

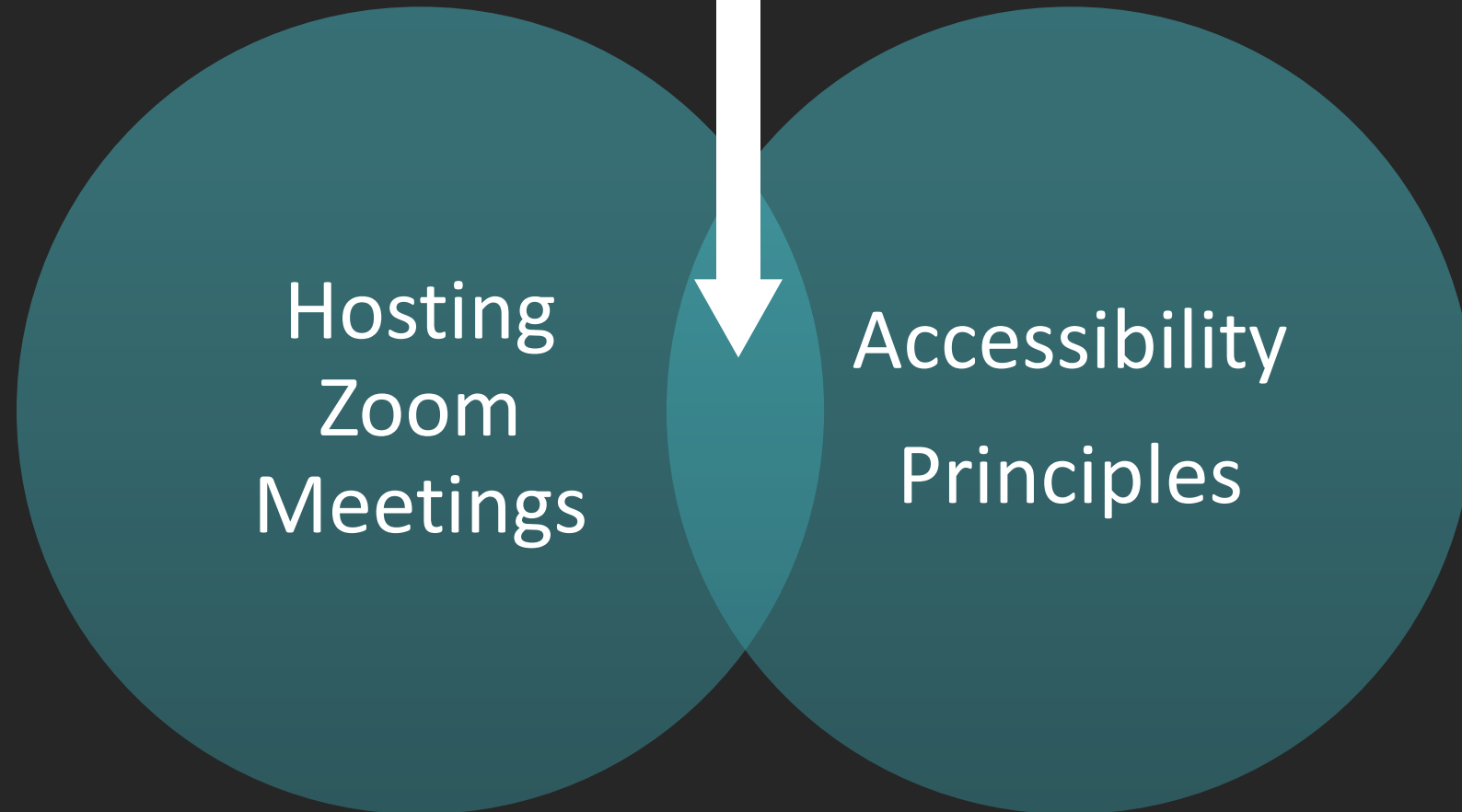
# Hosting Accessible Zoom Meetings



Jon Whiting

[WebAIM.org](http://WebAIM.org) | [USU IDRPP](http://USU IDRPP)

