

## CLOSED CAPTIONS / LIVE TRANSCRIPTION

Accessibility for all of those in need of comfort and encouragement, including individuals with disabilities, is an essential quality of Al-Anon meetings. For this reason, we recommend the activation of Closed Captioning for those who are deaf or hard of hearing.

### ACTIVE THIS FEATURE (Administrator)

To activate Closed Captions and Live Transcription, the Zoom Account Administrator can:

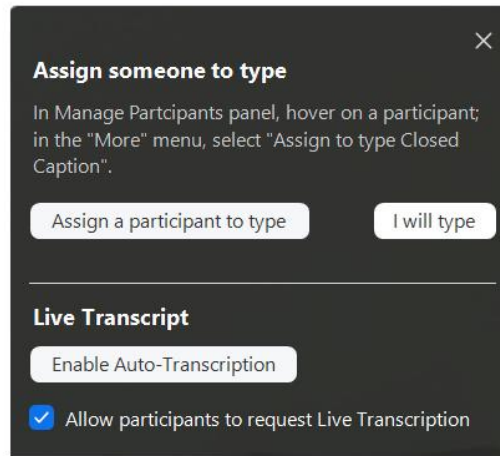
1. Sign In to the group account through the Zoom web portal (<https://zoom.us/>) and select Admin: Account Management: Account Settings on the left sidebar.
2. Scroll down to In Meeting (Advanced) and toggle “Manual captions” OFF, “Automated captions” ON, “Full transcript” OFF, and “Save captions” OFF.

Verify or repeat Step 2 (above) under Personal: Settings.

SIGN OUT of the group’s Zoom account.

### ENABLE THIS FEATURE (Host)

To enable Closed Captions and Live Transcription, the Host can click on the CC Live Transcript icon on the Zoom menu bar after starting the meeting or at any time during the meeting to view the following choices:<sup>1</sup>



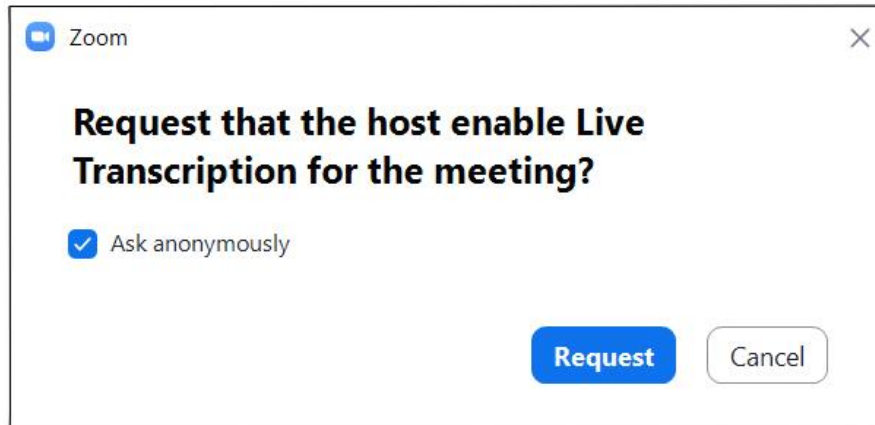
Click on the Enable Auto-Transcription button under Live Transcript (“Allow participants to request Live Transcription” should be checked), then click on the X in the upper-right corner to close this popup window.

With Live Transcription activated by the Zoom Account Administrator and enabled by the Host, the meeting will be transcribed automatically (with 95 percent accuracy<sup>2</sup>) by a feature embedded in Zoom’s software.

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1. The option to “Assign someone to type” will not appear if the Zoom Account Administrator has toggled “Manual captions” OFF.
  2. There is currently no ability to add key words to the Live Transcription feature, so certain 12-Step program names or acronyms may not appear as we would spell them out.

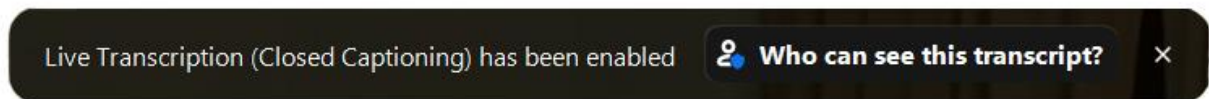
## REQUESTING CLOSED CAPTIONS (Participant)

When the **CC Live Transcript** icon appears on the Zoom menu bar, this indicates that Closed Captioning has been activated within the group's Zoom account. If this feature has NOT been enabled by the meeting host, any Participant can click on the **CC Live Transcript** icon to view the following popup window.



Check “Ask anonymously” if that is your preference and click on the blue Request button.

