

# Zoom

# Accessibility Guide

Make your virtual meetings accessible to **everyone**.

## For Meeting Hosts

Update your settings on the Zoom.us website:



**Turn closed captioning on** by clicking Settings > Meeting > In Meeting (Advanced) > Turn On Closed Captioning > Check Enable Live Transcription

This will enable Zoom's live ASR transcription for the host to turn on captioning or to assign a CART captioner at the beginning of the meeting.



**Turn on language interpretation** below the captioning settings to allow non-English speaking interpreters interpret the meeting.



Under "Recording," make sure your "**cloud recording**" setting is on. Under "Advanced cloud recording settings," click the "audio transcript" checkbox and save your changes.



Under "Telephone," ensure "Toll Call" is turned on. Enabling this setting will allow participants to use the call-in number provided to join the meeting via phone or Video Relay Services.

## Request Accommodations

City and County of Denver (CCD) Accessibility Statement:



If you need a sign language interpreter or CART services, please contact [SignLanguageServices@denvergov.org](mailto:SignLanguageServices@denvergov.org) **with at least a three (3) business day notice.**

If you need to make other disability-related accommodation requests or have any questions, please email [DisabilityAccess@denvergov.org](mailto:DisabilityAccess@denvergov.org).

## Definitions

### Automatic Speech Recognition (ASR)

captioning is a speech-to-text software with up to 86-90% accuracy. ASR often has inaccuracy issues due to the software, unfamiliar wording, or accents. ASR can be turned on automatically.

### Communication Access Real-Time Translation (CART)

captioning is done by a professional stenographer (captioner) and can be provided either in-person or remotely.

**CART has 99.97% accuracy and is considered the most qualified captioning access.** CART captioning needs to be arranged in advance.

### Video Relay Services (VRS)

is a video telecommunication service that allows deaf and hard of hearing individuals make phone calls routed through a sign language interpreter.

# Zoom Accessibility Guide

Make your virtual meetings accessible to **everyone**.

## For Meeting Participants

Update your settings in the Zoom app:



Open the Zoom app on your computer. Click the settings icon on the top right. In the "**Accessibility**" tab, closed caption font sizes can be modified.



Under "**Screen Reader Alerts**," there are options to enable screen reader alerts, such as receiving alerts if a chat is received or if livestream has started.



Under "**Keyboard Shortcuts**," you can set up keyboard shortcuts to activate and navigate features without using a mouse. Example: Alt + V: Start/Stop Video

## Tips To Maximize Accessibility

- 1 Ensure participants' names are spelled correctly with the appropriate office. Having your name shown as "iPad" will not help folks, interpreters and captioners identify you.  
*Example: Susie Smith, HRCP (she/hers)*
- 2 When the meeting business officially starts, show only the active speakers and interpreters' screens (up to 4-6 screens at a time) in a gallery view.
- 3 Hosts can **spotlight** or **pin** up to 9 participants as the primary active speakers. \*Spotlighting/pinning may be more time consuming. For convenience, participants can turn their videos off with only the interpreter and active speakers on.
- 4 Screen sharing may not be accessible if shown on the spot. If screen sharing is necessary, please ensure participants receive a copy in an accessible format prior to the meeting.
- 5 Avoid using the chat box if you have blind, low vision, or DeafBlind participants. The screen reader will then likely read the chat at the same time when the speaker is speaking. An alternate option is to assign an individual to read out comments in the chat.
- 6 If doing a live-stream, ensure all platforms have the same full access to interpreters and captioning. In PR efforts, include the CCD accessibility statement.

## In-Meeting Features

While in Gallery View (switch between Gallery or Speaker View on the top right corner), **you can click and drag videos to a different position**. For example, you can move the interpreter next to the speaker.

You can "**Hide non-video participants**" by clicking the three dots on the top right corner of a video screen. This will only show participants who have their videos on, helping make their screens bigger.

**Participants can pin up to 9 video screens** as the primary active speakers, and the other participants will not see your pins.

**No one accommodation fits all. Please ask your participants how you can best provide access.**