Chicago AA (Area 19)
Accessibilities Committee
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Zoom Closed Captioning (CC) with Live Transcription: Information for All!

What is Zoom Closed Captioning (CC)? Zoom has the option to enable free closed captioning using voice recognition (Live Transcription) for all users. Zoom "Translates" spoken words into a closed caption real time transcript which scrolls at the bottom of the screen without intruding on the meeting experience. Languages other than English can also be selected.

How can Zoom Closed Captioning (CC) help us carry the message of AA? 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 appreciate this feature.

When should we use Zoom Closed Captioning (CC)? We recommend that **Zoom Closed Captioning** be enabled 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 (CC) 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 (usually this is not the same login as is used for all of your Zoom AA meetings). 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. If the setting is disabled, click the toggle to enable it. If a verification dialog box appears, click Enable to verify the change. Once CC is enabled on the Main account, do the same for scheduled meetings. This change is saved for future meetings.
    e. When **Automated Closed Captioning** is enabled the **CC Live Transcript button** will appear at the bottom of the Zoom Screen during a meeting. 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.
    f. **Language Accessibility:** Members can opt for CC in other languages (Spanish, Polish, etc.).
    g. CC also generates a written transcript of the meeting which you may choose to distribute. To protect your anonymity, remember that the name that you use "in the squares" will appear in the transcript.
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 and 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. To protect your anonymity, please remember that the name you use on your Zoom "Square" is the name that will be used in the closed captioning. Please do not share close captioned information publicly.

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

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