The following message will appear above the top row of video thumbnails in the Zoom gallery when Live Transcription is enabled. Click the X at the right to make it disappear.



The message behind “Who can see this transcript?” will be incorrect, as the transcript will NOT be saved as a security measure to protect the anonymity of all participants.

## RESPONDING TO A PARTICIPANT REQUEST (Host)

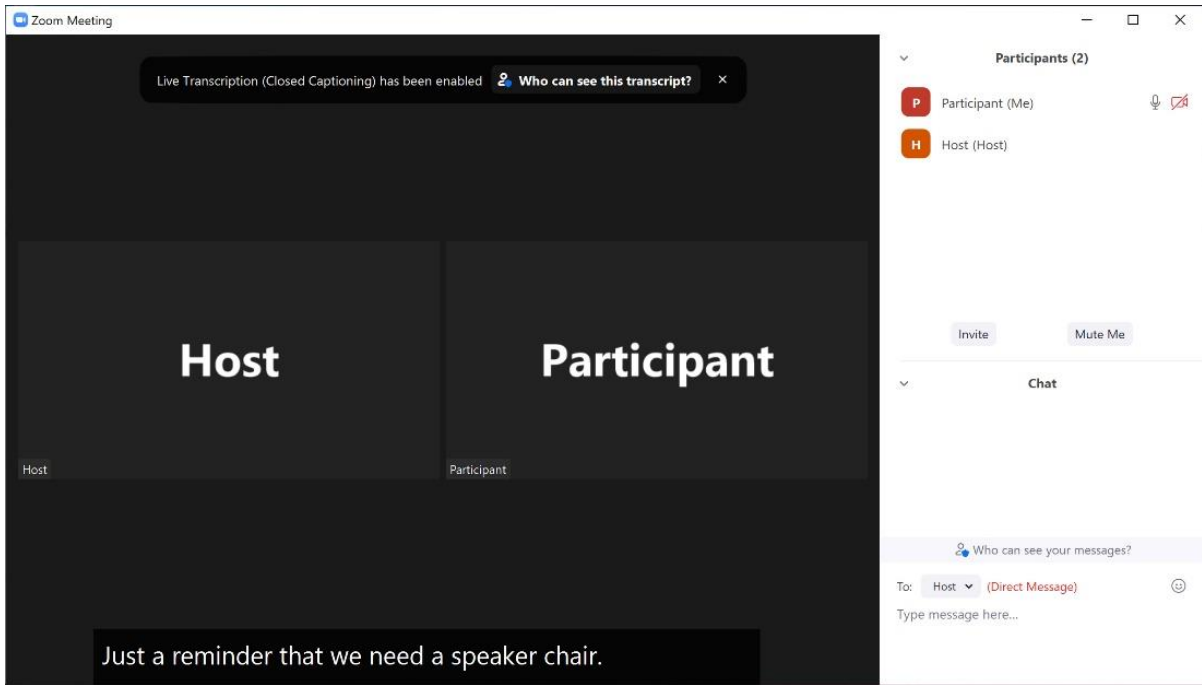
If the Host has not enabled Live Transcription, the following message may appear. When/if it does, the Host should click the blue Enable button.



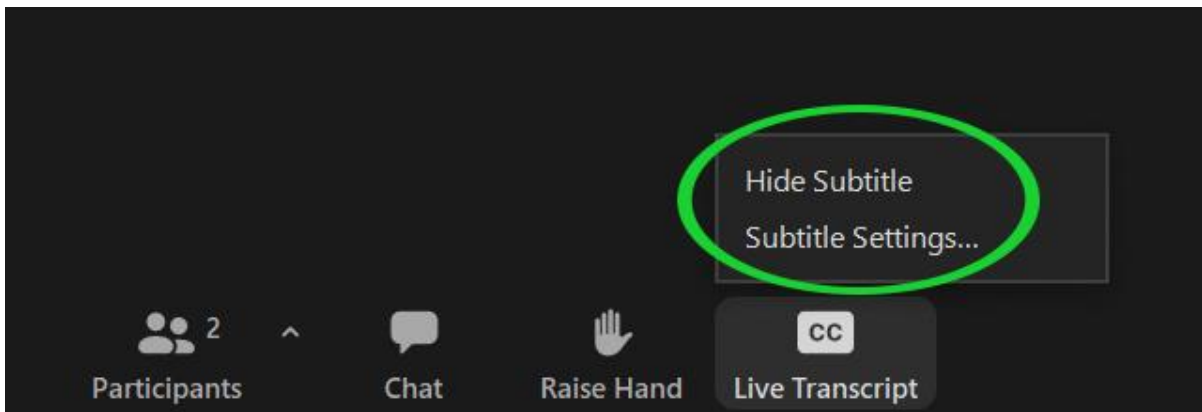
## PERSONALIZING CLOSED CAPTIONS (Participant)

Closed captions will appear at the bottom of the Zoom gallery above the Zoom menu bar. “Just a reminder that we need a speaker chair.” is the example shown below, and video was stopped for our Host and Participant in this sample screenshot to protect their anonymity.