# Hosting Accessible Zoom Meetings



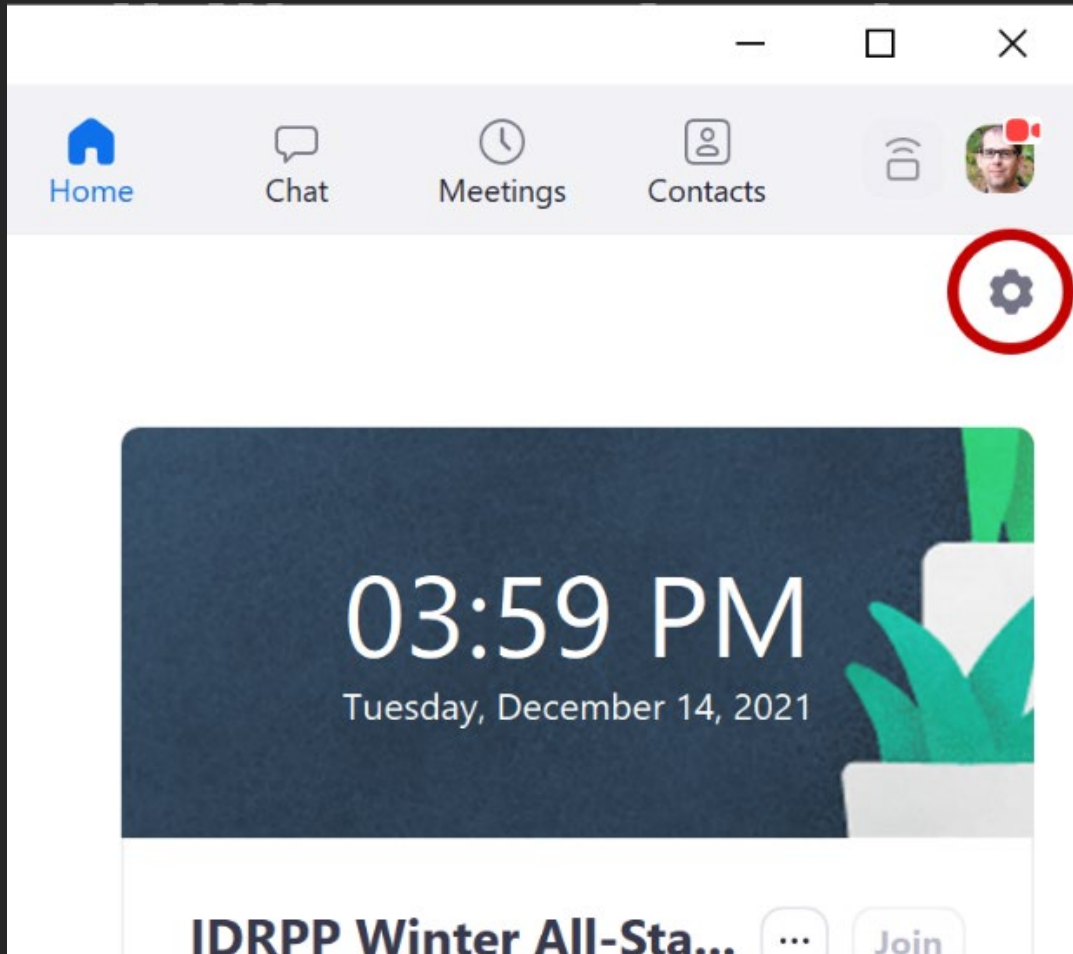
# Outline


- Zoom settings
- Accessibility accommodations
- Create a meeting or webinar
- Set up captions and interpreters
- Accessibility of Zoom features



# Zoom Settings

# Configure Settings



- Do this only once
- Settings icon 
- **General** tab > **View More Settings**

# Captions and Sign Language in Zoom

[WebAIM blog post](#)

# Manual or Automatic Captions

## Manual (captioner-provided)

- Usually more accurate
- More than spoken text
- Speaker change is more clear

## Automatic transcription

- Free
- Very little lag
- Has punctuation
- Provide this if you are not providing manual captions

# Enable Captions



- In the **Settings** sidebar, choose the **Meeting** tab > **In Meeting (Advanced)**
- Make sure **Manual captions** and **Automated captions** are enabled.
  - Remove languages that aren't supported?

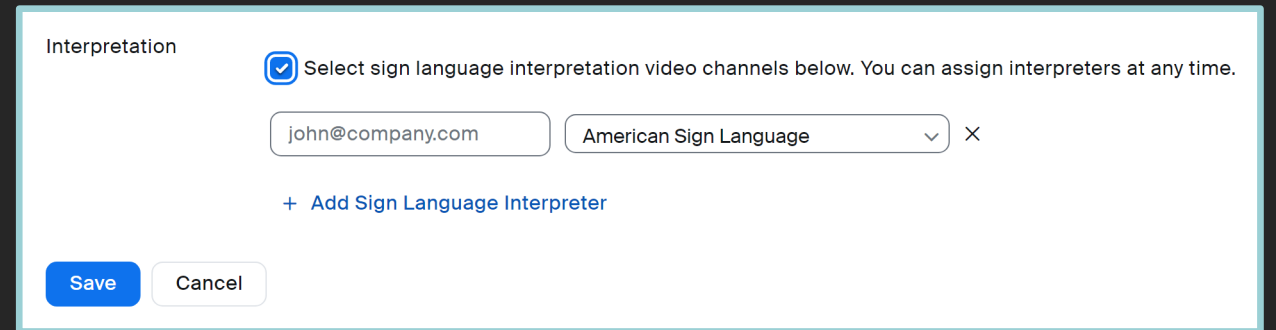
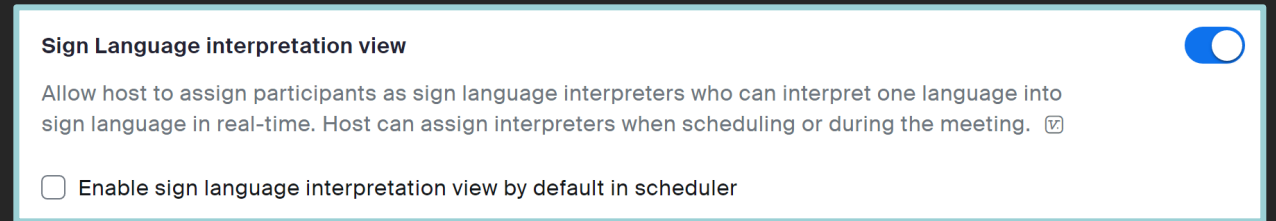


