Zoom Captioning Instructions

vitac.com/zoom-instructions

Zoom Integrated Captioning Instruction Guide

When setting up live captions for a Zoom webinar or class series, this helpful guide will walk you through the entire process.

What's Covered:

- **Enabling Captions in Your Zoom Account**: Instructions on how to set up your Zoom account for captions and transcripts.
- **Assigning a VITAC Closed Captioner**
   Instructions on how to assign a captioner to caption for Zoom, and how to turn on your captions during a captioned meeting if desired.

Reminders

- Please make sure to provide us any preparation materials in advance of your event. Please email sdelahanty@craftonhills.edu with "Notes for Captioner" in your email subject line.
   You will receive an email 24 hours and two hours before each scheduled event, reminding you of the event.
- Note: events canceled less than 24 hours before the event start will be charged in full.

Enabling Captions in Your Zoom Account

How to Set up Captions in Zoom

In order to view captions during your Zoom event, you will need to enable the captions setting in the dashboard of your Zoom account in advance of your event.

1. Sign in to your Zoom web portal and click "My Account" in the upper right side of the page

2. In the navigation panel, click "Settings" and then locate the "In Meeting (Advanced)" tab
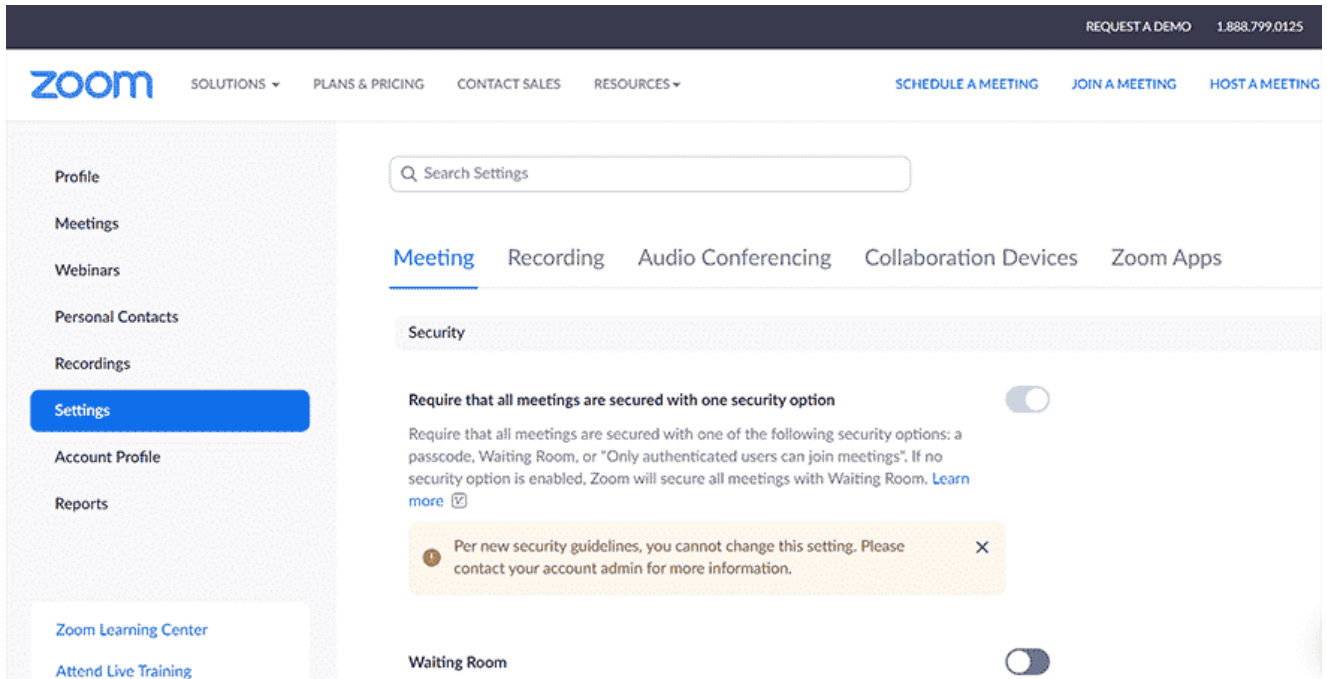
3. Make sure that the "Manual Captions" setting is enabled, which allows VITAC to add captions to your meeting. Disable Automated-captions. **(Please note that Zoom may automatically enable the "Automated Captions" setting which would disable the ability for a third-party provider to provide captions.)** You can also enable the "Full Transcript" and "Save Captions" options from here if you want to allow participants to view the transcript via an in-meeting side panel or save the caption transcript for later review.
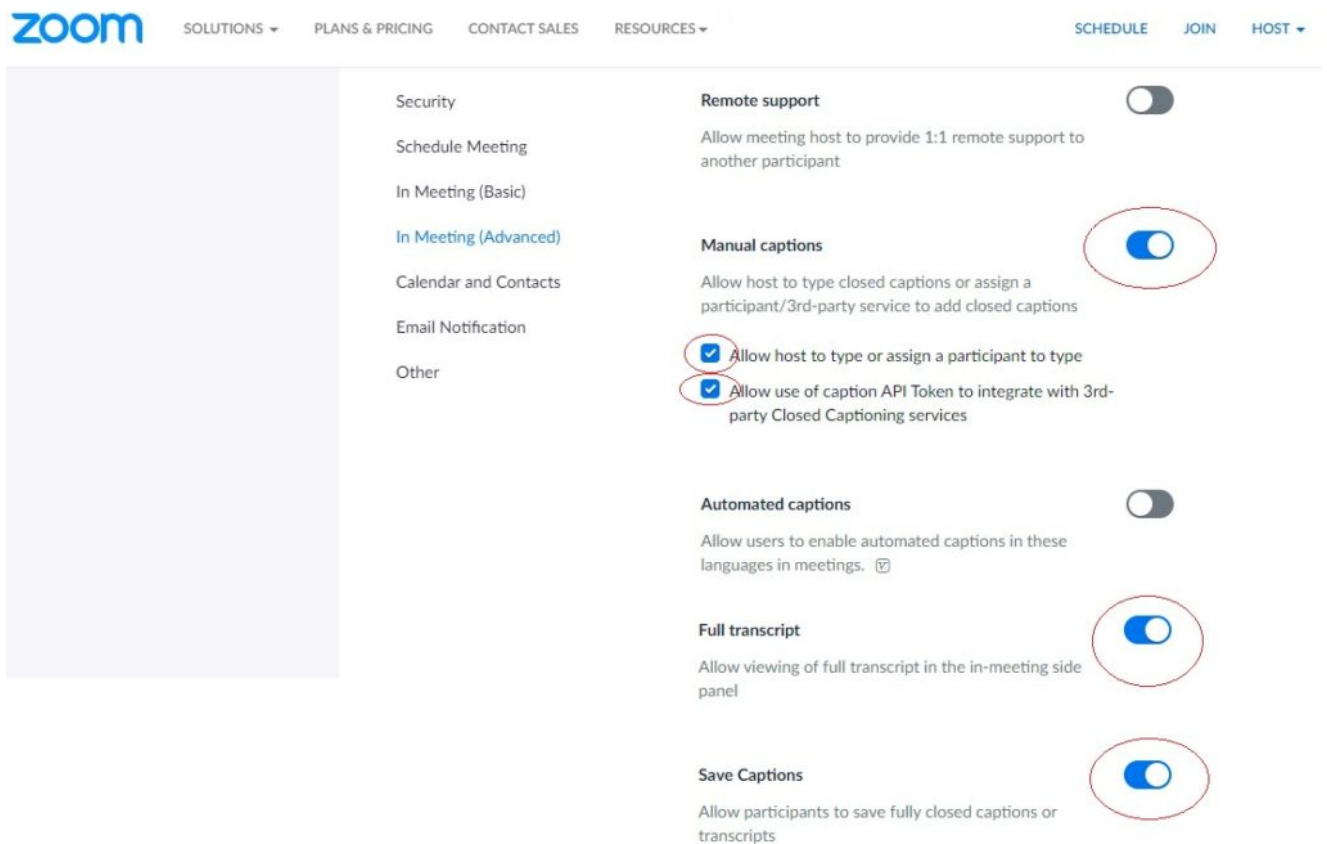
Assigning a VITAC Captioner & Viewing Captions in Zoom Meeting

