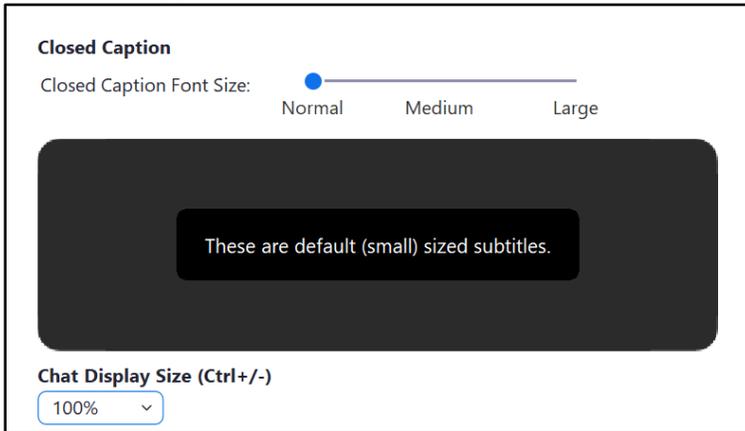
4. This allows you to:
  - a. **Hide Subtitle:** if you do not wish to view the live transcript in a subtitle/closed caption format.
  - b. **View Full Transcript:** if you wish to view a scrolling transcript on the side of the screen. This option allows you to search the transcript and see the speakers. (Since this is an automated system, sometimes the speakers are not 100% accurate, especially if the speakers are talking and switching quickly.)



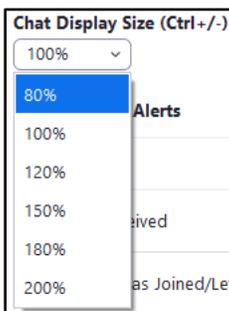
This is also the area that allows you to **Save Transcript** if you enabled that option.



- c. Adjust **Subtitle Settings**: if you wish to adjust the sizing of the subtitles. This takes you to your **Accessibility Settings**. The default is **Normal**. You may enlarge the closed captions font size to **Medium** or **Large**.



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%**.



- 5. Optional: If your meeting host enabled it, and if you wish to save a copy of the meeting transcript:

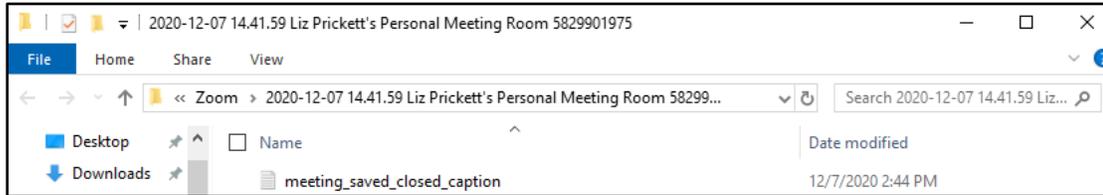
- a. Click the **Save Transcript** button in the **Full Transcript** area.



- b. Then, you'll receive a notice: **Closed Caption history saved**. Click the **Show in Folder** option to view the location on your computer where the file is saved.



- c. 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.