# Choose how Interpreters will be presented

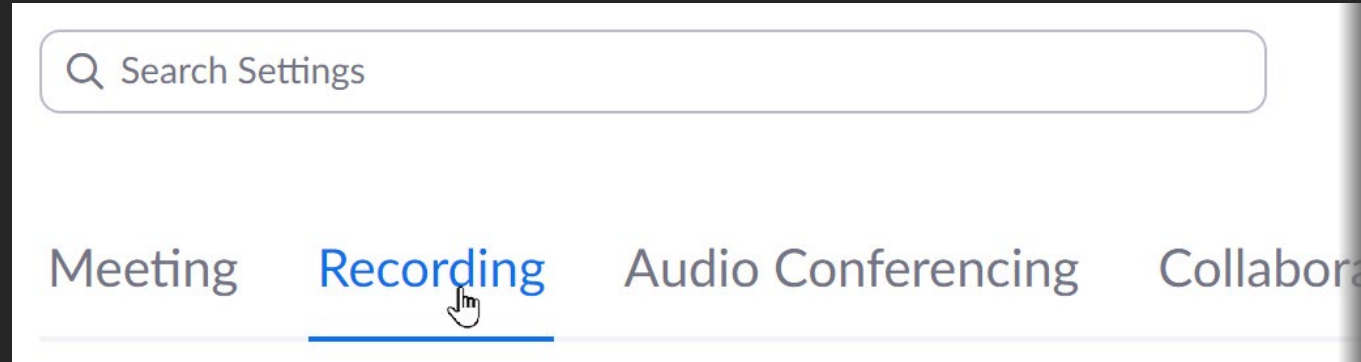
- “Interpretation” option
  - Less distracting for others
  - Participants can change interpreter size and position
- In the video gallery
  - Is more familiar
  - Interpreters can communicate with each other
  - Interpreters can be recorded (but only to computer)

# Sign Language “Interpretation” option

- **Settings > In Meeting (Advanced) > Enable Sign Language interpretation view**
- When creating a meeting, check **Select sign language interpretation video channels below**
  - Add interpreter now or during the meeting

