



Chicago AA (Area 19)
Accessibilities Committee
Email: accessibilities@chicagoaa.org

Zoom Closed Captioning with Live Transcription: Information for All!

What is Zoom Closed Captioning? Zoom provides free closed captioning with voice recognition (Live Transcription) to all users. You just have to enable the feature in Zoom. The feature then “Translates” spoken words into a closed caption real time transcript which scrolls at the bottom of the Zoom screen without intruding on the meeting experience itself. The member can easily read what is being said!

How can Zoom Closed Captioning help us carry the message of AA? Many members may need some help following or understanding speakers or meetings. Members who are deaf or hard of hearing come to mind first. However, members who speak English as their second (or third) language, members with intellectual processing disorders and even those with technology challenges will also appreciate this feature

When should we use Zoom Closed Captioning? The Accessibilities Committee for Area 19 (Chicagoland) of AA recommends that **Zoom Closed Captioning** be used for all AA activities conducted on Zoom: AA meetings, AA committee meetings and any other virtual AA gatherings. Using **Zoom Closed Captioning** will **not interfere** with the meeting experience and will make it more accessible to all members. Please help us spread the word by passing along this information!

How can we turn on Zoom Closed Captioning for our Meeting? Here are the simple steps that must be followed to turn on this feature for your meetings:

1. **Who owns your Zoom license (in other words, who pays for it)?** This is the person who needs to turn on the closed captioning feature so it is available for Meetings that use that license. If your Zoom license is owned by an Alano Club or a meeting itself, then the Zoom administrator of the club or meeting must do this. If someone donates their personal license, they must do it. If you have FREE Zoom account, you can do this yourself.
2. **Instructions.** <https://support.zoom.us/hc/en-us/articles/8158289360141> To Enable Automated Closed Captioning for all users on the account:
 - a. Sign into the Zoom web portal as an admin with the privilege to edit account settings. (This is where the owner of the account is required).
 - b. Go to **My Account** (usually in the upper right-hand corner under your picture) then click **Settings (the Gear symbol)**. Scroll all the way down and click on **View More Settings**.
 - c. If clicking on **View More Settings** does not open another screen then the settings on this account are locked. Contact the Zoom license owner.
 - d. Under Settings, click on **In Meeting (Advanced)**, verify that **Automated Closed Captioning** is enabled.
 - e. If the setting is disabled, click the toggle to enable it. If a verification dialog box appears, click Enable to verify the change.
 - f. When **Automated Closed Captioning** is enabled the **CC Live Transcript button** will appear at the bottom of the Zoom Screen during a meeting.
 - g. Individuals attending the meeting can access closed captioning in a variety of languages and can alter font size by clicking the button at the bottom of the screen.
 - h. **Language Accessibility:** Members can opt for CC in other languages (Spanish, Polish, etc.).
3. **What about camera courtesy?** If you must move around a lot at a meeting (pacing, commuting, etc.). you should turn off your camera. Movement can make it difficult or impossible for those with intellectual processing disabilities to understand what is being said.
4. **Suggested Meeting Script Language:** Closed Captioning is enabled for this meeting in a variety of languages; Closed Captioning can be accessed by clicking the button at the bottom of your screen. To assist our members with intellectual processing disabilities, we ask that you turn off your camera if you must move around significantly during this meeting.

Please contact us at accessibilities@chicagoaa.org with questions. Please pass this along to all meetings and committees you attend!