## 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.

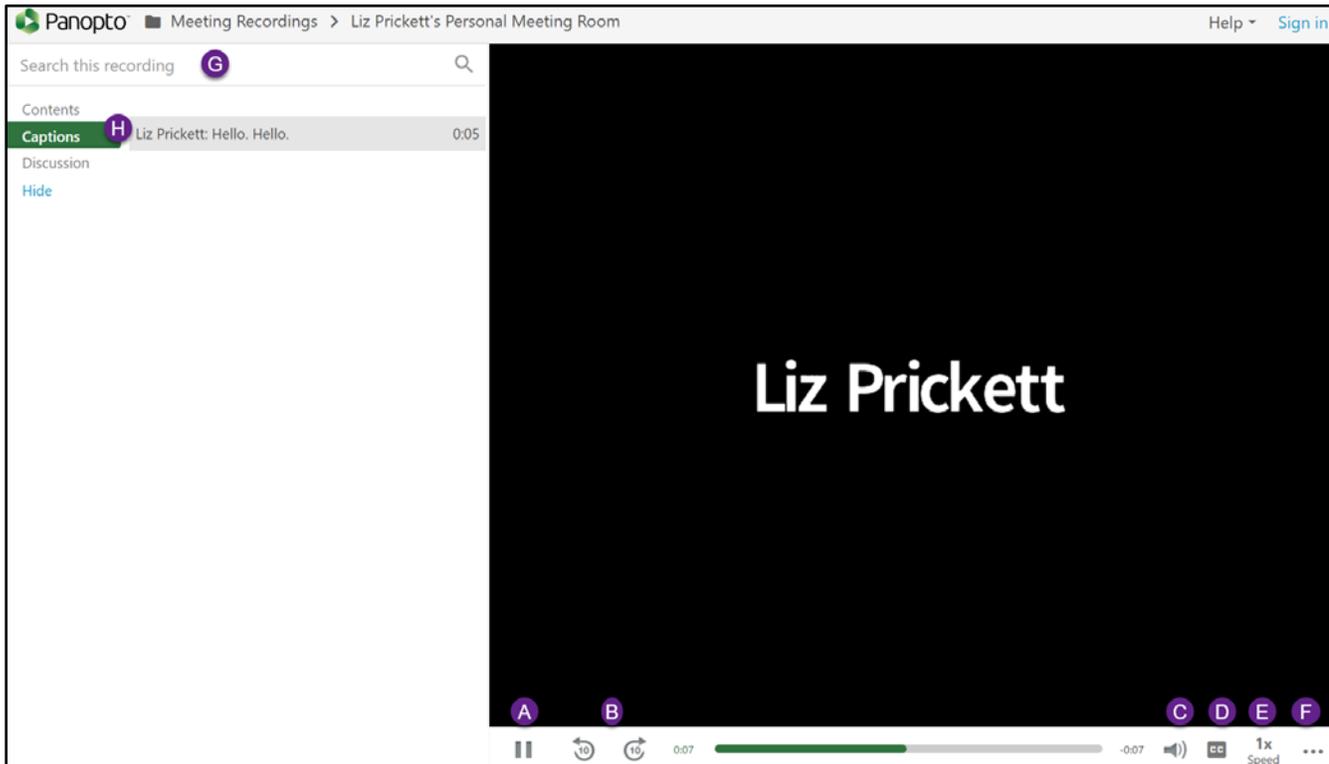
## Panopto

### Host – Enabling Captions

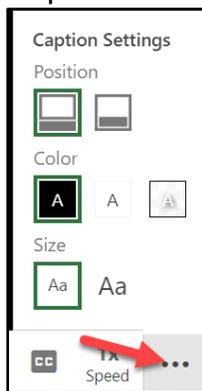
Captions can be created after your meeting is over with Panopto. Navigate to your video. You may add **captions** by using the **Import Automatic Captions** option in the **Edit > Captions > Import Captions** area. These auto-captions are editable for accuracy. Check out our [Panopto captioning guide](#) 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