How to Assign a VITAC Closed Captioner to Caption & How to View Captions During a Zoom Meeting

With VITAC's Zoom integrated captions, there no longer is a need for sharing Zoom API tokens. Instead, meeting hosts log into their Zoom events and simply **assign our captioner to caption** and confirm that test captions are flowing through.

1. Start your meeting 10 minutes prior to the scheduled start time. Your captioner will join your event as "**Closed Captioner**," a **participant** on the call.

2. Click the Closed Caption icon at the bottom of the screen, and choose "**Assign a Participant to Type**".
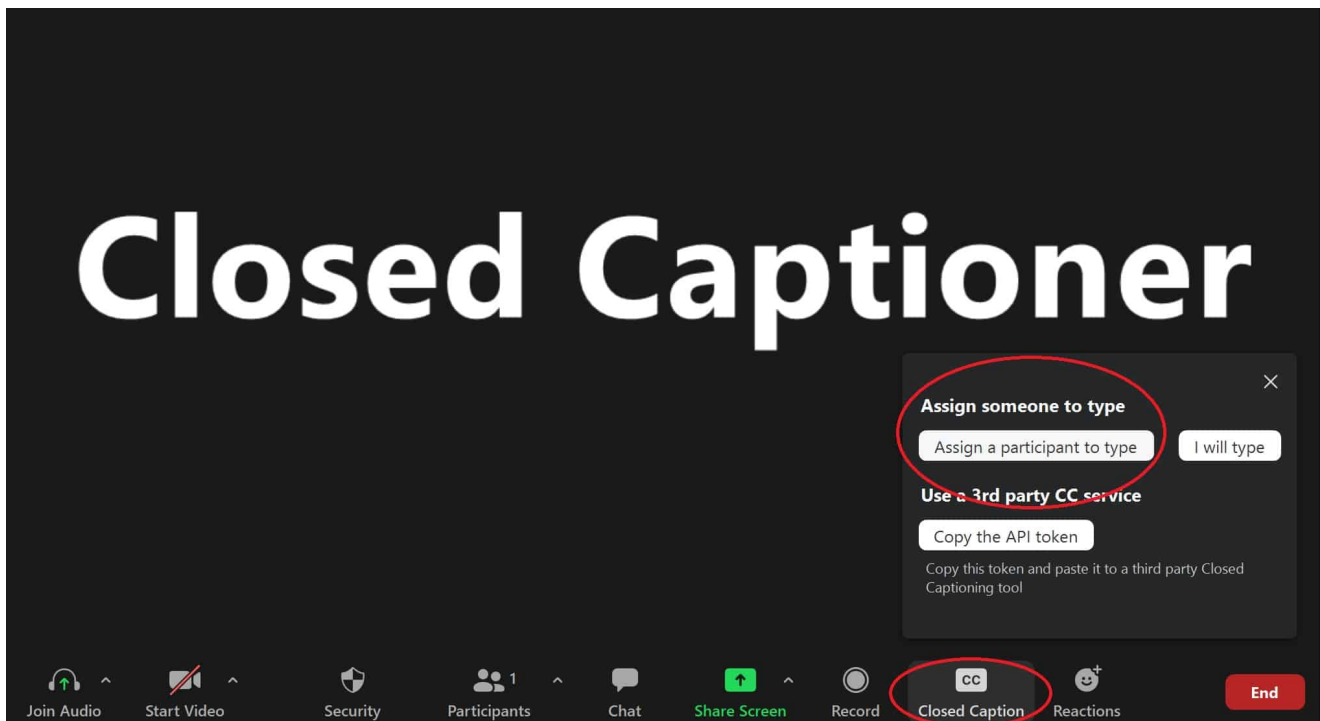