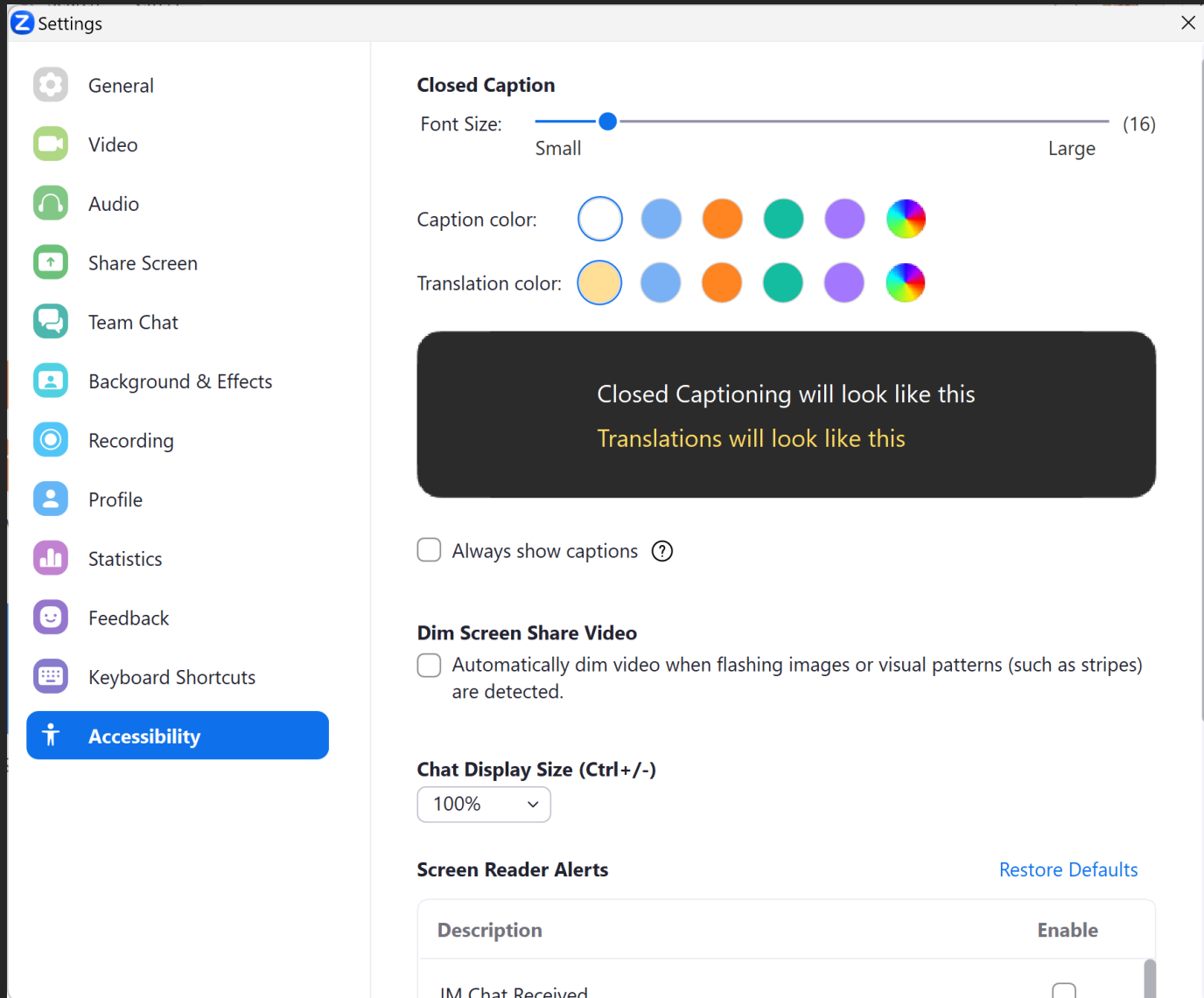


# Recording Tab



- **Local Recording** enabled if recording Sign Language Interpreters
  - **Advanced cloud recording settings**
  - Check **Create Audio transcript**
- **Save closed caption as VTT file**...if you want the caption file

# Desktop App Accessibility Settings



- **Keyboard Shortcuts** tab
  - E.g., Alt to show controls
- **Accessibility** tab
  - **Color & size of captions**
  - **Always show captions**
  - **Dim Screen Share Video - Photosensitive users**
  - **Screen Reader Alerts - customize screen reader**

# Accessibility Accommodations

# Anticipate Needs and Invite Requests

Automated captions are provided for the training. Please list any other accessibility requests or requirements.

- List accommodations what will be provided
  - Captions (identify if automatic)
  - Interpreters
  - Provide (or be ready to provide) slides
- Invite requests for additional accommodations

# Schedule Captioners/Interpreters

- Zoom info
  - Panelist invite for webinars
- Time they will join  
(e.g., 5 minutes early)
- What resources are needed?  
(slides, speaker names, etc.)