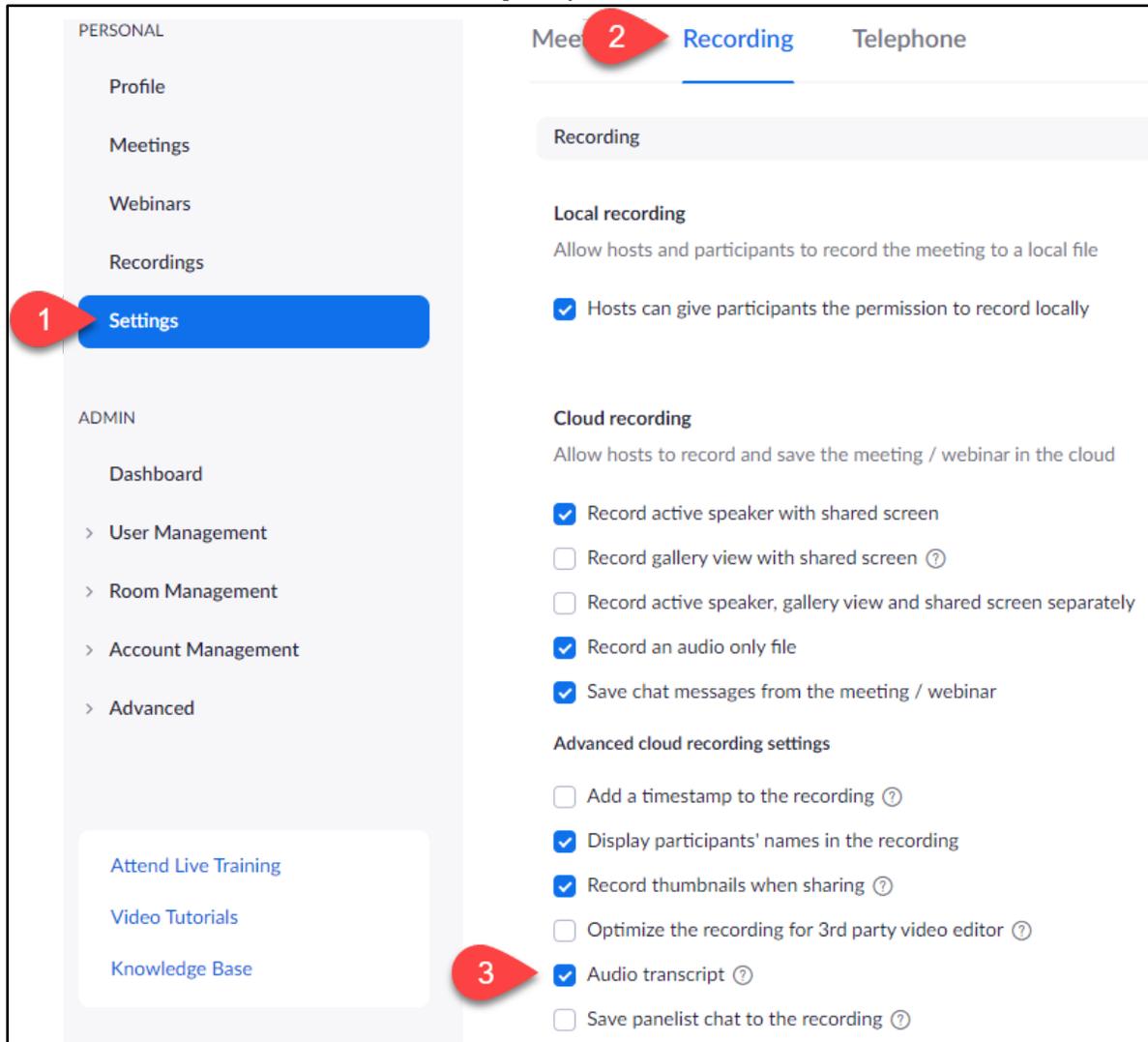
## Zoom

### 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). You will need to enable **audio transcript** before your meeting. (You only need to enable this setting once.) You will also need to double check your sharing settings for your recording.

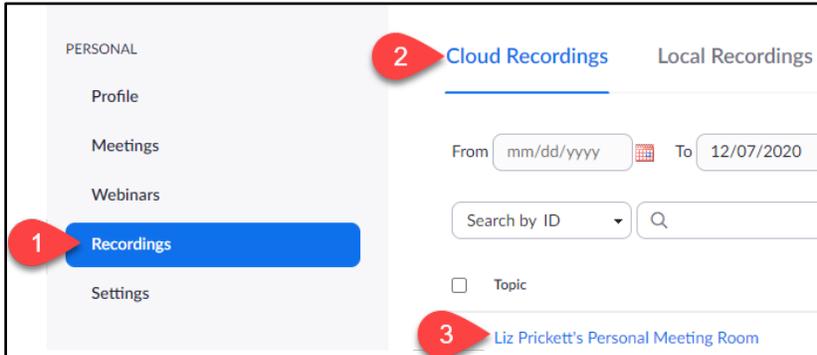
For a quick video tutorial from Zoom, check out [Cloud Recording Playback Overview: Audio, Share Screen, and Transcript](#).

1. Go to the **Zoom app** in **MAVzone** and **Sign in**.
2. Go to **Settings**.
3. In the **Recording** tab, go to the **Advanced cloud recording settings**.
4. Checkmark the **Audio Transcript** option.

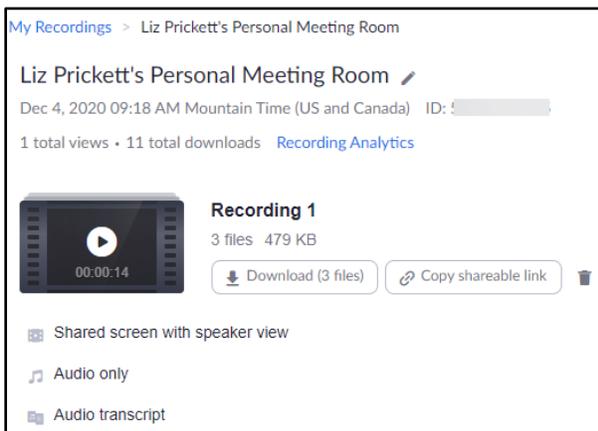


The screenshot shows the Zoom settings interface. On the left, a sidebar menu is visible with 'Settings' highlighted and marked with a red callout '1'. The main content area is titled 'Recording' and marked with a red callout '2'. It is divided into three sections: 'Local recording', 'Cloud recording', and 'Advanced cloud recording settings'. In the 'Cloud recording' section, 'Record an audio only file' and 'Save chat messages from the meeting / webinar' are checked. In the 'Advanced cloud recording settings' section, 'Audio transcript' is checked and marked with a red callout '3'. Other options like 'Add a timestamp to the recording', 'Display participants' names in the recording', 'Record thumbnails when sharing', 'Optimize the recording for 3rd party video editor', and 'Save panelist chat to the recording' are unchecked.

