

CaptionsLIVE


Captioning, Stenography & Transcription

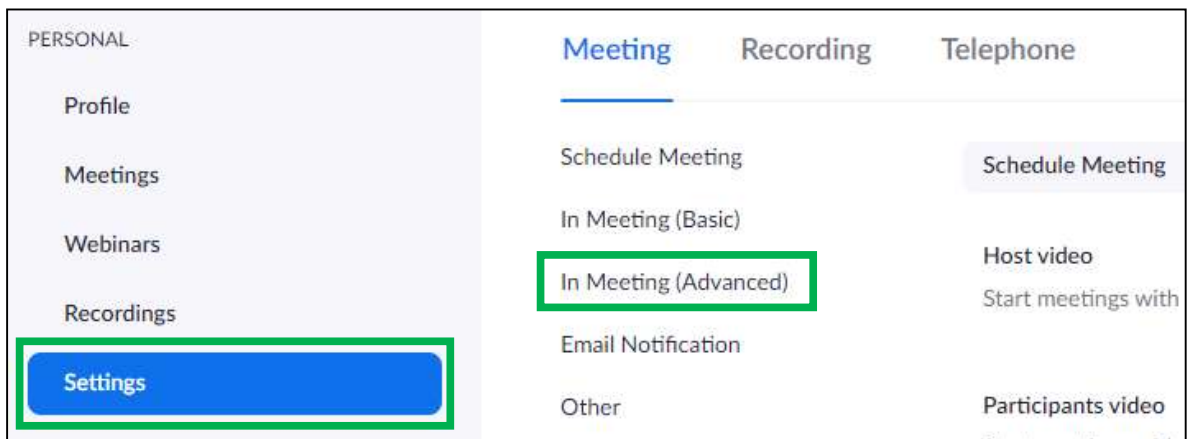
captionslive@outlook.com | www.captionslive.com.au | 0447 904 255

ZOOM THIRD-PARTY CAPTIONING GUIDE

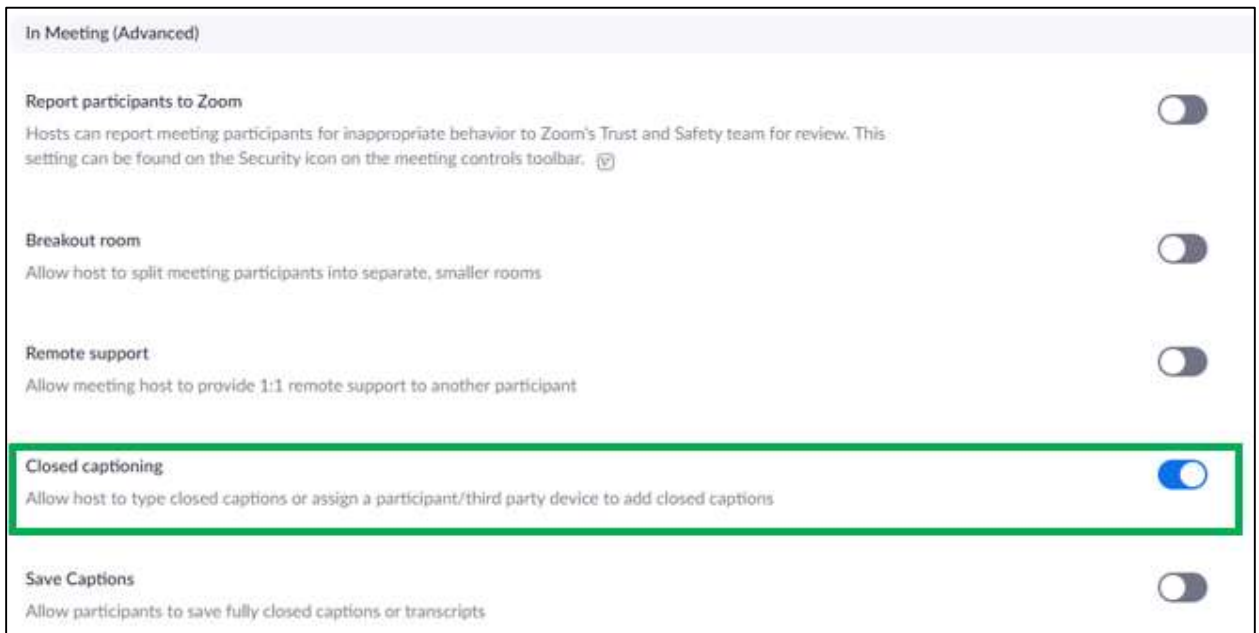
How to enable closed captioning in Zoom:

Before you create your Zoom meeting/webinar/event the host will need to enable closed captioning in Zoom.

1. To do this you need to go to **Settings** (I do this by clicking on my picture in the top right corner ). Then click **In meeting (Advanced)**:



2. And then turn on the **Closed Caption** slide button to allow closed captioning:



Zoom will remember the setting and it will always be on unless you turn it off. If you are not using captions it won't affect anything so it's a once off, set and forget.

Once you have done that, create your Zoom meeting and remember to send invites to ALL the captioners, whose emails will be provided on the booking form.

On the day:

The host will also need to assign the captioner/s the role of captions provider in Zoom as well as send us the caption URL/API token Zoom provides. ****It is best to send the captions URL/API token until after the host starts the meeting.***

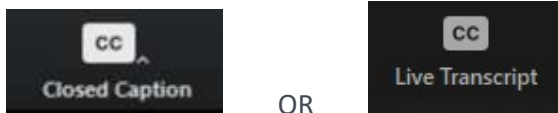
As soon as the host signs into the meeting retrieve the API token and send it through to captionslive@outlook.com or pop it in a private Zoom chat to the captioner.

An alternative to this is to assign the captioner to type closed captions and then the captioner can retrieve them API token for themselves.

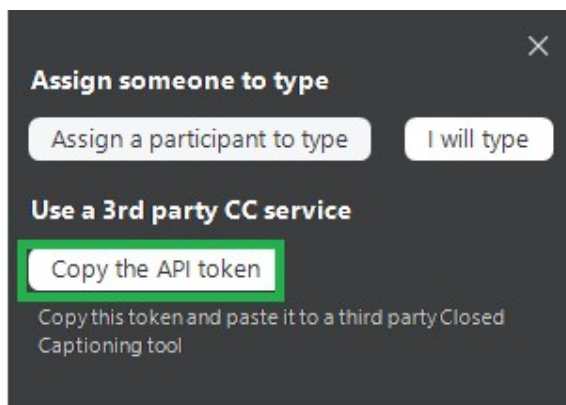
Where to find the Zoom caption URL/API token:

After starting the meeting retrieve the Caption URL/API token and send it to captionslive@outlook.com or a put it in a private Zoom chat to the captioner.

1. To retrieve the token, click on the CC button at the bottom of the Zoom page.



2. When the popup appears click on "Copy the API token" button.



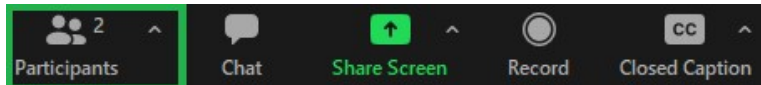
3. Paste the URL/API token into an email and send it to captionslive@outlook.com or put it in a private Zoom chat to the captioner.

How to assign the captions provider:

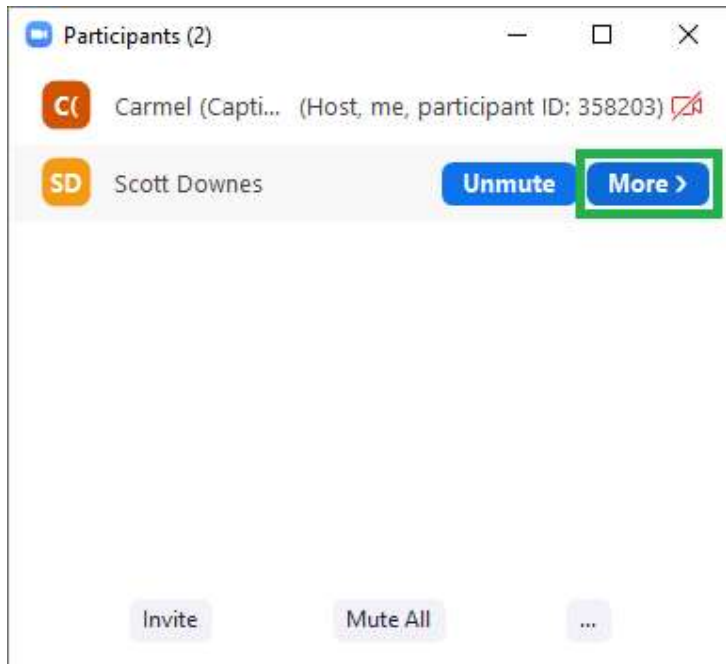
If you would prefer us to be able to access the API token ourselves, in Zoom, on the day and after starting the Zoom meeting, please have the meeting Host assign our stenocaptioners the role of closed caption provider.

The easiest way to do this is once the captioner/s join the meeting, have the meeting host assign the captioner the role of closed caption provider:

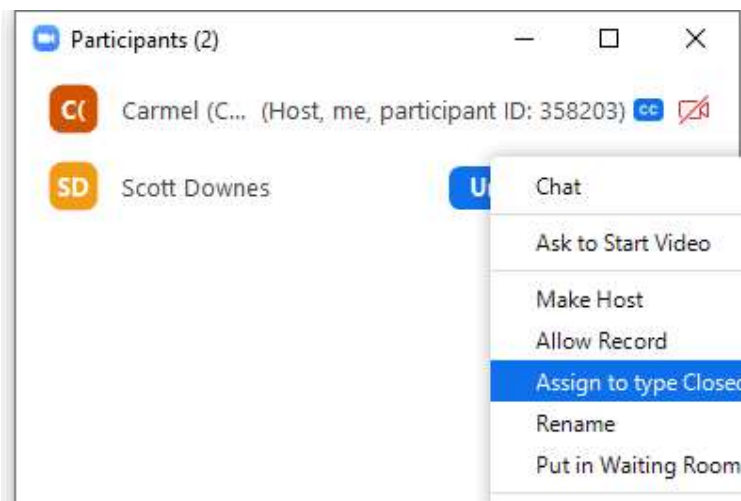
1. Click on **Participants**:



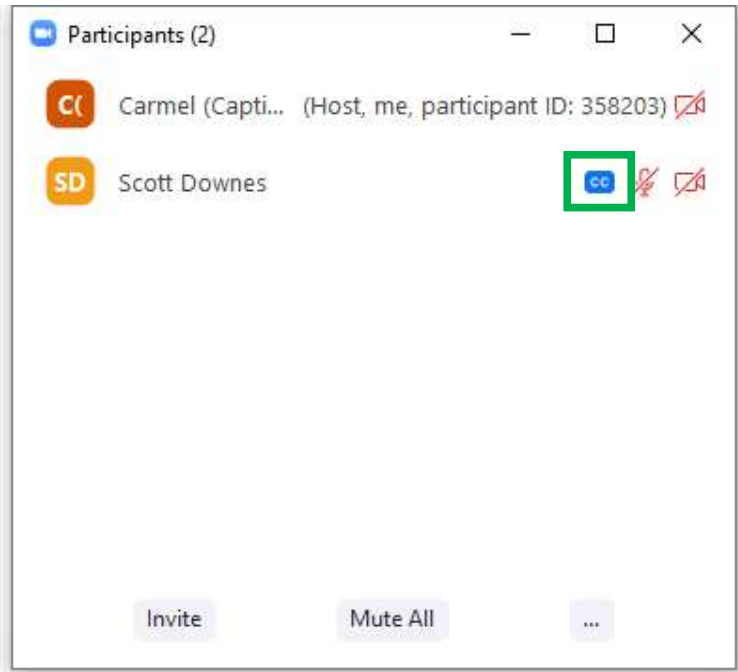
2. Find the captioner's name and click **More**:



3. Then click **Assign to type Closed Caption**.

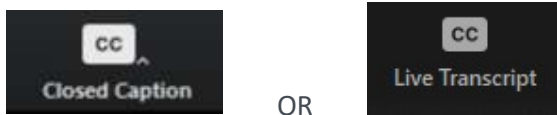


The cc symbol will appear beside the captioner's name in the participants' box.