Once activated and enabled, Closed Captions can be shown or hidden by each individual participant (including members of the hosting team).

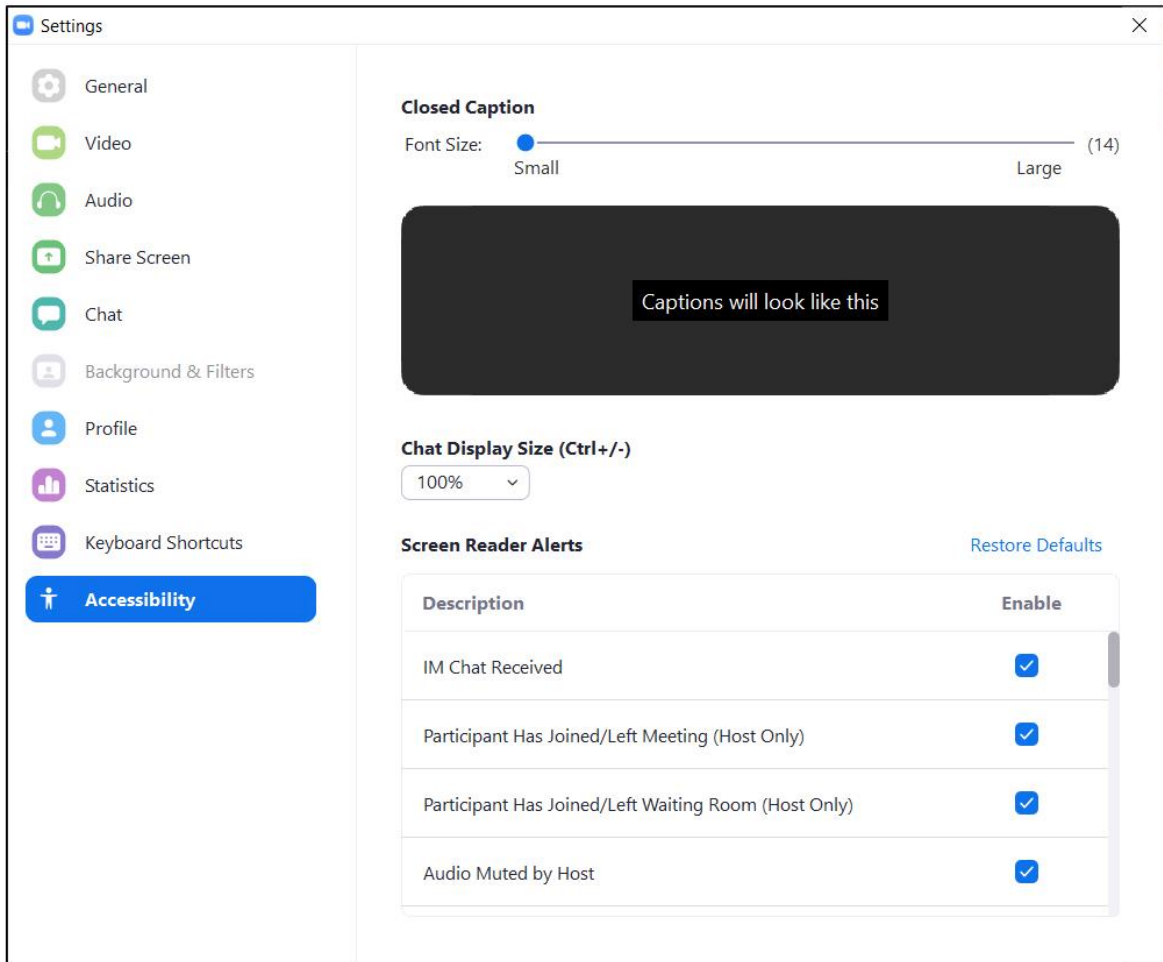


To adjust the size of the captions and to Show/Hide Subtitle, click on the **CC Live Transcript** icon to view the menu.



Clicking on “Subtitle Settings...” (circled in green above) will open the Accessibility Settings window (pictured on the next page).

This is the Accessibility Settings window:



You can use the Font Size slider bar (near the top under “Closed Caption”) to adjust the size of your captions, then click on the X in the upper-right corner to close the window.