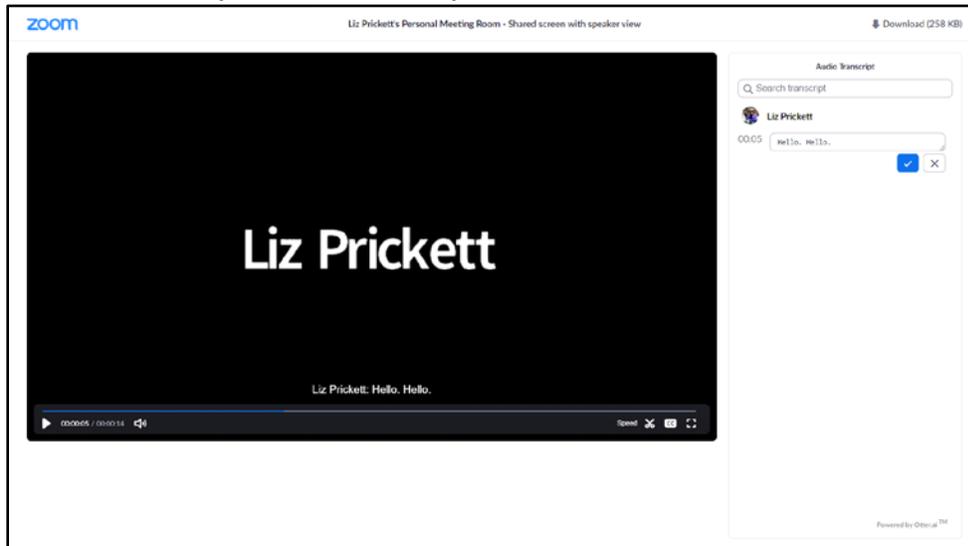
5. Record your meeting to the cloud.
6. Once your recording has processed, go to the **Zoom app** in MAVzone and **Sign in**.
7. Go to **Recordings**. In the **Cloud Recordings** tab, navigate to your recording.



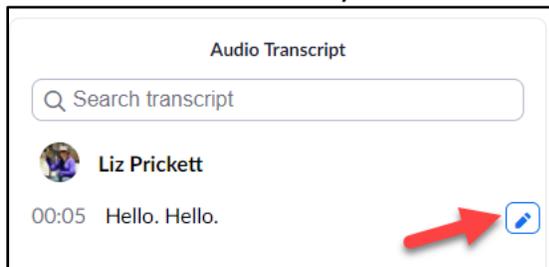
8. There will be several files with your recording: **Shared screen with speaker view** (MP4) file, **Audio only** (M4A file), and **Audio transcript** (VTT file). If you had chats, a **Chat** file (TXT) will also be available. Each is downloadable and/or linkable.



9. If you click on the **Shared screen with speaker view** file, you can view the video with captions/transcript.



10. 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.



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



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



13. Now, to share your video, you navigate back to your **Shared screen with speaker view** file, and hover over it.

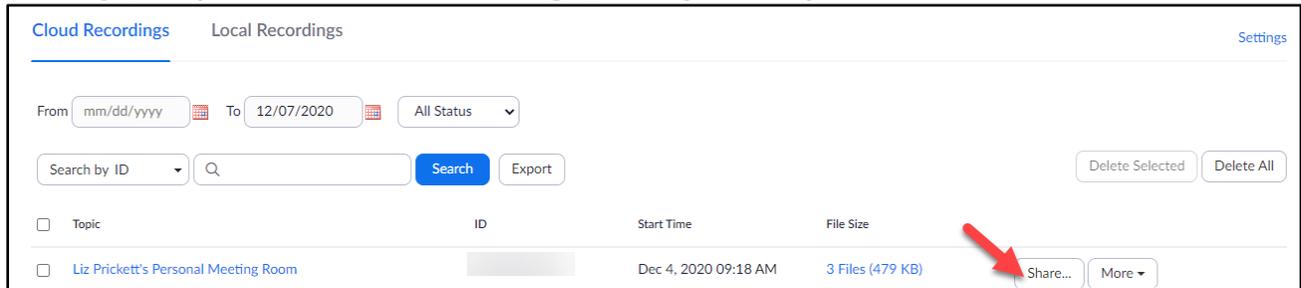
14. Click on the **Share** (link icon) option.