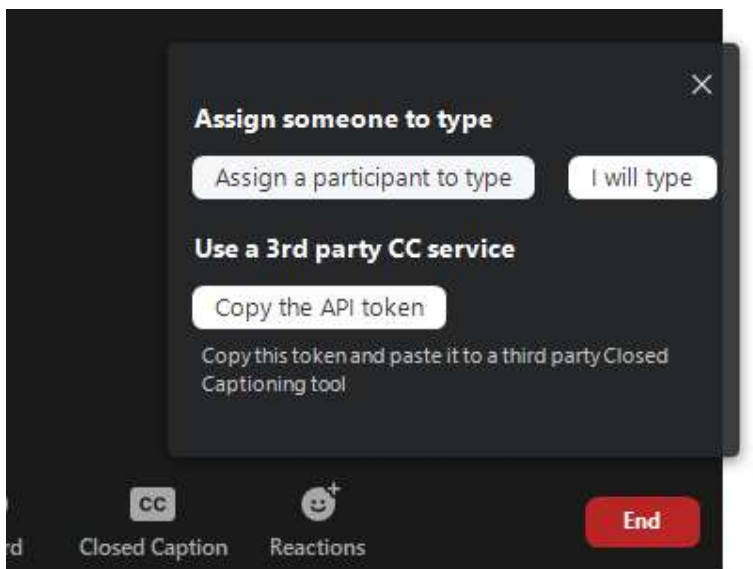


Another way is in Zoom, once the captioner/s join the meeting, the meeting host can assign our stenocaptioners the role of closed caption provider by:

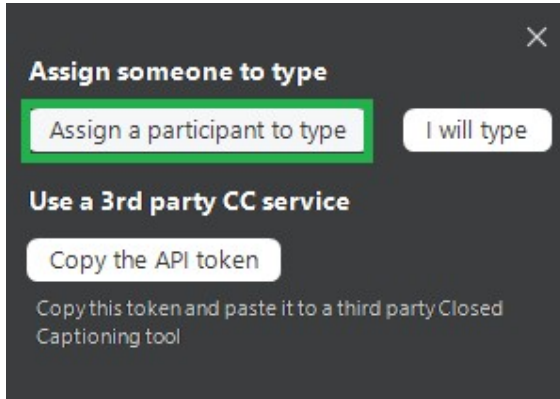
1. In the Zoom meeting, click **Closed Caption** on the Zoom toolbar at the bottom of the screen:



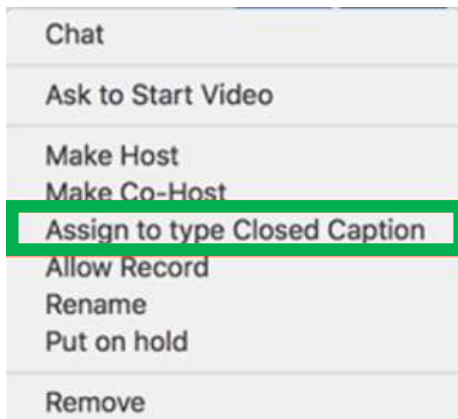
A closed caption popup will appear.



2. Click on **Assign a participant to type**:



3. A window with all of the current meeting participants will open. Hover over the participant who will be assigned to type the captions (the captioner) and click **More**. Then click **Assign to type closed caption**.



A note will appear on the captioner's meeting, "The host has assigned you to type Closed Caption".