**Create a Meeting or Webinar**



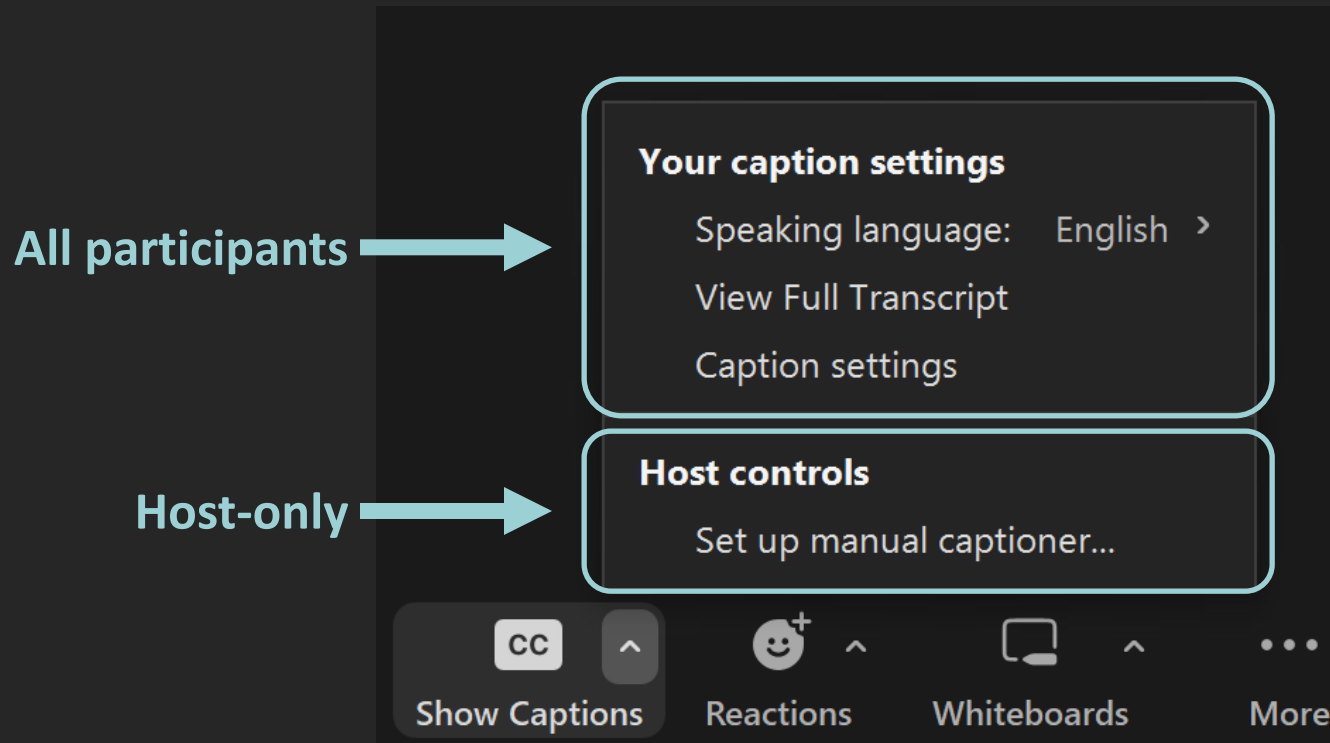
# Meeting/Webinar Settings

- Enable sign language interpretation?
- If you require registration
  - Add a question on accommodations
  - Add alternative text to branding
- For a webinar
  - **Invitations** > **Invite panelists** > invite captioners or interpreters.
  - Interpreters are automatically made panelists

# Set up Captions and Interpreters



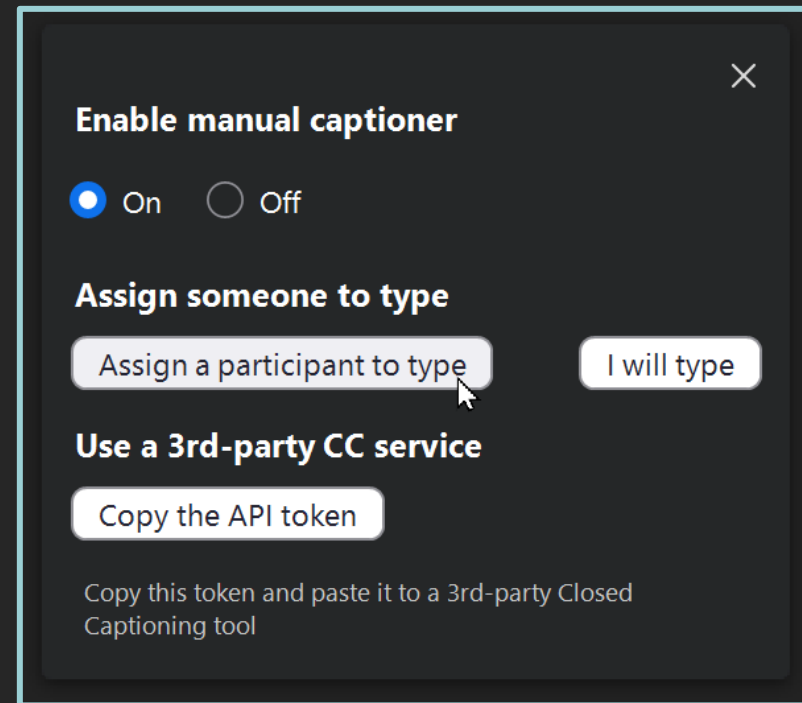
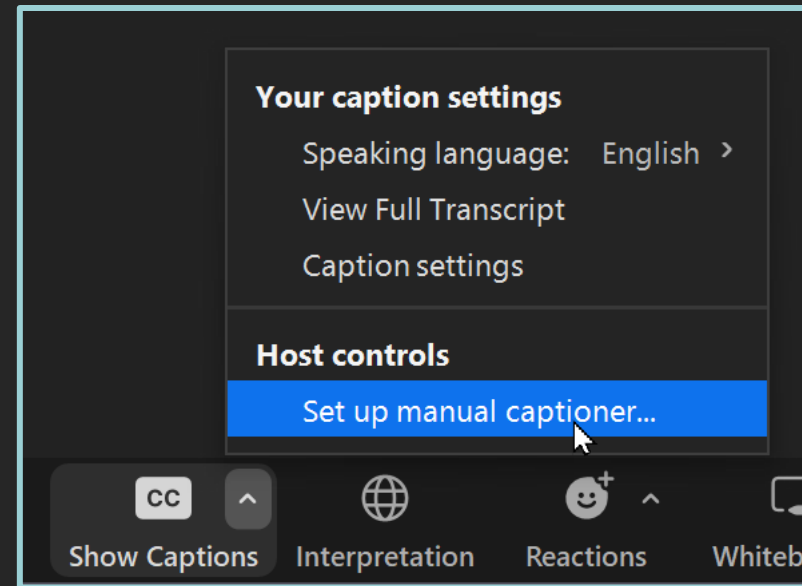
# Automatic Captions



- Auto-captions are available under **Show Captions**
- “Enable Auto-Transcription” step is no longer necessary.
  - Participants can enable captions without requesting them from the host.