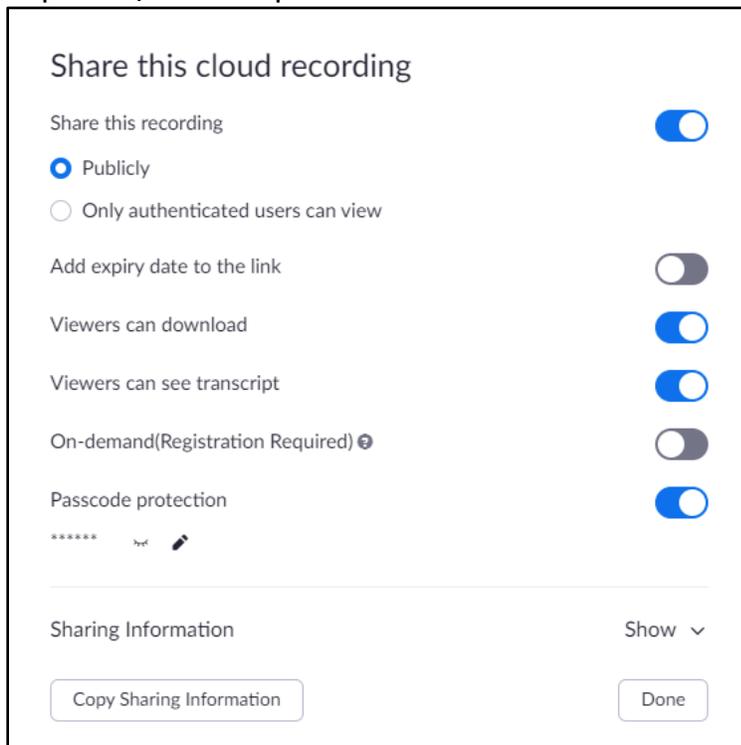
15. You'll receive a message: **The shareable link as copied to the clipboard.**



16. Now you can share the link as needed. You may need to share a **passcode** if you enabled one.
17. 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**.



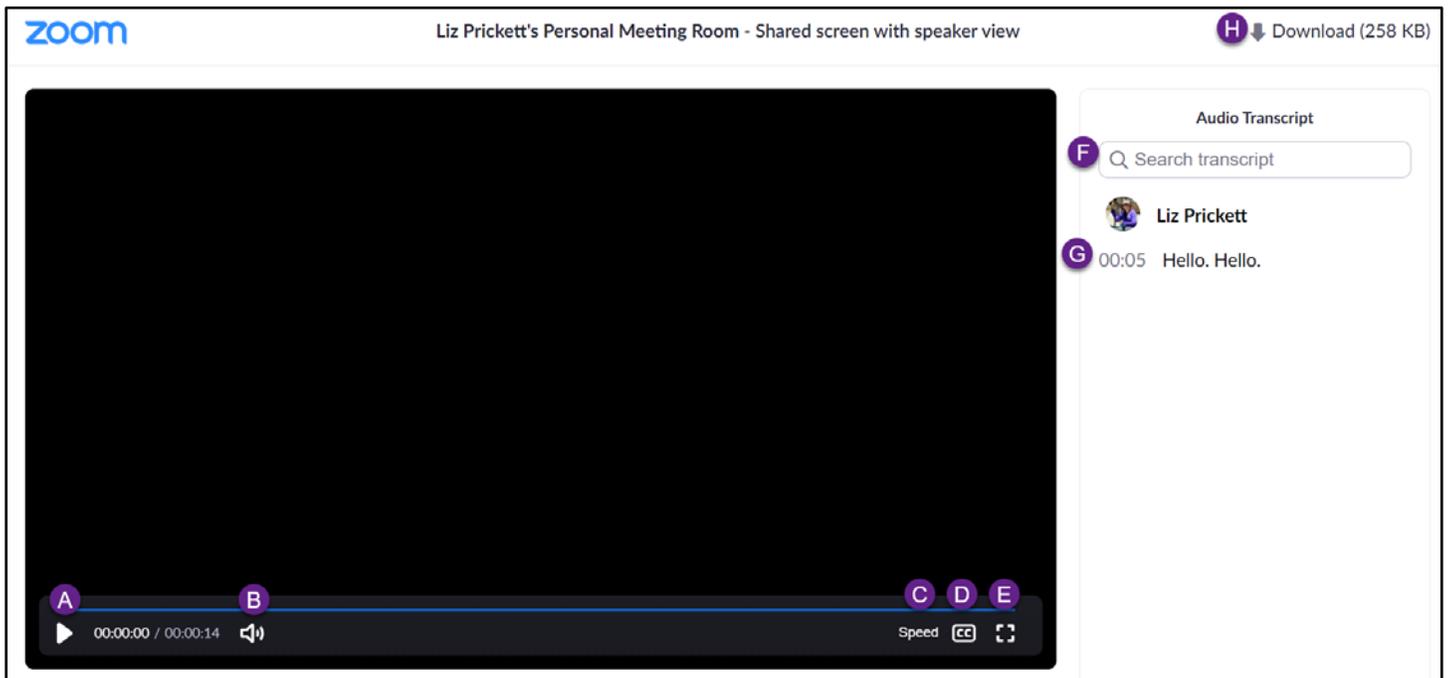
18. Check/adjust your settings as needed and click **Done**. Note: You must keep **Viewers can see transcript** enabled in order for viewers to access the captions/transcript.