3. This will open a window to the right of the Zoom screen that lists the participants on the call. From this list, the host (you) will promote the VITAC Closed Captioner to Zoom captioner and select "**Assign to type Closed Caption**" from the dropdown.
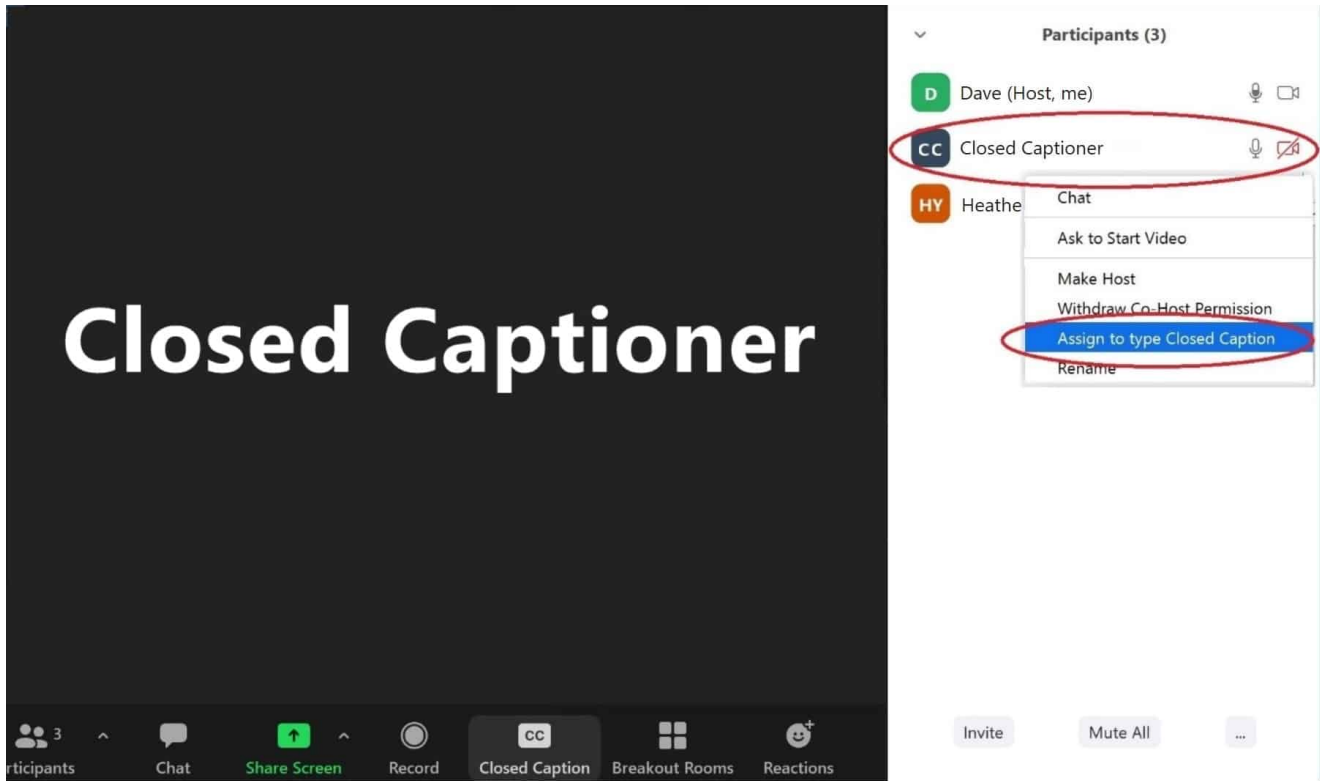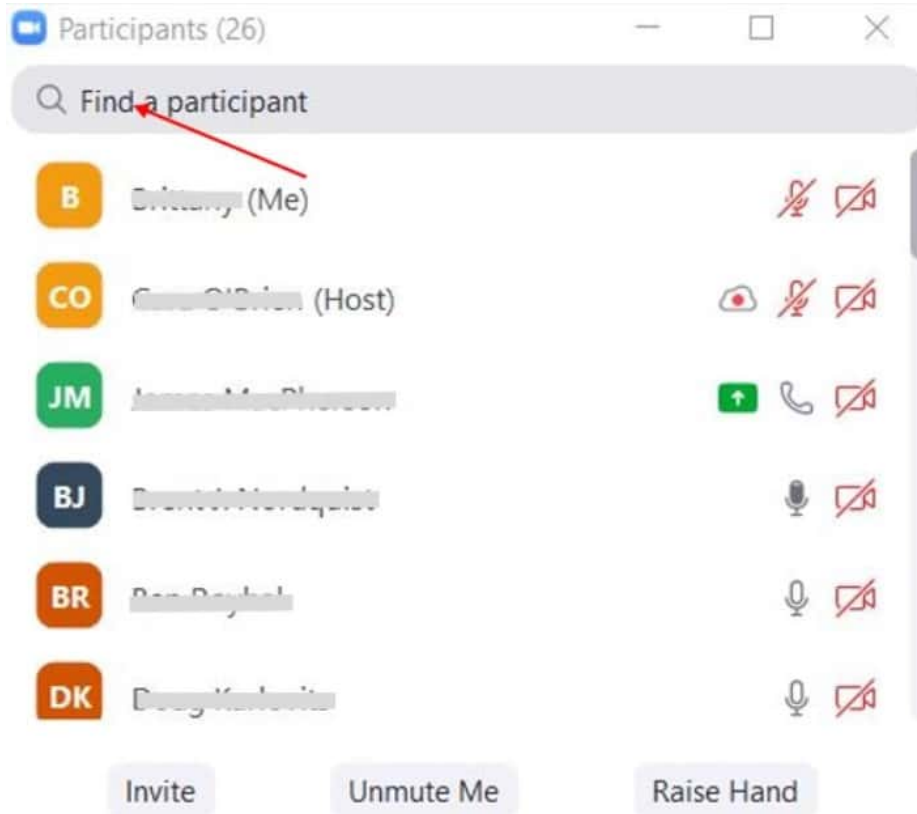
4. If you're in a Zoom meeting with 8 or more participants, you can search for the Closed Captioner if you don't immediately see their name in the participants window.

