Making Zoom Sessions Accessible

This document explains how to:

- Enable Closed Captioning before a class starts
- Starting closed captioning or live transcription in a meeting
- Enable Recording of classes before a class starts
- Enable transcripts of your recorded classes
- Generating a transcript
- Viewing and editing the transcript

Copyright Note: If you play copyrighted material during your Zoom session (ex: a YouTube video), Zoom may not allow for the recording or transcript to be shared. Best practice is to **pause** your recording while you are sharing copyrighted material. You can edit the recording after the fact, but it is an additional step not covered in this tutorial.

Enable Closed Captioning before a class starts

(Zoom Tutorial: https://support.zoom.us/hc/en-us/articles/207279736-Closed-Captioning)

1. Sign in to the Zoom web portal.

2. In the navigation panel, click **Settings** (https://zoom.us/meeting)

3. Click the **Meeting** tab.

4. Verify that **Closed Caption** is enabled.

5. If the setting is disabled, click the toggle to enable it. If a verification dialog displays, click **Turn On** to verify the change.
   Note: If the option is grayed out, it has been locked at either the group or account level. You need to contact your Zoom admin.

6. With **Closed Captioning** enabled, the option to enable live transcription should appear directly below as **Enable live transcription service to show transcript on the side panel in-meeting**. Check this to enable live transcription.

Starting closed captioning or live transcription in a meeting

(Zoom Tutorial: https://support.zoom.us/hc/en-us/articles/207279736-Closed-Captioning)

1. In a Zoom meeting or webinar that you are hosting, click **Closed Caption** or **Live Transcript**, if that feature is enabled.
   [CC]

2. Choose the "Enable Auto-Transcription" option: Allows the system to start providing live transcription. Participants will be notified that this service is available.

1. Sign in to the Zoom web portal.

2. In the navigation menu, click **Settings**: https://zoom.us/meeting

3. Navigate to the **Cloud recording** option on the **Recording** tab and *v*erify that the setting is enabled.
   Notes:

   - If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.

   - If the option is grayed out, it has been locked at either the Group or Account level, and you will need to contact your Zoom administrator.

Select options that you think are essential to making your class accessible. These are general suggestions:

(Zoom tutorial: https://support.zoom.us/hc/en-us/articles/115004794983-Using-audio-transcription-for-cloud-recordings-)

4. Sign in to the Zoom web portal.

5. In the navigation menu, click **Settings** (https://zoom.us/meeting)

6. Navigate to the **Cloud recording** option on the **Recording** tab and *v*erify that the setting is enabled.
   Notes:

   - If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.

   - If the option is grayed out, it has been locked at either the Group or Account level, and you will need to contact your Zoom administrator.

7. In the **Advanced cloud recording settings**, click the **Audio transcript** checkbox to enable it, then click **Save** to confirm the change.

Generating a transcript

To generate a transcript, start a cloud recording (https://support.zoom.us/hc/en-us/articles/203741855)

After the meeting ends, you will receive an email that lets you know that your cloud recording is available. A short time later, you also receive a separate email letting you know that the audio transcript for the recording is available. These emails include links to view your recordings and transcript.

Note: The audio transcript may take additional time to process after the cloud recording video/audio has processed. It can take several hours before you receive an email with the transcript link.

Viewing and editing the transcript

Audio transcripts are saved in VTT format. If you download the VTT file, you can open it with a text editor or word processing application. You can also view or edit transcripts in the web portal.

1. Sign in to the Zoom web portal.

2. In the navigation menu, click **Recordings** (https://zoom.us/recording)

3. Click the name of the recorded meeting.
   You will see a list of recording files (https://support.zoom.us/hc/en-us/articles/205347605#h_ad34260d-2d71-4b53-9b0f-a72c017d9ade)
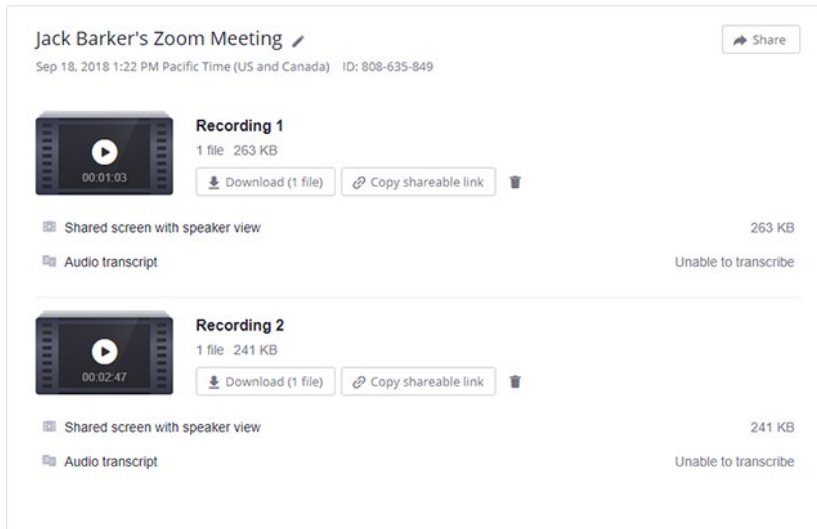
4. Click the play icon.
   The text of the transcript displays on the right-hand side of the video.

5. Hover over a phrase you want to edit and click the pencil icon.
   Note: If a phrase belongs to an unknown speaker, you can also hover over **Unknown Speaker** and click the pencil icon to edit the name.
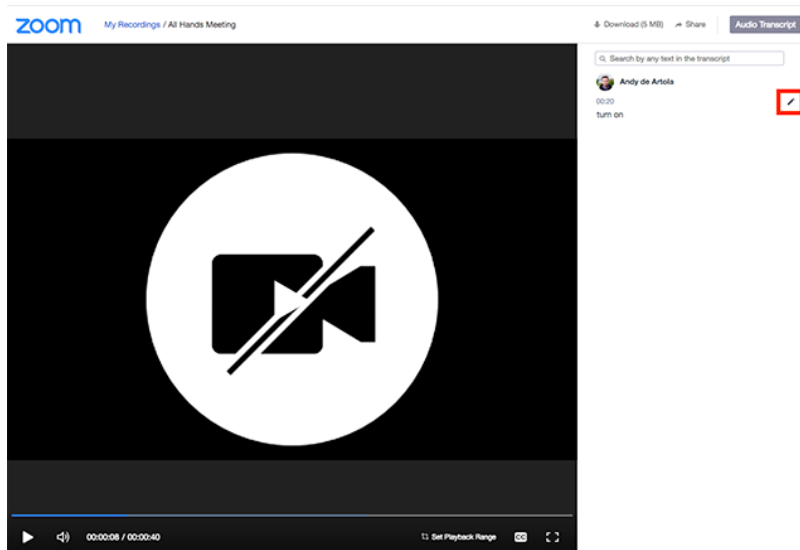
6. Make any changes to the text, then click the check mark.
   The updated version of the text is displayed when you play the audio or video file.