Note: If you need to access your own passcode, click on the closed eye icon by it. Zoom auto-creates one for you, so you may also click on the edit/pencil icon in order to create your own.

### Participant – Viewing Captions/Transcript with Zoom

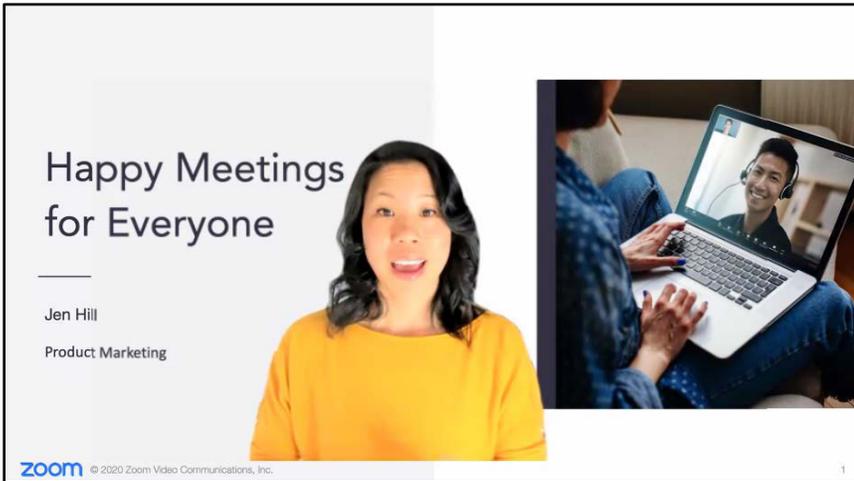
If a Zoom recording link is shared with you, you can use the Zoom viewer to view the video, including captions and searchable, scrolling transcript.



- 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 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. (Zoom is working on this, but right now, the recording will only show your slides, not your super-imposed image.)

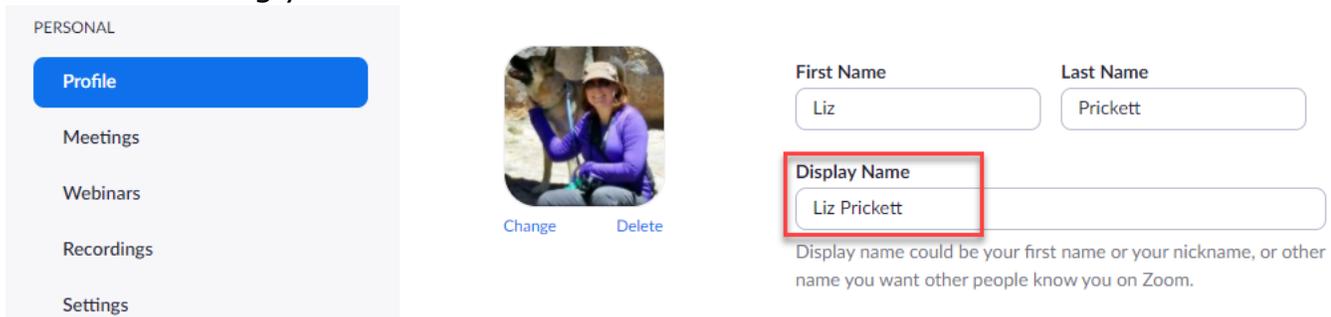
Check out Zoom's guide for [Sharing Slides as a Virtual Background](#).