# Manual Captions

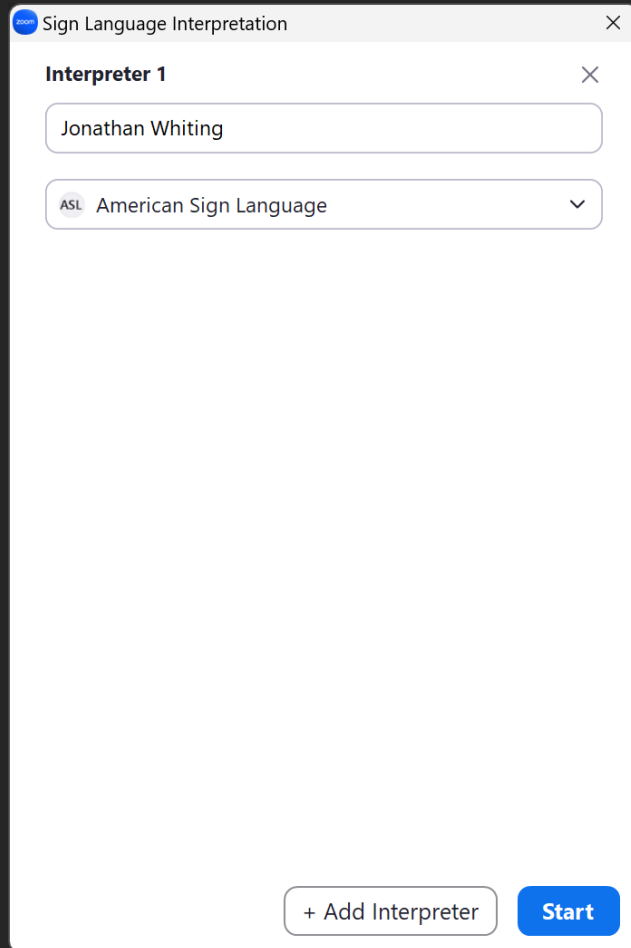
1. **Show Captions** menu > **Setup a manual captioner...**
2. **Enable manual captioner** set to "On" > **Assign a participant to type** *OR* **Copy the API token**
  - API token must be copied and shared after the event starts



# Sign Language Interpreters Using Gallery

- Spotlight interpreters for everyone to see
  - Consider distraction for some participants
  - Only show active interpreter.
    - Let interpreters control spotlight:  
**Participants** panel > find interpreter name > **More** > **Make Co-Host**
    - Have them turn cameras on/off
- **OR** let deaf participants pin interpreters
  - Multiple interpreters? **More** > **Allow to Multi-pin**

# Sign Language Interpretation

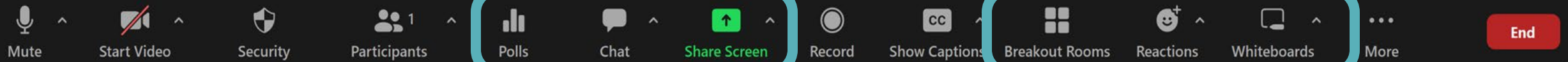


- To add during meeting: **Interpretation** > **Add Interpreter** > find interpreter by name > **Start**
- Participant can choose to view the active interpreter
- Top interpreter will override video of other interpreters

# Record

- Record to computer to for ASL interpreters
- Record to cloud for automatic transcript
  - Cloud recordings can be downloaded
- Record both
  - Must be a Host or Co-Host
    - Or “Allow to Record Local Files”
  - Record to computer first
  - Then record to cloud

# Accessibility of Zoom Features





# Polls

Polls make you want to

Stop...

Single Choice ▾

collaborate and listen

in the name of love

Hammer time

+ Add choice

+ Add Question

⋮ Save Cancel

- Polls can be accessed by screen reader users
  - Don't re-read everything
- Provide an overview of the poll question and summarize the results

Settings

- General
- Video
- Audio
- Share Screen
- Chat
- Background & Effects
- Recording
- Profile
- Statistics
- Feedback
- Keyboard Shortcuts
- Accessibility**

### Closed Caption

Font Size:  (16)  
Small Large

Captions will look like this

### Chat Display Size (Ctrl+/-)

80%


### Screen Reader Alerts [Restore Defaults](#)

Description	Enable
IM Chat Received	<input type="checkbox"/>
Participant Has Joined/Left Meeting (Host Only)	<input checked="" type="checkbox"/>
Participant Has Joined/Left Waiting Room (Host Only)	<input checked="" type="checkbox"/>
Audio Muted by Host	<input checked="" type="checkbox"/>

# Chat & Screen Reader Alerts

- By default, new messages are “alerts”
- Users can change this, but then they risk missing information
- Similar to the visual experience

# Chat

- Can be helpful/distracting for everyone.
  - To reduce noise in larger meetings, choose **More** (  ) > **Participant Can Chat with:** > choose **Hosts and co-hosts / Host and panelists.**
  - Q&A in webinars can help reduce chat noise.
- Announce important info in chat (e.g., links to slides).
- If answer chat questions aloud, repeat the question.