**5.** To do that, simply click on **Participants** from the Zoom menu bar
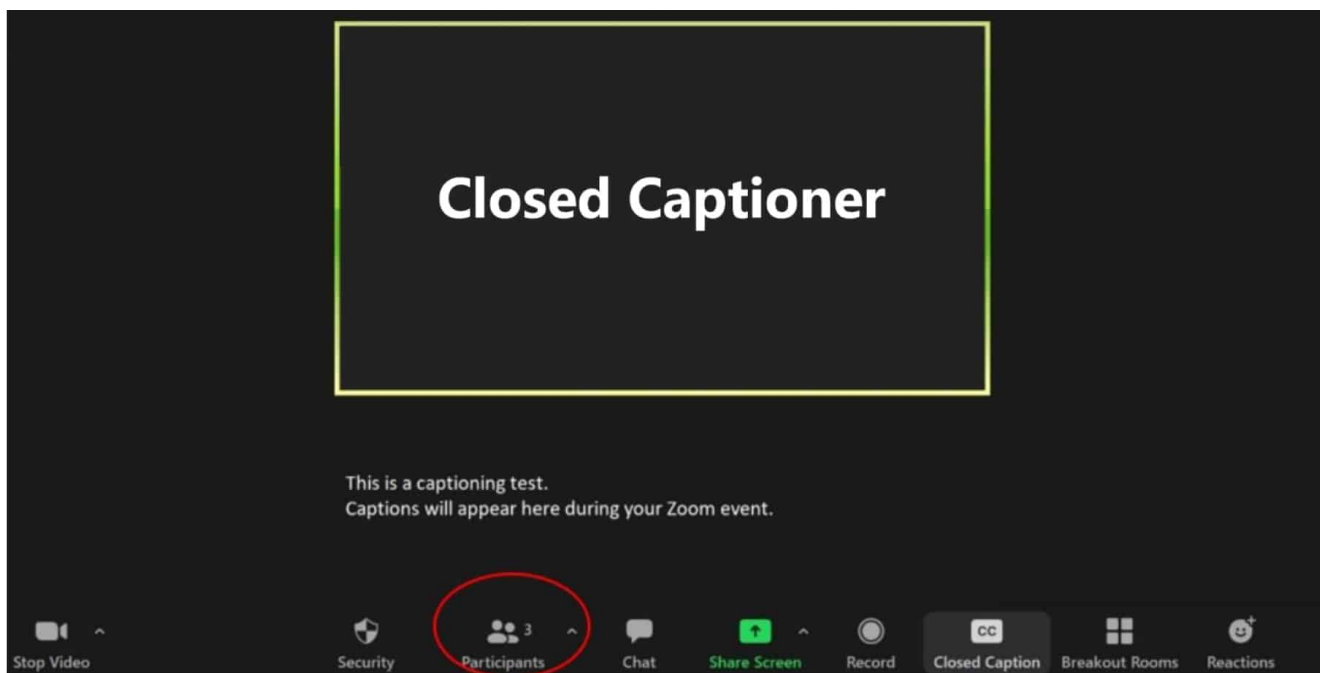
6. A participants window will pop-up. Locate the search bar at the top of the window, enter "Closed Captioner," then search.