## 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.

### Display name

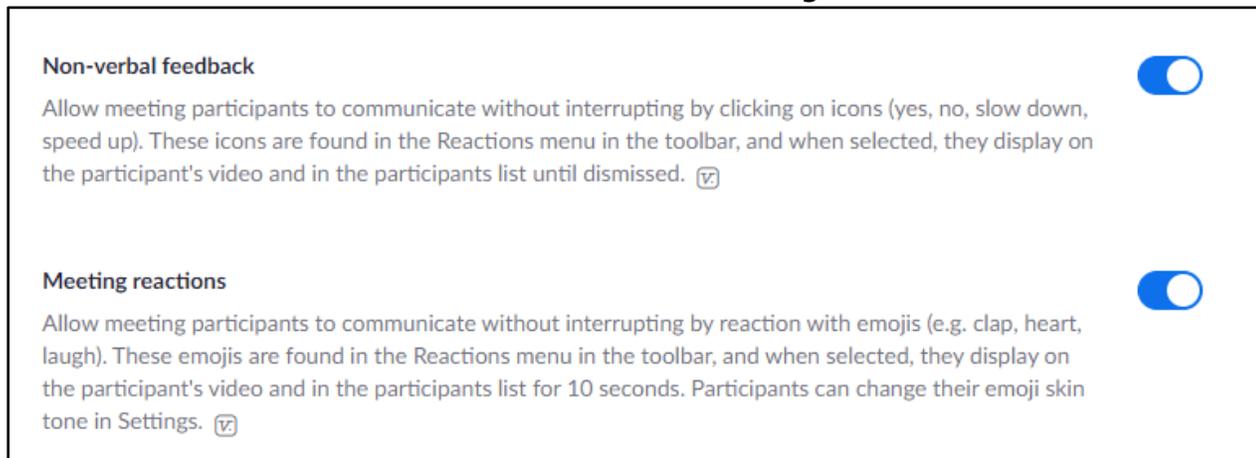
Consider changing your display name (and encouraging participants and co-hosts to do the same) if it's unclear what role someone has in meeting. This may help live transcript users (as well as those viewing the Audio Transcript in recordings), since this is shown with the transcript. For example, it 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.



The screenshot shows the Zoom profile settings page. On the left is a navigation menu with 'Profile' selected. In the center is a profile picture of a woman in a purple shirt and hat, with 'Change' and 'Delete' buttons below it. On the right are input fields for 'First Name' (Liz) and 'Last Name' (Prickett). Below these is a 'Display Name' field containing 'Liz Prickett', which is highlighted with a red box. A note below the field states: 'Display name could be your first name or your nickname, or other name you want other people know you on Zoom.'

### 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**. Use the sliders to enable non-verbal feedback and meeting reactions.

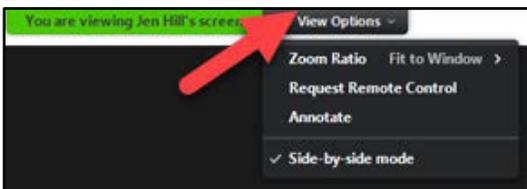


The screenshot shows the Zoom settings for 'Non-verbal feedback' and 'Meeting reactions'. Both settings are currently turned on, indicated by blue toggle switches. The 'Non-verbal feedback' section includes the text: 'Allow meeting participants to communicate without interrupting by clicking on icons (yes, no, slow down, speed up). These icons are found in the Reactions menu in the toolbar, and when selected, they display on the participant's video and in the participants list until dismissed. [icon]'. The 'Meeting reactions' section includes the text: 'Allow meeting participants to communicate without interrupting by reaction with emojis (e.g. clap, heart, laugh). These emojis are found in the Reactions menu in the toolbar, and when selected, they display on the participant's video and in the participants list for 10 seconds. Participants can change their emoji skin tone in Settings. [icon]'.

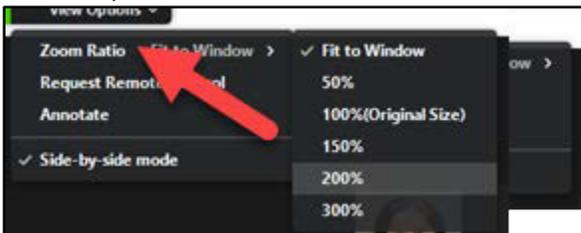
## Visuals and Screensharing

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. 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.

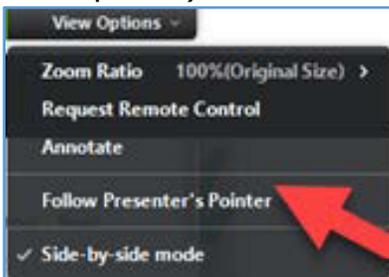
**Resizing:** Users may make individual adjustments during a meeting while the presenter is screensharing by clicking on **View Options**. By default, the view is set to Fit to Window.