# Share Screen

1. Prepare slides and visuals
2. Enlarge screens and windows
3. Describe tasks to keyboard users
4. Describe content and tasks to blind participants

# Prepare slides and visuals

- Large visuals—slides & screens will be smaller on Zoom
- Remember to leave space for captions
- See [our articles](#) or [docs course](#) for details on accessible presentations
- Avoid [distracting content](#)

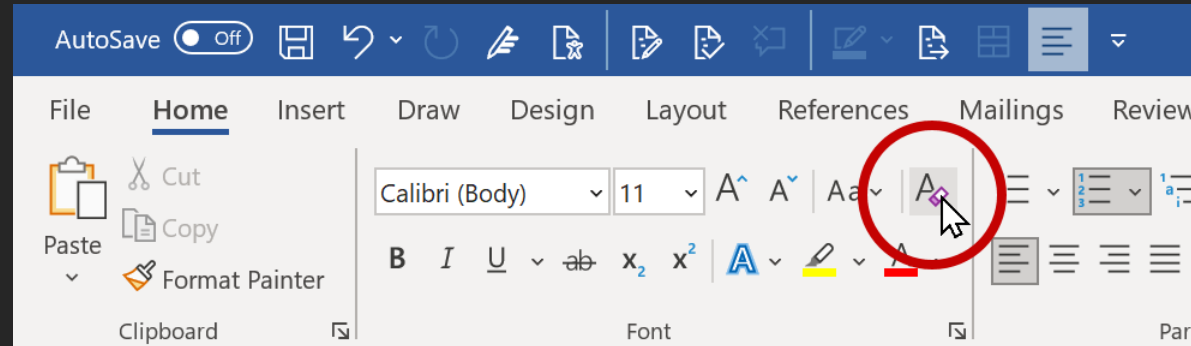
# Enlarge screens, browsers windows, or software

- While screen sharing
  - Fullscreen windows
- In browsers, **Ctrl/command & +, -, o**
- In OS
  - Reduce screen resolution
  - Increase text size
  - Change mouse pointer size

# Instructions for keyboard users

- Keyboard shortcuts are not usually necessary
- “Click” is OK
  - ...if you can access it with a keyboard
  - Right-click is also keyboard-accessible (but less intuitive)
- Acknowledge accessibility shortcomings
  - E.g., some tools in Acrobat are mouse-only

# Action + Name + Description + Location

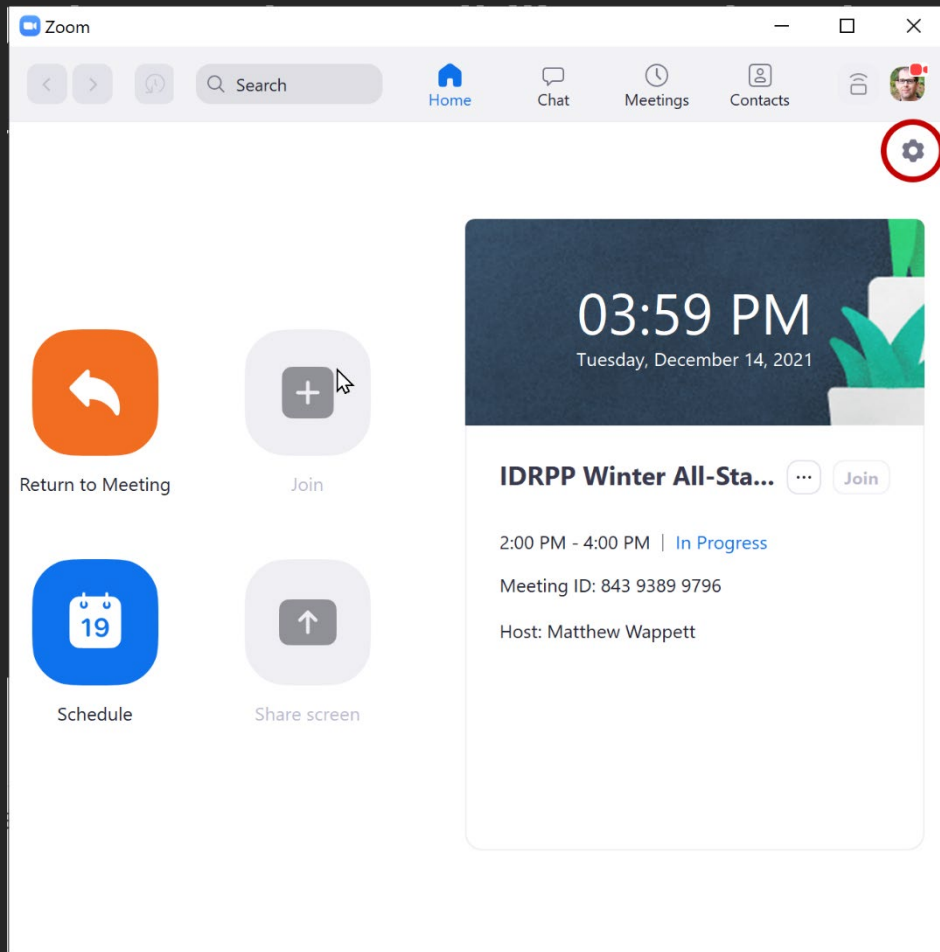


1. Action: "Click"
2. Name: "Clear All Formatting"
3. Description: "Letter 'A' with an eraser"
4. Location: "The font section on the Home tab"