7. Next, follow Step 3 (above) to *promote the captioner* through the "**Assign to type Closed Caption**" option.

8. Your captioner will grab the third-party caption API and connect it via our captioning platform. The captioner will now be able to listen to your Zoom event like every other attendee and will caption directly to the separate ICS captioning web page window for the student.

9. You now will be able to click the **CC button** on the bottom right of the screen as the meeting host and select "*Show Subtitle*" from the menu to see captions on the Zoom screen too. You also can click "View Full Transcript" to view a realtime transcript of your event.
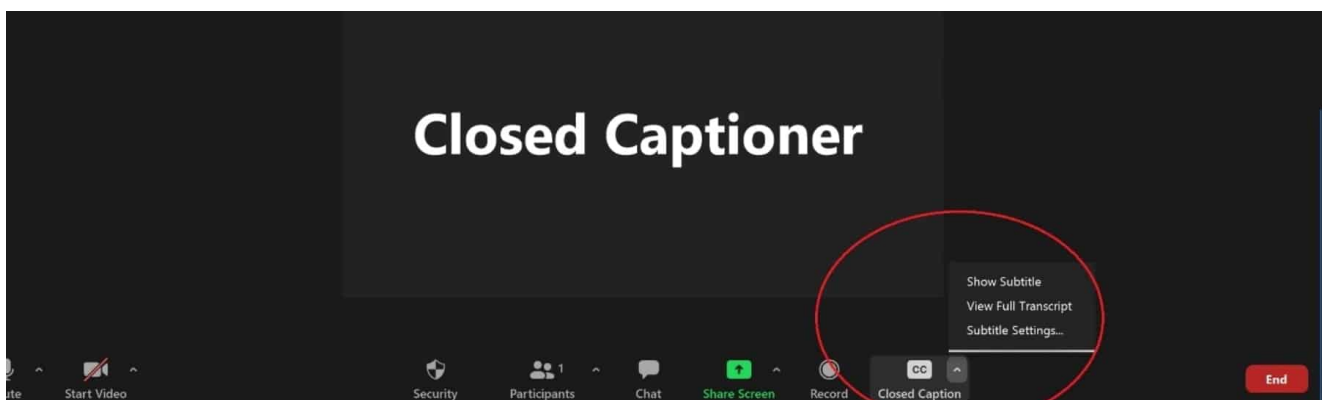
10. The captioner will send a caption test to ensure they are connected, and will communicate via **Zoom chat**. (Please note that any communication with the captioner while an event is in progress may result in missed captions)