Click on **Zoom Ratio** to select from **Fit to Window, 50%, 100% (Original Size), 150%, 200%** or **300%**.



You may also select **Follow Presenter's Pointer** (if you are not in the Fit to Window size option.)

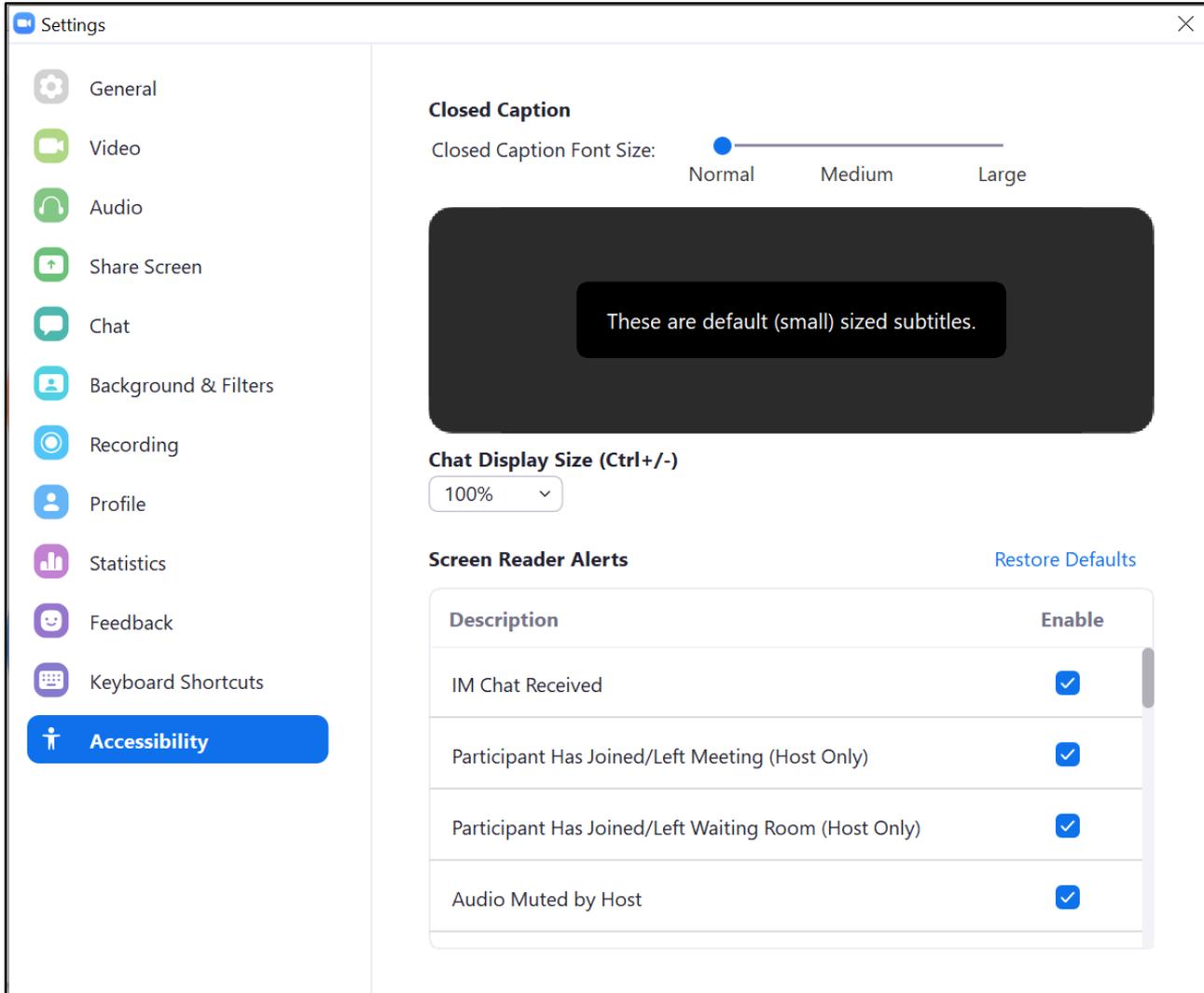


## Keyboard Shortcuts

Share Zoom's [keyboard shortcuts](#) with participants as needed.

## Accessibility Settings

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



Check out Zoom's blog: [Happy Meetings for Everyone](#) for more accessibility tips.