[Tips for Accessible Screen Sharing](#)

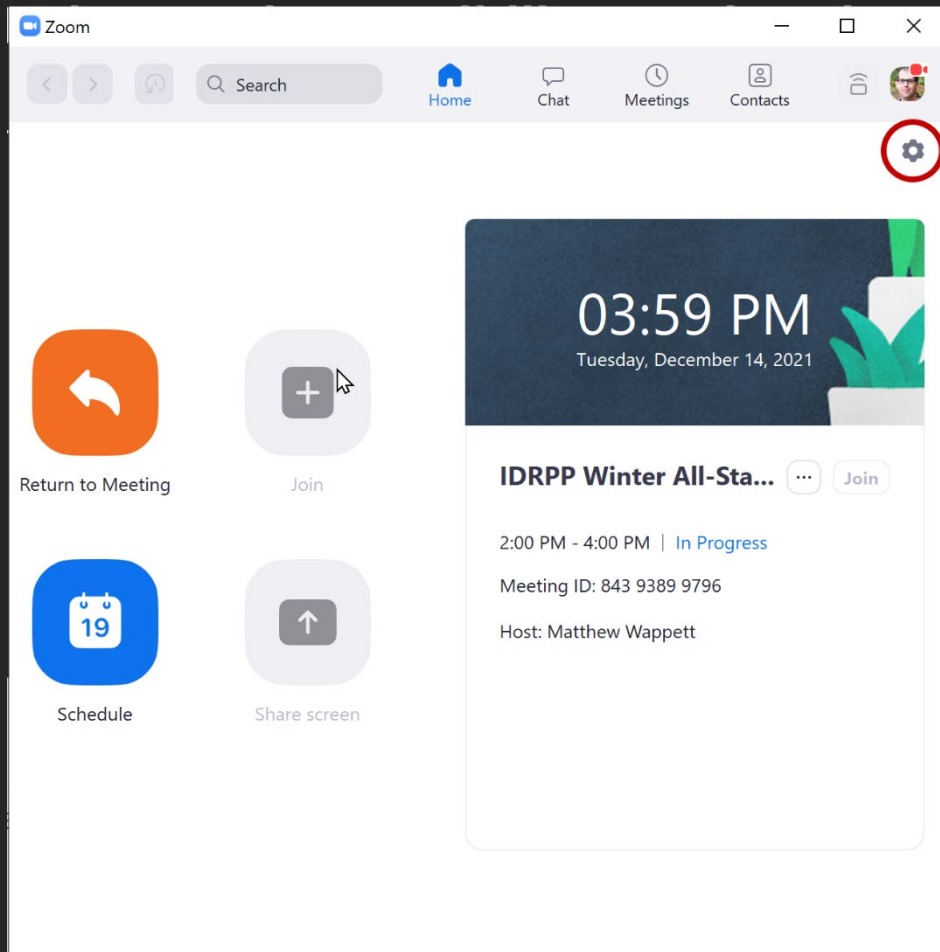


# “Here” - A 4-letter word



“I’ll click over here...then right here”

# ...Unless you describe your action



“//”...

- Click over here
- on Settings,
- the gear-shaped icon,
- in the upper-right corner.”

# Breakout Rooms

- Auto transcription is available in all breakout rooms
- Manual captions can be assigned to **one** breakout room
  - Same with Sign Language Interpreters
  - Interpreters & deaf participants together in any room
- Be sure to include others in breakout rooms with captions or interpreters, not just DHH
- Captions must be re-enabled and Interpreters restarted when returning to the main room

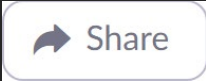

# Reactions

- Reactions are not announced to screen readers
  - Discoverable in the Participants panel but they disappear after 10 seconds
  - Summarize reactions if you think they are relevant to the group
- Raised hand is announced to the host and does not disappear
- Screen readers will read emoji
  - That's Good! 😊
  - Unless they are overused 🤖 🤖 🤖 🤖 🤖 🤖 🤖 🤖 🤖

# Whiteboards


- Have inherent accessibility problems
- Avoid activities that require whiteboard use from participants
- Presenters must clearly describe onscreen actions

# Clean up transcript for cloud-recorded video

-  > enable "Viewers can see transcript"
- Click the image of the recording to edit
- Hover/↑↓ to a line > Select 
- [Transcription demo](#)

### Audio Transcript

Q Search transcript

 **Jonathan Whiting**

00:03 For example, one word that's never captioned correctly with automated captions is, **what keg** W.  
C. AG.

00:11 It looks like this time it was presented as "what keg."

# Thank You!

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