11. Captions will be displayed at the bottom of the Zoom screen.
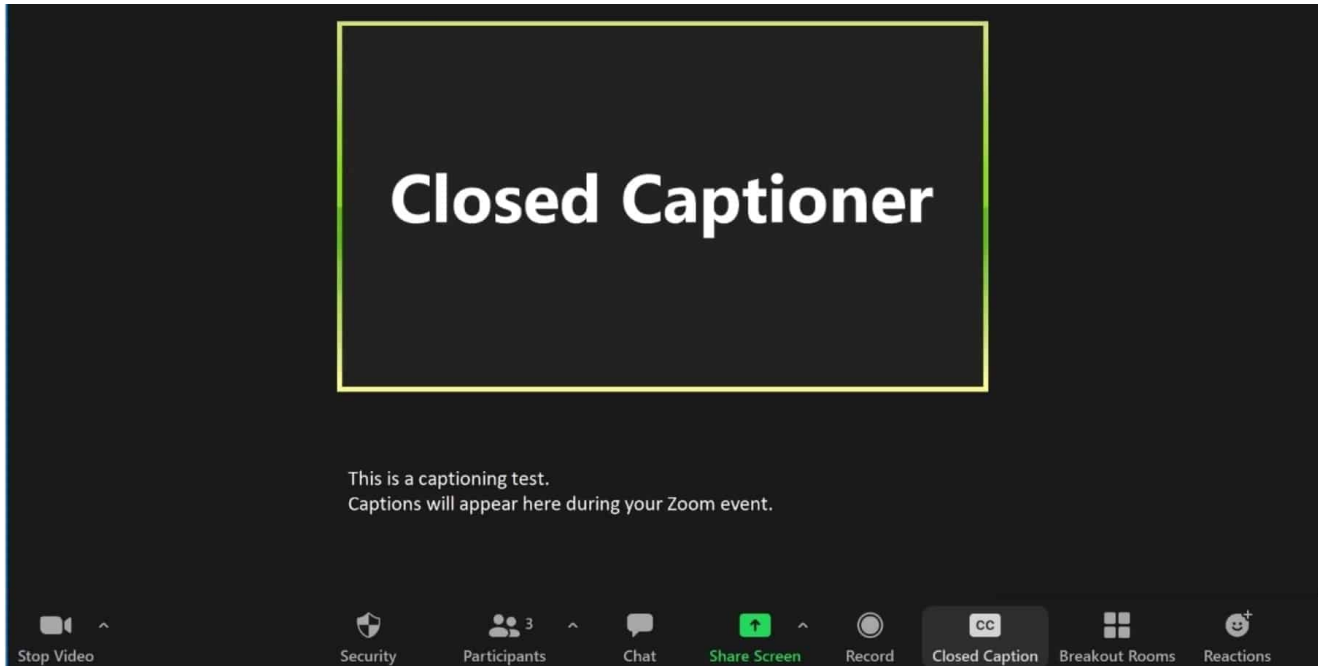
If you experience any problems with your captions once your meeting begins, please call us at **800-590-4203** for 24/7 live support!