

Live Closed Captions and Transcripts in Zoom.

Zoom is in the process of rolling out Live Captioning and Transcription on its platform. As of February 1, 2021, it was made available to educational accounts. We now have access to the service through our Lakehead University accounts.

To get started:

1. Go to lakeheadu.zoom.us and log in using your institutional email.
2. Once in My Account, go to Setting on the left-hand side of the screen.
3. Click on: In Meeting (Advanced) – scroll down to Closed Captioning.
 - a. If you have not enabled captioning for your account, you will have to click the toggle to enable. (from gray to blue, the button will move from left to right)
4. Click the check box beside 'Enable Live Transcription service to show transcript on the side panel in-meeting'. (NOTE: only the host of the meeting will be able to turn the live auto-transcription feature on)
 - a. It will ask you if you want to save, click save.
 - i. The "Save Transcript" feature will only be available if the host of the meeting has turned on this feature in their Zoom settings.

Once this is set up in your account you can open a zoom meeting or schedule your meetings. This will also give your meeting participants the option to watch the captions or the transcript or turn them off if they do not want to view them.



To view captions or live transcription in the meeting:

1. Open a zoom meeting.
2. On the bottom ribbon you will now see that the closed caption button has been renamed to live transcript. Click on it and then click on Enable Auto-Transcription
 - a. It will prompt you at the bottoms of your screen that the transcript is on and a little up arrow will have appeared next to the CC button.
 - i. The CC button will only appear to the participants once the host has turned on the feature.
 - b. If you click the up arrow it will now give you three options:
 - i. Hide Subtitles – click this to turn off the subtitles.
 - ii. View Full Transcript – click this to have a text window appear at the right side of the screen where you can watch the live transcript of your meeting. There is also a save transcript button at the bottom of this window that will allow you to save this live transcript at any time and it is retroactive so it will save for the whole meeting.
 - iii. Subtitle Settings – click this and a pop-up window will bring you to the accessibility settings where you can change the size of the caption.

Please Note:

The “Save Captions” feature, when turned on, will allow all attendees of the meeting to save the transcript.

The “Save Transcript” only saves up until the time that the user joined the meeting. It will not save prior to the participant joining the meeting but it can be saved at intervals during the meeting and will save to the same document as you update.